

Training & Consulting



International



English Language Centre



INTERNATIONAL STUDENT HANDBOOK

The Malka Group – TMG INTERNATIONAL

The Malka Group Pty Ltd

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1. ABOUT THE MALKA GROUP

1.1. Welcome

Thank you for choosing The Malka Group for your Education and training needs.

The Malka Group Pty Ltd trading as TMG Training and Consulting, TMG International and TMG English Language Centre is a Nationally Recognised Training Organisation, is pleased to have you learn with us. We want you to enjoy and benefit from your Education and Training Programs.

TMG Program ensures your career moves in the right direction and we at TMG are committed to ensuring that you receive the best possible learning.

1.2. About The Malka Group TMG International

The belief in the importance of the lifelong learning journey and ongoing skills development underpins TMG's approach to training delivery. TMG continues to play an important role in encouraging learning and training culture and creating a framework in which effective employment opportunities and training is more likely to take place. TMG's capacity to assist a wide range of individuals' results in TMG personnel being focused on the needs of the individual and the changing demands of the workplace.

The TMG International provides a safe and productive learning environment the aim of which is to realise the potential of each student, to provide teaching of the highest standard in a friendly, welcoming and multi-cultural learning environment.

The TMG International is built on almost twenty years of educational experience. With our team of professional and dedicated teachers, TMG will assist you to develop and improve your vocational skills and to achieve your goals, either for career advancement, further study or improved communication in the world's most accepted international language. Your goals are our priority.

1.3. TMG Provides:

- Learning that is workplace relevant and improves career opportunities
- Training Consultants with recent and relevant industry expertise
- Innovative and responsive training delivery
- Inclusive, integrated and flexible training delivery models
- Learning programs that make sense in the work environment

- Learners with the required skills for the present and, importantly, the future
- Where appropriate, hands on practical skills linked to underpinning knowledge
- Learning environments that adapt to change and the demands of the day
- Learning that leads to career advancement

As a Registered Training Provider, TMG strives to ensure quality in all aspects of its training service delivery whilst meeting the requirements of the Vet Quality Framework VQF.

The Management and staff of TMG are committed to ensuring that access and equity considerations are incorporated into the provision of training delivery and assessment. This means that all of our learners have the best possible training delivery and learning experience. We achieve this by employing qualified and vocationally experienced staff, offering our learners best training options.

1.4. TMG English Language Centre (ELC)

TMG has a dedicated English Language Centre which delivers ELICOS programs to overseas students:-

- | | |
|--|----------------|
| • General English (GE) Elementary (10 weeks) | CRICOS 086090D |
| • General English (GE) Pre-intermediate (10 weeks) | CRICOS 086091C |
| • General English (GE) Intermediate (10 weeks) | CRICOS 086095K |
| • General English (GE) Upper-intermediate (10 weeks) | CRICOS 086092B |
| • English for Academic Purpose (EAP) 1 (10 weeks) | CRICOS 086088J |
| • English for Academic Purpose (EAP) 2 (10 weeks) | CRICOS 086089G |
| • IELTS preparation (10 weeks) | CRICOS 086094M |
| • IELTS Extension (10 weeks) | CRICOS 086093A |

At TMG ELC, we aim to make learning English enjoyable, whilst ensuring that students understand that they are here to learn. The language of instruction is English, with emphasis on the four skill areas of speaking, listening, reading and writing. Teachers concentrate on the practical use of all aspects of the language in everyday situations. We use materials especially designed for the individual needs of our students.

To ensure that each student obtains the greatest benefit from their learning students are tested on arrival, and placed in classes appropriate to their level. Whenever possible, we try to organize international classes to encourage students to feel comfortable using English to communicate.

1.5. TMG Packaged VET Courses:

After having achieved the required level of English, TMG offers students the opportunity to undertake further study in:

- FNS40615 Certificate IV in Accounting CRICOS 087904G
- FNS50215 Diploma of Accounting CRICOS 087905G
- CHC50113 Diploma of Early Childhood Education and Care CRICOS 084958F
- BSB61015 Advanced Diploma of Leadership & Management CRICOS 087903G

As a Registered Training Provider, TMG strives to ensure quality in all aspects of its training service delivery whilst meeting the requirements of the Vet Quality Framework VQF, the National Code of Practice 2007, the NEAS International Standards and National ELICOS Standards.

The Management and staff of TMG are committed to ensuring that access and equity considerations are incorporated into the provision of all training delivery and assessment. This means that all our learners have the best possible training delivery and learning experience. We achieve this by employing qualified and vocationally experienced staff and offering our learners the best training options.

2. GENERAL STUDENT INFORMATION

2.1. Student support services

If you have any problems with your course or settling into a new city and culture, then please speak to the Student Support Services Officer who is available to discuss, in confidence, any problems you might have in relation to your study or other matters.

The Student Support Services Officer's role is to provide information, advice and assistance to all students in a wide range of areas such as:

- Orientation
- Student Enrolment
- Academic progress
- Further study options
- Housing and accommodation,
- Study problems,
- Financial issues,
- Health matters

Students who are experiencing any difficulties in their study are requested to speak to either Sharwari Rajurkar (International Education Manager) or Neema Pathania (Student Contact Officer).

All discussions will be treated in confidence.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

2.2. Year Planner and Timetable

This will be provided with each term's orientation information or can be requested from Administration.

Copies of current planners and timetables are posted on the student bulletin board.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

2.3. Student survey

TMG surveys all learners and employers using the Quality Indicators.

The Australian Quality Training Framework 2007 (AQTF 2007) Quality Indicators are part of the AQTF 2007 Essential Standards for Registration for training organisations that wish to deliver nationally recognised vocational qualifications and competencies.

Three Quality Indicators have been endorsed by the National Quality Council (NQC): Learner Engagement, Employer Satisfaction and Competency Completion. These are designed to help The Malka Group conduct evidence-based and outcomes-focused continuous quality improvement, and assist Registering Bodies assess the risk of TMG's operations.

Learners may receive a written a feedback questionnaire during and at the completion of their Training Program. This is to further monitor the quality and relevance of the ongoing training and career pathway opportunities of clients after they have completed each certificate.

TMG is committed to facilitating a learning process that both benefit the client and the Employer.

TMG will ensure that feedback is used for the appraisal of training conducted and guides future training.

Feedback shall be sought from Training Consultants, clients and industry at regular intervals during training by the General Manager (National) – Compliance, Quality Assurance and Training.

Feedback shall be provided to Training Consultants to guide future training processes by seeking responses on the degree of training program success.

