

International Student

SUPPORT BOOKLET



OVERVIEW – STUDENT SUPPORT INFORMATION

Welcome to Australian Learning Group.

Throughout your studies we are here to support you.

We make student support information available to student in variety of formats and locations. The primary sources of student support information available to you include:

- **International Student Support Booklet** (this document)
- **International Student Handbook** – www.ahsi.edu.au/students
- Plus a variety of individual factsheets, flyers or electronic messages

Information in all these locations are constantly updated and student should always refer to the latest version for information whenever possible.

Please always feel free to speak to the student support with any questions.

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Support Services

English Proficiency

If you are difficulty during your studies due to language barriers, AHSI offers onsite and distance-based English Language Proficiency tests with affiliated English schools. Online tests are available if you are *not located* within Australia and may be subject to an additional phone interview. If you are in Australia, you must take the on-campus test. Should you require English Language Support Services, refer to AHSI's English Language Proficiency Requirements for more information: www.ahsi.edu.au/students

International Student Orientation and Student Support

Student Support are responsible for the conducting of all student Orientation with all enrolled international students before they commence their course with AHSI. If you feel you required additional clarification beyond your orientation, you can contact us at any time. In addition to the Orientation program, Student Support offers support throughout your studies and can help you with any of the following:

- Support services available to assist in the transition into life and study in Australia;
- Legal services;
- Emergency and health services;
- Facilities and resources;
- Complaints and appeals processes; and
- Information on visa conditions relating to course progress and attendance.

Additionally, the International Student Handbook and this document also outline some of this information.

Reporting Students

AHSI strives to operate as a supportive education provider to international students. However, AHSI will not compromise in relation to its compliance with the National Code 2018 and the ESOS Act 2000.

AHSI is required to enter the enrolment of every student from overseas studying at AHSI into Provider Registration and International Students Management System (PRISMS), a database reporting system for the Department of Home Affairs (DHA). AHSI has an obligation to report the following to DHA via PRISMS. If you:

- Do not commence (e.g. simply do not turn up, or have not arranged for a deferment to later start date because of ill health or for compassionate reasons); or
- Terminate your studies prior to a completion; or
- Change your course or its duration; or
- Fail to comply with your visa conditions regarding attendance or academic performance; or
- Misbehaviour or misconduct; or
- Non-payment of fees.

If you are reported to DHA via PRISMS for breaching visa conditions, you are encouraged to DHA to understand the implications this will have on your visa status. If a decision to report is overturned by DHA, AHSI will be obliged to accept the

student back to their studies if they wish, unless AHSI has reached its approved capacity for International Student Enrolments.

Tuition Protection Scheme

The ESOS Act 2000 and associated legislation requires all providers who are not exempt from the requirement to pay annual Assurance Fund contributions to be a member of a Tuition Assurance Scheme (TAS), or to claim exemption from TAS membership under the ESOS Regulations. Therefore, AHSI must maintain suitable tuition coverage.

AHSI makes the following statement which ensures the safeguard of your tuition fees:

In the unlikely event that Australian Health & Science Institute is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by AHSI at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If AHSI is unable to provide a refund or place you in an alternative course, our Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if our Tuition Protection Scheme cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

It is important for AHSI to have safeguards in place to ensure the complete delivery of tuition and financial stability of AHSI. This is achieved by Management observing sound financial strategies in the business.

Overseas Student Health Cover (OSHC)

As an international student, you are required to provide evidence that you have the appropriate health insurance cover in place before a visa can be issued. OSHC is required for the total duration of your studies. There are various Health Insurance Providers available in Australia from where you can purchase OSHC.

Upon application to AHSI, you are advised to visit the following website in order to choose from the providers of OSHC:
<https://www.oshcaustralia.com.au>

For more information on the OSHC requirements for international students in Australia, please visit:
<http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

Address Details

Upon arrival and once you have permanent accommodation you are required to notify AHSI immediately of your address and contact details. During your studies if you change your address and or contact details you must in Student Support within 7 days of this change.

Working whilst in Australia

Under the international student visa, students can apply to work for up to 20 hours per week while they are enrolled in full time study. There is no restriction on the hours that can be worked during the weeks that your course is not in session, for example during AHSI holiday breaks. International Student are not be able to apply for their work permit until they have commenced their studies. Additional information in relation to the work permit is available from DHA at www.homeaffairs.gov.au Once you have obtained permission to work, you will also need to obtain a Tax File Number (TFN) from the Australian Tax Office (ATO). Students can apply for a TFN online by visiting www.ato.gov.au.

Job postings and classifieds are available in national and local papers and also on specific job websites.

Job Websites:

- Seek www.seek.com.au
- Indeed au.indeed.com
- Jora <https://au.jora.com>
- Career One <https://www.careerone.com.au>

AHSI expects you to make study a high priority and, therefore, if you are permitted by the government to be employed, then you must not let your employment interfere with your studies. AHSI will not be held responsible for any employment related matters arising from your study timetable or changes in your study timetable that may need to be made from time to time.