Feedback which indicates discrimination, anti-equal opportunity practices shall be acted upon by the CEO immediately.

Client feedback shall be used by General Manager (National) – Compliance, Quality Assurance and Training to enhance training resources.

2.4. Student ID card

After enrolment you will be issued with a photo student ID card. This card will identify you as a TMG student and will allow you to access services and facilities at TMG and will also act as your library card.

If you lose your ID card then you need to request Administration for a new card in writing and pay \$10.00.

2.5. Personal Details

If for any reason your personal details change during the year then you need to advise TMG in writing know as soon as possible, (e.g. change of address, phone numbers, and account details)

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website <http://international.tmg.edu.au/policies-forms/>

2.6. Day to day

- After each class has finished ensure that:
 - All rubbish has been cleared and put in the bins provided.
 - All class materials and work have been removed from the desk area.
A locker is available for all students on request to store class materials etc.
- No smoking in any of the buildings including the ground floor entrance area.
- Friends are welcome to TMG; however, please seek permission from the supervising teacher the day prior to the visit, and sign in your visitor at administration when they arrive.

2.7. First Aid

A First Aid kit is available in the Administration area.

First aid officers: 1. Diana Van Eck 2. Narelle Clempson

3. INFORMATION AROUND ENROLMENT

3.1. Orientation and Induction for New Students

An orientation program will be available to you prior to course commencement. For more information about TMG's Orientation, visit TMG's website

<http://international.tmg.edu.au/policies-forms/>

3.2. Recognition of Prior Learning

Prior Learning is knowledge, skills or competencies that students have already acquired. Students may have acquired them through life experience, on the job training, previous study or just a hobby.

If students think they are eligible for Recognition of Prior Learning ("RPL") qualification then they need to discuss this with an appropriate member of staff. They will be required to complete an application for RPL form along with the supplementary Form for each RPL application.

There is a fee charged for processing RPL applications. There is no guarantee that the RPL will be approved.

3.3. Credit transfers

If you have studied the same subject or a similar subject at another institution then you can receive a credit transfer. There is no fee attached to credit transfers.

3.4. Amending your Enrolment or Withdrawal

Withdrawal from course (Deferment, Suspension and Cancellation Application Form)

If students are in arrears with their school fees and leave TMG then they will continue to be charged school fees until such time as they formally give notification that they are withdrawing. Fees will be charged to the date of notification of withdrawal. Please see Refund Policy.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

3.5. Payment of Fees

You have the choice of paying per yearly, half yearly or monthly (at the discretion of TMG). If there is any reason for late payment then this needs to be discussed with the Administration Manager.

If fees are in arrears by 7 days they may attract a late payment fee as per your Student Agreement. Nonpayment of fees can result in you being refused access to the teaching facilities. Results will not be released until the total fees are paid.

Dishonored and stopped cheques will incur an additional fee, plus any additional costs incurred as a result of extra bank charges.

Fees can be paid via eftpos, creditcard, cheque or money order. Please contact Administration for further information.

Note: Some credit cards attract surcharges.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website <http://international.tmg.edu.au/policies-forms/>

Application fee

The Application fee of AU\$250 is to secure your place at TMG. This fee is non-refundable and only paid once for the duration of the course. However, while you are a full time enrolled student at TMG, if you do enroll for a second course, there is no additional charge.

Tuition fee

These fees cover the cost of the tuition throughout the year, and are refundable in accordance with the refund policy.

Overdue Fees

Once fees are overdue by thirty (30) days and no arrangement has been made with TMG re late payment then the matter may be sent to a debt collector for settlement.

You are now given prior and reasonable notice of penalties that you may incur for late payment. Should the matter of any unpaid fees require referral to a debt collector or solicitor, you will become liable for a debt recovery penalty (which may

equate to up to 30% of the debt sum) as the costs of recovery. You acknowledge your liability for payment of these additional costs should you fail to pay fees within our accepted trading terms or should you withdraw from the course without providing adequate notification to TMG. (see Refund Policy)

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

3.6. Refund Policy

TMG complies with the Refunds and Transfers Policy and Code of Conduct of ESOS Act (2000), Education for Overseas Students Amendment Act 2014 and National Code of Practice for Providers of Education and Training to Overseas Students. TMG application fee is payable once only.

Tuition

- If you provide TMG with more than 28 days written notice prior to the commencement of your initial course, TMG will provide you with 25% refund of tuition fees for that course and any subsequent courses, less an amount of AUD\$ 250 for the administration and processing charges.
- If you provide TMG with 14-28 days written notice prior to the commencement of your initial course, TMG will provide you with 15% refund of tuition fees for that course and any subsequent courses, less an amount of AUD\$ 250 for the administration and processing charges.
- If written notice is received less than 14 days before the course commencement date, no refund is payable for any of your course.
- In circumstances other than where TMG ceases to provide the course, no refund is payable for any of your courses after your initial course has commenced. You will be required to pay any unpaid fees for that study period to TMG before the request for release letter is considered.
- Except as required under the ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students, where you transfer from a more expensive course to a less expensive course, no refund of the difference is payable.
- If your visa application is denied, as prescribed in section 47E of the ESOS Act, a full refund of all pre-paid course fees, less AU\$500 or 5 percent of the total amount of pre-paid fees received for the course (whichever is the

lesser), will be made provided that TMG receives a copy of the Australian Embassy rejection letter.

- TMG reserves the right to suspend or cancel your enrolment because –
 - a. of your failure to pay an amount you were liable to pay to TMG (directly or indirectly) in order to undertake a course;
 - b. you have breached a condition of your student visa;
 - c. if You are under 18 years of age, you refuse to maintain your approved care arrangements without sufficient reason acceptable to TMG; or
 - d. behaviour unacceptable to TMG, including but not limited to behaviour as described in the TMG Code of Conduct as published and displayed in centers and at <http://international.tmg.edu.au/policies-forms/>

If your enrolment is suspended or cancelled by TMG in accordance with these Conditions of Enrolment, no refund of tuition fees is payable.

In circumstances other than where TMG ceases to provide a course, refunds will be paid within four weeks of TMG receiving written request.

- TMG reserves the right to cancel a course due to insufficient numbers or in some exceptional circumstances may fail to commence the course for the student on the agreed starting day. In this event, TMG will refund all tuition fees paid to date for the cancelled course within two weeks of the date on which TMG ceases to provide the course. In the unlikely event of provider default resulting in TMG being unable to deliver all courses in full after the commencement but before completion in which you have enrolled, you will be entitled to a full refund of the unused portion of Tuition Fee as per the Section 10 of ESOS Act.

Deferrals/postponements

- If you have paid tuition fees for a course, TMG may allow you to defer or postpone your commencement of that course in the following circumstances:
 - a. If you give TMG at least 28 days written notice before the commencement of the course (you will have to pay any increase in tuition fees from the time of deferment to your commencement of the course);
 - b. If you cannot start your course on the agreed start date because there is a delay in receiving your student visa before your course commences; or

- c. If you have compassionate or compelling circumstances, such as: death in your immediate family (father, mother, child, sibling, spouse only); natural disaster in your home country; you or your dependent family member is seriously ill; you become pregnant; or you become a victim of a serious crime or trauma.

Approval for deferral or postponement of a course is at the sole discretion of TMG. You must provide TMG with documented evidence in support of your application for deferral or postponement as required by TMG. If approved, TMG will advise the Department of Immigration and Border Protection (DIBP) accordingly.

Requests for Refund of Tuition Fees

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the request for refund preform, stating reasons and relevant details. This must be submitted to the International Education Manager at TMG 29 Ellingworth Parade, Box Hill, Melbourne VIC 3128, Or by email, with attached support documents, to info@tmg.edu.au.

Approvals

All refunds must be approved by the Operations Manager or Operations Coordinator.

Exemptions to any of the above reasons may only occur where the student has extenuating or compassionate grounds as determined by the CEO.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution. TMG will provide the student with a statement detailing the calculation of the refund.

This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

4. ASSESSMENT INFORMATION

4.1. Course information

Each course is made up of a number of units of competency. In order to obtain your qualification, all units must be passed; in other words you must demonstrate you are competent in the knowledge and skills described in each of the units to be awarded the qualification.

Courses are offered over 26 or 50 weeks (including holiday and term/semester breaks) with a minimum average of 20 hours face to face teaching per week. The compulsory study period is (2 terms or 20 weeks of study = 1 compulsory study period). Classes may be timetabled on a daily basis using TMG's teaching rooms.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website <http://international.tmg.edu.au/policies-forms/>

4.2. Assessment

All work must be handed in by the due date. If you cannot meet a deadline then you must speak to your subject teacher to see what arrangements can be made and what penalties, if any, apply. If you believe there are special circumstances then you can request a deferred assessment, this must be made in writing and submitted to Student Administration before the assessment due date. Note that requesting a deferred assessment will not automatically grant you late submission. A student who has not handed in the assessment by the specified due date or has submitted insufficient work, and does not have the approval of the teacher to hand in late work, the students result will be NYC.

NYC result

Students with a NYC result may be able to resubmit work at no cost or with cost, depending on the circumstances. Any results/competencies not successfully completed may also be repeated during or at the end of the year (at TMGs discretion) and will incur extra charges.

Results awarded:

Grade	Description
C	Competent (Pass)
NYC	Not Yet Competent (Fail)
W	Withdrawn without failure
CT	Credit Transfer
RPL	Credit granted on the basis of Recognition of Prior Learning

A result of "W" will be given to a student who has withdrawn from a module enrolment requesting withdrawal in writing. In such a case, the student's academic transcript will reflect withdrawal in good standing.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website <http://international.tmg.edu.au/policies-forms/>

4.3. Attendance and being late for class

Being late for class will result in you being marked absent.

It is up to you to keep us informed of any illness. If you are unable to attend classes for any reason or will be late to class, please contact TMG.

Also, if you are having any difficulty with your work or experiencing subject difficulties please speak first to your teacher, Industry & Learner Engagement Coordinator or International Education Manager.

4.4. Plagiarism

Plagiarism is the submitting of work, created by another person, as though it is your own. It is a form of cheating and is a very serious academic offence.

Plagiarism occurs anytime that you present work as your own and the origin of the material used is not appropriately referred to (cite).

Plagiarized material can be presented in many forms:

- Writing
- Graphic
- Drawings
- Digital formats e.g.: Microsoft Word documents, Excel files, pictures/photos etc..

Plagiarism occurs anytime you use material of any kind that:

- Is not of your own original creation
- Has not been properly cited (referenced etc.) as not being of your own creation.

Examples of plagiarism include:

- Copying sentences or paragraphs word-for-word
- Closely paraphrasing sentences or paragraphs
- Having a another student help you directly with major assignment material

- Submitting whole or parts of computer files that contain work created by another person;
- Copying designs or works of art and submitting them as your original work
- Copying a whole or any part of another student's work; and
- Submitting work as your own that someone else has done for you.
- Enabling Plagiarism - the act of assisting or allowing another person to plagiarize or to copy your own work.

4.5. Consequences

If you are found to have plagiarized any work while studying, it may lead to one or more of the following (at the discretion of TMG):

- Reprimand the student;
- Resubmission of any assessment task/s
- Academic failure of a particular assessment/s
- Academic failure of a particular competency or competencies
- Expulsion from the Academy (termination of enrolment with TMG).

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

4.6. General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Institute's property or the property of others; alters/defaces TMG documents or records; prejudices the good name of TMG, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of TMG;
- prejudices the good order and governance of TMG or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of TMG;

- fails to comply with conditions agreed in the contract;
- willfully disobeys or disregards any lawful order or direction from TMG personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of TMG;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of TMG, or TMG premises or other premises to which the student has access as a student of TMG;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to TMG;
- knowingly makes any false or misleading representation about things that concern the student as a student of TMG or breaches any of TMG rules;
- Alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to TMG, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of TMG;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Institute premises while acting as an TMG student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of TMG or for which TMG is responsible; or
- Is guilty of any improper conduct.

Where a student has been identified of Academic or General Misconduct the General Manager (National) – Compliance, Quality Assurance and Training shall be informed and will make a decision on the penalty and the severity of the penalty. The General Manager (National) – Compliance, Quality Assurance and Training may take

into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Where a student has been identified with Academic or General Misconduct TMG shall ensure the following:

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the General Manager (National) – Compliance, Quality Assurance and Training to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalized more leniently than subsequent instances of misconduct.

Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

The penalties TMG can impose are:

- Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment
- A charge for any costs that the general misconduct may have caused - Temporary exclusion from the Institute in the form of suspending enrolment for a period of time.

Additionally, for international students the DIBP policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

In some cases where the student's misconduct is severe, TMG has the right to cancel the enrolment.

- Where TMG has decided the misconduct is severe enough for cancellation the following must occur:
 - The student must be informed in person (where possible), and in writing of the decision of the Institute to cancel the student's enrolment

- They must be informed of the fact that they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 days of the notification
- International Students must also be informed that TMG is obliged to inform DEEWR/DIBP via PRISMS after the 20 day period and that they will be at risk of having their Visa cancelled

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website <http://international.tmg.edu.au/policies-forms/>

4.7. Repeating of a unit of study / full time study

International students may repeat a unit of study more than once while in a full-time course and are not in their final semester of the course.

International students can repeat a unit of study only once if they are in the final semester of the course.

Where an international student is in their final semester and is required to repeat a unit or units of study to complete a course and the units to repeat do not constitute a full-time load, the student is not required to be enrolled in full-time study, otherwise all international students must be enrolled in full time study (for all courses more than one year in duration, full time is a minimum of 40 academic weeks with an average of 20 hrs. per week per semester).

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website <http://international.tmg.edu.au/policies-forms/>

4.8. Obtaining your Qualification or Statement of Attainment

Transcript of results is issued at the end of each semester. On successful completion of your course you will be issued with your course completion certificate. Students unsuccessful, withdrawing, cancelling or transferring from their course are entitled, at no extra cost, to a formal Statement of Attainment.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website <http://international.tmg.edu.au/policies-forms/>

5. POLICIES AND PROCEDURES

5.1. Access and Equity

TMG's is committed to the principles of access and equity in education and training and to catering to particular needs of target groups.

TMG will implement fair educational programs and geographic resource allocation practices to maximise the participation of target groups.

TMG will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

5.2. Sexual Harassment

TMG is firmly committed to providing equal employment opportunities and educational outcomes for all staff and clients. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

TMG recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and clients are not subject to sexual harassment.

5.3. Racism

TMG is firmly committed to providing a working, teaching and learning environment which is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

TMG recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

TMG recognises the community's racial and ethnic diversity and acknowledges that people from a non-English speaking background and indigenous people, in particular, have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

TMG expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs which are equitable, accessible and culturally inclusive.

5.4. Disability

TMG Staff should be mindful of the following principles:

- 1) Persons with a disability have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities. In other words no discrimination and treated with the same respect as all others Clause f is the most relevant.
- 2) Persons with a disability have the same right as other members of the community to:
 - a) respect for their human worth and dignity as individuals;
 - b) live free from abuse, neglect or exploitation;
 - c) realise their individual capacity for physical, social, emotional and intellectual development;
 - d) exercise control over their own lives;
 - e) participate actively in the decisions that affect their lives and have information and be supported where necessary, to enable this to occur.
 - f) access information and communicate in a manner appropriate to their communication and cultural needs;
 - g) services which support their quality of life.

5.5. Charter of Human Rights and Responsibilities Act 2006

Essentially as the name suggest, this enshrines human rights and is more appropriate to public authorities. But as far as staff is concerned, the following rights need to be protected and can be implied into staff responsibilities:

- Privacy and reputation

A person has the right:

- not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
- not to have his or her reputation unlawfully attacked

- Freedom of thought, conscience, religion and belief

Every person has the right to freedom of thought, conscience, religion and belief, including:

- the freedom to have or to adopt a religion or belief of his or her choice; and
- the freedom to demonstrate his or her religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.

A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.

- Freedom of expression

Every person has the right to hold an opinion without interference.

Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether:

- orally; or
- in writing; or
- in print; or
- by way of art; or
- in another medium chosen by him or her.

Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary:

- to respect the rights and reputation of other persons; or
- for the protection of national security, public order, public health or public morality.
- Peaceful assembly and freedom of association
 - Every person has the right of peaceful assembly.

5.6. Complaints and Appeals Policy Overview

Student complaints and appeals are taken seriously by TMG and will be actioned within 10 working days of receiving a written complaint or sooner if the nature of the complaint warrants. Any complaint found to be substantiated will be acted upon by Management.

If you wish access the internal appeals process for any decision made by TMG, a request must be lodged within 20 working days of the decision, which will then be re-validated by Senior Management.

If you are still unsatisfied with the result of the internal appeal, you may choose to access an external appeals process. TMG will provide the details for the Overseas Students Ombudsman - Victoria. The Ombudsman's services are free of charge.

You must notify TMG within 5 working days of having received written notice of decision regarding the appeal outcome if you wish to access an external appeals process. If no notification is received during that timeframe, TMG will finalize the case accordingly.

The purpose of the external appeals process is not to review the decision previously made by TMG, but rather, if the complaints and appeals process was conducted correctly.

All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.

All parties will have a clear understanding of the steps involved in the procedure.

You will be provided with details of external authorities that you may approach, if required.

At any stage during the complaints or appeals process, you are entitled to have a nominated person of your choice to support you

All complaints and appeals will be managed fairly and equitably and as efficiently as possible.

TMG will attempt to resolve any complaint or appeal fairly and equitably within a reasonable period of time.

The Complaints and Appeals Policy includes a requirement that an independent mediator will be appointed if you are dissatisfied with the resolution proposed by TMG.

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011. The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively and publishes reports on problems and broader issues in international education identified through investigations. You can contact Overseas Student Ombudsman via their website at <http://www.oso.gov.au>

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

5.7. Privacy Policy Overview

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your TMG as part of its privacy requirements will ensure that all student details are kept confidential and will not be made available to any other person without written permission.

TMG will not provide student details to parents/guardians or any other person where the student is 18 years or over. Parents/guardians with students that are 18 years or over who wish to have access to this information will need the students' permission.

Students will be provided a photocopy of any information that is kept in their files by the administration officer.

**FILES ARE NOT TO BE TAKEN OUT OF THE
ADMINISTRATION AREA FOR ANY REASON.**

For the complete and current policies, procedures, documentation, forms, etc relating to this information, please refer to TMG's website

<http://international.tmg.edu.au/policies-forms/>

5.8. International Student Requirements Overview

5.8.1. Student Visa Conditions Update

Student visas are granted subject to a number of conditions. Your student visa conditions are listed on your student visa. Check your condition requirements. For more information on these changes please refer to the Department of Immigration and Border protection (DIBP) website: www.immi.gov.au

5.8.2. Change of address (VISA Condition 8533)

You must satisfy the following program requirements:

You must notify TMG of your address within 7 days of your arrival.

If you change your address you must notify TMG within 7 days (this includes if you return home to your country for semester breaks or any other reason).

You must notify TMG of a change of provider within 7 days of receiving the COE.

5.8.3. Academic Performance and Attendance (VISA Condition 8202)

You must satisfy the following program requirements:

- Remain enrolled full time in a registered program.
- Have satisfactory academic results for each term or semester.

Note: TMG will not keep copies of medical certificates for you. Students must retain them for themselves in the event they need to produce them for visa purposes.

**Your visa maybe subject to mandatory cancellation
if you do not meet the above requirements.**

5.8.4. Overseas Student Health Cover- OSHC (VISA Condition 8501)

Government regulations state that all international students, and their dependents, must maintain OSHC during their stay in Australia. Your OSHC card may take some weeks to be issued but please note that you are covered from the day you arrive in Australia. This is important in case you require medical attention.

It is your obligation to ensure that you continue to maintain OSHC while you are on a student visa.

5.8.5. Work Rights Permit (VISA Condition 8101)

If you have **Condition 8101** listed on your visa, you will not be able to work in Australia unless you apply for permission to work. Applications for a permit can only be made in Australia after you have commenced your studies. Once your permit is approved you will be granted one of these conditions:

Condition 8105

You cannot work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course).

Note: No work limits apply during recognized periods of vacation offered by your education provider.

You cannot undertake work until you have commenced your course in Australia.

*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

When your program is not in session you can work an unrestricted number of hours.

Condition 8104

You cannot work more than 40 hours per fortnight*

Note: You must not start work until the primary student visa holder has commenced their course.

*A fortnight begins on any Monday and ends on the second following Sunday.

If you are applying for a work permit it is recommended that you apply for a tax file number. Forms are available from Australian Taxation Office or student CRICOS Coordinator.

5.8.6. Leave of Absence

You are not allowed to take Leave of Absence except on these grounds:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,
 - and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

A student who defers or suspends their studies on any other grounds will be reported by TMG as not complying with visa conditions to DIBP.

5.8.7. Cancellation of Enrolment

If you cancel your enrolment you must leave Australia within 4 weeks or contact DIBP to discuss visa options. Note that cancellation of your enrolment will result in cancellation of your student visa.

5.10.9 Change in Enrolment

If you defer, cancel or suspend your studies due to compassionate or compelling circumstances or on any other grounds, TMG will notify DEEWR through PRISMS.

6. LIVING IN MELBOURNE



Melbourne is the capital of the State of Victoria and Australia's second largest city. It is famous for its parks and gardens, historic buildings, theatres, galleries, restaurants, multicultural precincts, festivals and internationally recognized sporting events.

Melbourne is a well-planned city and very easy to get around. There is always plenty to do in Melbourne: please check www.whatsoninmelbourne.vic.gov.au

General help for international students

If you have a problem, the first place you should go for help is the reception at 27- 29 Ellingworth Parade, Box Hill, Victoria 3128. TMG staff will be able to assist you or refer you to a person who can help you. If you have money problems, personal problems, problems with school or anything else, the staff will be able to assist you with advice and put you in touch with the right people.

Climate

Melbourne has four distinct seasons. Summer is dry with warm to hot daytime temperatures averaging 28 degrees C (82 degrees F). Winter is cold, crisp and wet with daytime temperatures averaging 14 degrees C (57 degrees F).

Weather can affect you and your family while settling into Melbourne or Australia. Some may get used to a much warmer climate. Some may get used to colder weather. Getting to know what the weather is like in Melbourne can help you prepare and feel more settled.

Melbourne's weather is highly unpredictable and is known to occasionally provide 'four seasons in one day'. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne. A really warm coat is essential for the winter months. The following table provides the lowest, average and highest temperature in Melbourne.

Source: Web Climate, Data Services, National Climate Centre

Month	Extreme Lowest °C	Average °C (Min)	Usual Average °C (Max)	Extreme Highest °C
January	6	14	26	46
February	5	15	26	43
March	3	13	24	42
April	2	11	20	35
May	-1	9	17	29

June	-2	7	14	22
July	-3	6	13	23
August	-2	7	15	27
September	-1	8	17	31
October	0	9	20	37
November	3	11	22	41
December	4	13	24	44

Accommodation

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called "share accommodation").

When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

There are some vacancies that you can check on the Domain website:

<http://www.domain.com.au/>. Please click on "property", then click on either "rent" or "share" for more information.

Another useful site for renting a place of your own is to visit the Victoria Real Estate Agent website on <http://www.realestateview.com.au>

TMG will assist the international students for the accommodation, support and general welfare arrangements.

TMG has an agreement in place with; **Australian Homestay Network (AHN)**.

Unit 2/1 St. Paul's terrace, Spring Hill, Brisbane QLD and Level 3/89 Scarborough Street Southport QLD.

Renting your own apartment, flat or house

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the

accommodation is suitable for your needs and that you can afford it. Always check that there are smoke alarms installed. Contact real estate agents close to the area in which you want to live to check availability and prices.

The average apartment, house or flat ranges from \$200 - \$300 per week (one bedroom) or \$250 - \$400 per week (two bedrooms). You will also pay a bond or security deposit equal to one month's rent. A bond is a security deposit that is held until the end of your tenancy by the landlord or real estate agent in case you don't fulfil your responsibilities. It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

Renting through a real estate agent may appear more expensive but this will offer you the security and civil rights that cannot be guaranteed when renting privately.

Student apartment complexes

These are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Some places will provide meals for an additional cost. Utility costs are not usually included in the rental price. Rental can vary from AU\$150–AU\$300 per week.

Sharing an apartment, flat or house

This type of rental accommodation is usually only arranged after you arrive in Melbourne. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$85 to \$130 per week). In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$70 per week). You will normally record and pay for your own telephone calls. Long distance and international calls are itemized on the telephone bill that is they are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$140 to \$220 per week. You will also be asked to pay a bond or security deposit.

Hostel accommodation

Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others kitchen facilities are provided and you cook for yourself. You can have your own room at most hostels but this is more expensive than if you are sharing a room with another student. There may be other charges, such as a bond (security deposit) and appliance charges.

There are many private hostels in Melbourne, offering a furnished bedroom, shared bathroom, living and leisure areas. Computer facilities may also be available weekly prices range from AU\$220– AU\$350. Extra costs may include payment of a bond.

Other accommodation issues

If you are under 18 years of age it is TMG's responsibility to ensure that appropriate accommodation and welfare arrangements have been made for you. These are usually in place before you start your studies. If you have any queries about your accommodation or carer/guardian arrangements, please speak to the Student Welfare Officer.

However, at present TMG does not enroll any students under 18 years of age.

If you choose to rent or live in share accommodation or organize a share accommodation house you should be aware of your legal rights and responsibilities.

You can get most of this information from a booklet called *Renting: Your Rights and Responsibilities*. <http://www.findlaw.com.au/article/4534.htm> this booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time. Another useful information website is www.realestate.com.au click on **Rent** then, left hand side click on **Rental Information**

You may be responsible for paying for the cost of the reconnection of the utilities that is to have gas, electricity, water and telephone connected. When you leave a rental property it is your responsibility to notify the electricity, telephone water and gas companies that you have left and are no longer responsible for the bills.

When you move into a place you need to make sure that you understand all of the papers that you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign you can ask the Welfare Officer for help.

Living costs

When calculating your budget, you must remember to include your:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g. full school fees for any children, child care etc.)
- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

Note: The following information has been compiled based on a single student with no dependents. Should a husband/wife and/or children accompany you to Australia you must be realistic about the additional expenses they will incur.

Typical living costs for an individual student

Sample of Expenses	Apartment/Flat/House (Unfurnished, 2 people sharing)		Home Stay (Some meals included)		Hostel (Some meals included)	
	Per week	Per year	Per week	Per year	Per week	Per year
Establishment Costs (A\$):						
Placement/ arrangement fee				\$ 160*		
Accommodation establishment costs (rental bond, furniture, etc.)		\$ 1802*				\$ 825*
Recurrent Costs (A\$):						
Rent for accommodation	\$ 155	\$ 8,060	\$ 230	\$ 11,960	\$ 230	\$ 11,960
Overseas Student Health Cover (OSHC)		\$ 345		\$ 345		\$ 345
Telephone, gas, electricity, water	\$ 60	\$ 3,120	\$ 30	\$ 1,560	\$ 30	\$ 1,560
Travel (up to 10km from city)	\$ 30	\$ 1,560	\$ 30	\$ 1,560	\$ 30	\$ 1,560
Books and stationery		\$ 400		\$ 400		\$ 400
Food	\$100	\$ 5,200	\$ 50	\$ 2,600	\$ 50	\$ 2,600
Personal expenses	\$ 80	\$ 4,160	\$ 80	\$ 4,160	\$ 80	\$ 4,160
Total Estimated Costs		A\$24,654		A\$22,752		A\$23,417

These figures are strictly estimates only, based on average situations for an individual student

Communications

A private telephone can be connected quickly and local calls are not metered and cost between 25 – 40 cents per call. Cheap phone cards for overseas calls can be purchased in newsagents or corner stores. Mobile (cell) phones are easily available and networks are extensive. Internet access is convenient and easily available. Overseas and local language newspapers are also readily available. At post offices you can post letters, make international phone calls and send faxes.

Part-time work

If you are holding a student visa and thinking of looking for part-time work, helpful websites are: www.seek.com.au www.mycareer.com.au www.careerone.com.au

Your visa allows you to work for up to 40 hours fortnightly during study periods and full-time during semester breaks. You should not rely on income earned in Australia during your studies as sometimes jobs may be difficult to find.

Employment Rights

There is a range of external agencies where you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

1) Work Cover Authority & Occupational Health

The Victorian Work Cover Authority is the manager of Victoria's workplace safety system, and provides information on Work cover and workplace occupational health & safety issues. For more information, please visit the website:

<http://www.workcover.vic.gov.au/> or contact Victoria Work Cover Authority: Level 24, 222 Exhibition Street, Melbourne. 1800 136 089 or (03) 9641 1444

2) Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: <http://www.eoc.vic.gov.au/> or contact:

Enquiries line:

Phone: 9281 7111 Toll Free : 1800 134 142 TTY (Telephone Typewriter): 9281 7110

Commission Offices

Address: Level 3, 380 Lonsdale Street, Melbourne Phone: 9281 7111 Fax : 9281 7171
Email : eoc@vicnet.au

Public Resource Centre

Address: 3rd floor, 380 Lonsdale Street, Melbourne 3000 Phone: 9281 7111

3) Australian Taxation Office

Provides information on taxation and superannuation issues. For more details, please visit: <http://www.ato.gov.au/> or contact these Victorian Taxation Offices: Phone 13 2861 for an appointment

4) Wage line

Provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please

visit <http://www.wagenet.gov.au/default.asp> or contact Office of Workplace services – Department of Employment, Workplace Relations and Small Business.

Melbourne Branch 8th Floor Customs House, 414 La Trobe Street, Melbourne, 3000
Phone: 1300 363 264

5) Job Watch

It investigates exploitation in employment and training. It also handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit:

<http://www.job-watch.org.au/> or contact Job Watch: Telephone Advice: (03) 9662 1933 Email: jobwatch@job-watch.org.au

6) Legal Aid Commission

Offers free telephone advice service and can assist with applications for legal assistance. Please visit <http://www.legalaid.vic.gov.au> for more information or contact any of the following Victoria Legal Aid Offices: Melbourne Branch 350 Queen Street, Melbourne 3000 Phone: 9269 0234

7) Australian Industrial Relations Commission

AIRC functions broadly, to facilitate agreement making between employers and employees or Organisations of employees about wages and conditions of employment and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please visit:
<http://www.airc.gov.au/> or contact the Commission and registry: Level 4, 11 Exhibition St, Melbourne Phone: 8661 7777 Fax: 9654 6812

Opening a bank account

In Australia there are two types of Banking organizations; banks and credit unions. Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union.

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

If you apply for a bank account within six weeks of arriving in the county, you need only supply your passport. There are two basic types of accounts:

- -an everyday account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and “EFTPOS” (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- -Investment accounts -these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees.

It is best to shop around for a bank that suits you. Find a bank that has offices near your home and TMG for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged. Banks operating in Victoria:

- ANZ
- Bank of China
- Bank of Melbourne
- Bendigo Bank
- CitiBank
- Colonial State Bank
- The Commonwealth Bank
- Hong Kong and Shanghai Bank of China
- National Australia Bank
- St George Bank
- Westpac

When you open your bank account the bank will ask you for your **Tax File Number**.

Australian banks such as ANZ, Bank of Melbourne, Commonwealth, National Australia Bank and Westpac Bank have services located in both the city and suburban centres.

Applying for a tax file number

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to the local post office and asking for an application form.

Follow the instructions on the form and you will be issued with a Tax File Number. Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

In Australia you will be required to submit a taxation return showing the amount you have earned each year. Tax file numbers (TFNs) are issued to each taxpayer and this must show on your taxation return. To find out more about the Australian taxation system, employment, payment and tax file numbers see the section for individuals, including families, on the Australian Taxation Office website.

Entertainment

Many international events are held in Melbourne and Victoria including comedy festivals, Antipodes (Greek) Festival, the Australian Tennis Open, World Series Cricket, Melbourne Fashion Festival, and the Formula 1 Grand Prix.

Use www.thatsmelbourne.com.au and follow the links to find out what events including sports are on in Melbourne. You can purchase tickets to events through Ticket Master www.ticketmaster.com.au

Port Phillip Bay

Melbourne is also close to Port Phillip Bay – take the No 15 tram to St Kilda – so it is easy to enjoy the beach and water sports too. Be careful while at the beach. Some Victorian beaches can be quite dangerous for inexperienced swimmers. Always swim between the flags at beaches that are patrolled by Lifesavers. For helpful hints on water safeties visit the www.watersafety.vic.gov.au.

Sport and Recreation

There are many places to play and watch all sorts of sport in Melbourne.

The Melbourne Sport and Aquatic Centre in Albert Park is only a short tram ride away from TMG. For a reasonable fee, you can play basketball, volleyball, table tennis, badminton and swim in the pool. www.msac.com.au

Out of Town

There are many tourist attractions a few hours' drive from the city – The Yarra Valley, Mt Buller snow fields, Torquay surf beach, Healesville Sanctuary, The Grampians etc. See

www.visitvictoria.com Day tour buses are easily accessed on Swanston Street between Little Bourke and Bourke Street

Shopping

Box Hill Central Shopping Centre is a regional shopping centre complex (made up of two separate centres) located in the eastern Melbourne suburb of Box Hill in Victoria, Australia.

The Box Hill region is well known for its large population of Hong Kong Chinese, with smaller groups of mainland China, Taiwanese and Vietnamese. This is reflected in the diversity of the produce in fresh food markets, medicinal herb retailers and clothing shops. In addition to the familiar European market offerings, the market area stocks an extensive range of traditional Asian foods.

Central Melbourne and its suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

In the city, some places to visit:

Bourke St Mall: the heart of Melbourne's shopping area with large department stores, Myer, David Jones and many shopping arcades. DFO: at Southern Cross Station and Docklands for a range of designer factory outlets and seconds shops.

QV: a new shopping complex in central Melbourne (Elizabeth St, Latrobe St, Russell St block) super market, food court, restaurants and many top quality shops and designer outlets. GPO – the old post office building has been redeveloped, to include shopping, cafes and night clubs – corner of Bourke and Elizabeth Streets Bridge Rd., Richmond: also for a range of designer factory outlets and seconds shops.

Chapel St., South Yarra: a marvellous shopping strip with shops selling all the fashion labels, good food, bookshops etc. Brunswick Street, Fitzroy a marvellous mix of shopping and eating opportunities. Camberwell Markets Clarendon Street shops in South Melbourne Coventry Street shops, also in South Melbourne <http://www.visitvictoria.com/index.cfm>

Transport

Melbourne has an extensive public transport system and TMG is ideally located. The Box Hill campus is close to major bus and tram routes. Before you get onto any public transport, whether it is a train, tram or bus, you are required to purchase a Metcard. These can be purchased at all train stations and at some newsagents. Please be aware that on trams, you are only able to use coins to purchase your ticket as the machines do not

accept notes. Similarly, often buses are unable to cater to large notes such as \$20 or \$50 notes. It is recommended that you purchase your tickets in advance. There are many types of tickets available including weekly, monthly and 10 ticket packs. Unfortunately at this stage International students are not eligible for concessions. On trains it is important to validate your ticket before you board the train. If you are found without a valid ticket, you may be required to pay a transport infringement fine.

As Melbourne is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country licences for three months from the date of entry to Australia. An international licence can be used providing the licence from the country of origin is also valid.

Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

Clothing

Australian students dress casually. Australians are generally relaxed when it comes to clothes, but they do tend to dress up at night. If you are planning to buy warm clothing, shopping in Melbourne will provide you with a large range at a very competitive price.

Computers & Laptops

If you intend to bring your laptop or PC to Melbourne, you need to ensure that it is compatible with Australia's power supply (**240W, 220W, 50HZ**). Your modem will also need to be compatible with Australia's telephone system (**Austel certified**).

Mobile Phones

If you intend to use your existing handset and service provider in Australia ('international roaming'), you will need to contact your home provider to determine the necessary steps in making this arrangement. Alternatively, you may wish to use your current handset whilst in Australia, but connect to a local service provider. There are a variety of mobile phone

services operating in Australia which offer short-term (pre-paid) or long-term (contract) plans.

You should be aware, however, that because different countries operate under different cellular systems it is possible that your existing handset may not be compatible locally. In this instance you may be required to purchase a local handset.

Adjusting to Your New Campus & City

1. Plan to arrive early before the Orientation and Enrolment period. This will allow you to explore the campus location and new city or town.
2. Choose a good housing option that suits your budget, needs and lifestyle.
3. Consider physical aspects like location and travel time to your campus and household amenities.
4. Talk to TMG if you have questions or concerns.

Student Safety

Melbourne is a multicultural and tolerant society and although a relatively safe city it is not immune to crime. However there are some common-sense steps you can take to ensure a safe and enjoyable stay The Welfare Officer is also available to give advice and address any concerns you may have.

Be aware of what is happening around you. Should you feel alarmed or suspicious head to a well-lit area or where there are other people.

Do not use ATM's alone in isolated areas.

Choose to walk in well-lit areas and be especially vigilant at night, where possible stick to main roads and avoid parks and dark laneways.

Do not wear headphones when walking alone at night as this will restrict your awareness.

At train stations stay in well-lit areas and stand near security cameras.

Call **000** for police, fire brigade or ambulance.

Cultural Adjustment

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. Some may feel excited to see and learn new things or meet new people. Some may feel lonely, stressed, frustrated and homesick.

These are all very normal feelings. However, it is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. Institute staff including the Welfare Officer is available to assist and discuss any concerns.

Culture

Learning more about Australian Culture can help you feel more settled.

It is common in Australia to call a person by their first name when meeting and **addressing new people**. You do not need to preface it with Mr., Miss, Dr or Professor (i.e. John instead of Mr. John's Surname);

Punctuality is very important in Australia. If you are delayed for your appointment, for example 10-15 minutes, apologies for being late at the first convenience. However if you feel that you will be significantly late, 30 minutes or more, it is recommend that you get in touch to apologies and let the other person know as soon as possible. However, punctuality is more relaxed when it comes to social occasions including parties and dinners;

Australians believe in **equality** and that all people deserve respect regardless of their gender, ethnic and racial background, occupation or economic circumstances. A casual "thank you" to a shop assistant, ticket seller and the like when you are served, is all that is required.

Miscellaneous Social Customs

If an Australian is invited to a meal, he or she may take a small gift, chocolates or a bottle of wine, to the host. As a student you are not expected to do this. If Australians tell you to "**bring your own plate**", they mean bring a plate with some food to share;

Do not push ahead of others who are waiting in a **queue** and always wait for people to exit lifts or trains before entering.

It is not polite to ask a person who you have recently met about his or her **income, marital status or religion**, however after you have formed a friendship this may be acceptable as part of the friendship building process.

Australians generally stand about an arm's length from each other when in conversation. In general people will feel uncomfortable if you invade this "**personal space**"

You are not generally expected to **tip for services**. If the service has been very good, especially in a restaurant, you may wish to do so;

Goods in retail shops are sold at a fixed price, though it is becoming common to ask if a discount is available on large and expensive items, like electrical goods. A little **bargaining** is commonly used in the open-air markets.

Clearing your throat or blowing your nose noisily in front of others, and not using a handkerchief or a tissue paper are not considered acceptable public behavior.

Appropriate and Inappropriate Behaviour

Unacceptable behaviour – in many places there are laws against unacceptable behaviour including spitting in public, swearing, talking indecently, behaving in a sexually indecent way, sexual harassment, urinating in public and drinking excessively.

Alcohol – alcohol can be legally served to any person aged 18 or over. It is also a common part of Australian students' parties. Do not feel pressure to drink if you do not want to. Driving under the influence of alcohol in Australia is a crime, and drinking excessively is considered socially unacceptable;

Gifts – Gifts are not usually given to trainers/teachers or others in official positions. Offering gifts in these situations can be interpreted as an effort to gain favorable consideration;

Humour – Australians value a person's ability to laugh at him or herself. Comments that might seem disrespectful or inappropriate are usually intended to be humorous icebreakers. These are signs that the person feels comfortable with you, rather than intended to hurt you.

Developing Independent Living Skills

Manage your time effectively. Plan ahead what you have to do and what you want to do in a week or a month.

Balance your study and social life. Studying and living overseas generally happens only once in a life time. Learn how to achieve your academic goals and enjoy your experience in Melbourne at the same time.

Do not be afraid to ask questions.

Discuss your concerns within your peer support network.

Keep records of your expenses to manage your budget.

Think about your future. Work out what you want to achieve (both professionally and personally), and how you are going to achieve this.

Consider developing additional skills that you do not have or want to further develop (i.e. joining a cooking class, a time management workshop etc).

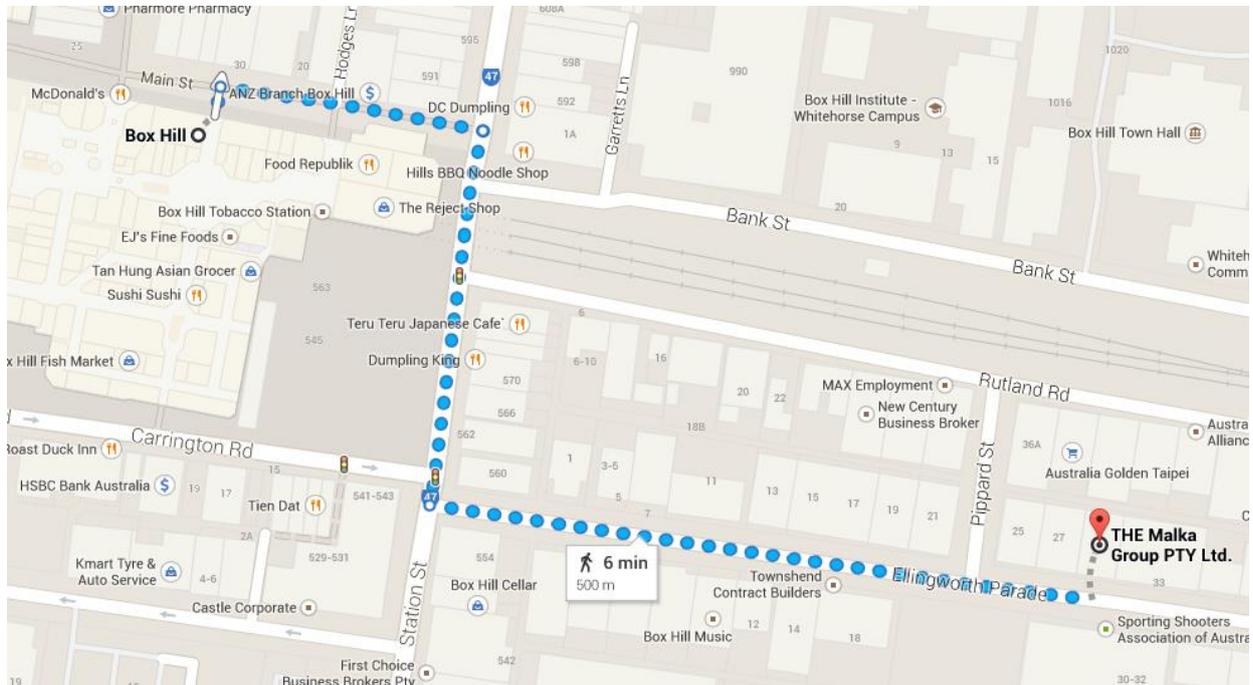
Be familiar with as many support services and facilities as possible.

Come and talk to us, you do not need to come with a problem. We are happy to simply listen to your experience or share our experience with you.

Support

Student Administration – provides support with settling in to TMG and Melbourne and provides advice and assistance on meeting people in the community, cross-cultural adjustment, study progress, visa concerns and social activities, personal issues, your rights and responsibilities, accommodation needs, issues related to sexual harassment and equal opportunity, and is generally there to listen when you need to talk to someone.

TMG LOCATION: 27-29 Ellingworth Parade Box Hill, VIC 3128



Useful Contact Details

TMG International Education Manager

Contact Person: Sharwari Rajurkar

Telephone: 9890 3350

Mobile phone (24x7): 0437 927 077

Email: sharwarir@tmg.edu.au

Location: 27-29 Ellingworth Parade, Box Hill VIC 3128

Department of Immigration and Border protection (DIBP)

Telephone: 13 1881

Website: www.immi.gov.au

Location: Casselden Place, 2 Lonsdale Street, Melbourne 3000

Opening Hours: Mon – Fri: 9.00am – 4.00pm (Except Wednesday 9.00am – 1.30pm)

BUPA

Telephone: 13 4135

Website: www.bupa.com.au

Australian Taxation Office (ATO)

Telephone: 132861 for an appointment

Website: www.ato.gov.au

City Location: Casselden Place, 2 Lonsdale Street, Melbourne 3000

Other: 990 Whitehorse Road, Box Hill Victoria 3128