Academic Support and Learning Resources

If English is your second language you may be eligible for additional time to read your examination papers. You may also bring a non-electronic translation dictionary into your exam.

Whilst AHSI provides you with the necessary reference materials to complete your courses, you may like to access further information. If you are looking for further reading and research materials, you can access the following:

- Public Libraries –there are plenty of free public libraries in and around Sydney. See ‘Resources’ for a list of current and local libraries.
- Online Library – AHSI keeps a comprehensive set of online links and websites that you will find useful for further research. Please visit our website and find the “Online Library Resources” page. Universities are posting more and more information (articles, references and links) in an online format to allow access 24/7 to further information and research. AHSI will continually expand on our existing online resources. See www.ahsi.com.au

Third Party Mediation

Whereby a situation requires external counselling or mediation or judgment, then the student and AHSI must both agree in writing on who this third-party mediator will be, which will ensure fairness and independence. This third party will make the final judgment that will be binding to both AHSI and student.

Overseas Students Ombudsman

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.oso.gov.au/> or call 1300 362 072 for more information.

Other Services

Whilst the Overseas Student Ombudsmen is first preference, there may be situation where more suitable mediators are required. Some examples of other suitable counsellors or mediators AHSI can provide to students include:

- **Department of Fair Trade** – for issues involving monies, services or product agreements.
- **Industry Associations** – for judgment on course content and learning outcomes.

In the case of direct costs associated to the third-party mediator, e.g. an external counsellor may charge an hourly fee rate to mediate, then the costs of this mediation process will be shared equally by both AHSI and the student. Any expected costs of third-party mediation and the agreement to share these costs will also be outlined and agreed upon in writing.

Contact details for Department of Fair Trading

Fair Trading Centre

McKell Building, 2-24 Rawson Place

Sydney NSW 2000

Telephone: 13 32 20

www.fairtrading.nsw.gov.au

For EMERGENCY



If you are ever in an emergency and need help from FIRE, POLICE, AMBULANCE, dial "000" from ANY public phone.

Emergency Services

On-Campus - In the event of an emergency during AHSI hours, contact your Trainer or report issue to staff at the front reception.

Off-campus - In the event of a life threatening or urgent emergency outside AHSI hours, please dial 000. This is a free call from any landline, payphone or mobile and will connect you to police, fire or medical services.

Other phone numbers which may be of assistance during an emergency are:

- **Electricity Emergencies Energy Australia - 13 13 88**
- **Water Emergencies – Sydney Water: 13 20 90**
- **Poison Information Line - 13 11 26**
- **Gas Emergencies: AGL - 13 19 09**

Mobile Phone Providers

Mobile phone providers in Australia include:

- Optus www.optus.com.au
- Telstra www.telstra.com
- Vodafone www.vodafone.com

Accommodation

When it comes to finding accommodation, you have many options to choose from ranging from finding your own apartment to homestays to short term rental accommodation.

Apartments - It is typical that most students will find their own apartment or find an apartment to share with others. Property websites are the best source to find apartments or flat shares. As most properties are unfurnished, you will need to purchase electrical items, furniture, bedding and kitchen utensils. You will also need to pay four weeks rent upfront (known as bond) as well as cover costs for connecting the electricity, gas and telephone land line.

The Renting Services Branch of the NSW Office of Fair Trading may be able to assist, should you experience problems with your landlord or real estate agent or have any general enquiries relating to renting or paying bonds.

Some website with listing of rent accommodation include:

- www.gumtree.com.au
- www.easyroommate.com.au
- www.domain.com.au
- www.flatmatefinders.com.au
- www.realestate.com.au
- www.rent.com.au

Homestay - Homestays allow students to have accommodation with carefully selected Sydney homestay families. These offer students a safe, friendly and caring 'home away from home' environment, as well as the opportunity to practise their English in real-life situations. Students are carefully matched with homestay families, to ensure the best possible homestay experience. For homestays across Sydney, you can try:

- www.homestaynetwork.com.au
- www.auzziefamilies.com

Hostels - When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet. Simply go to www.yha.com.au or www.unilodge.com.au to search for youth hostels in the Sydney region.

Transport & Concessions

- Trains/Buses - The closest train stations to the campuses are Town Hall, Central Station, Wynyard and Museum Stations.
- www.131500.com.au is also a good site to visit for general information about Sydney. Alternatively, you can telephone 131 500 to speak with an Operator at Sydney Transport who can assist with transport information and local trip planning or you can go to <https://transportnsw.info/trip#/>.
- Taxis 131 008 - There are a number of taxi companies in Sydney. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone, which costs you an extra \$1. Most taxis are licensed to carry only 4 passengers.
- Ferries - You may catch the ferry to come to AHSI. Ferries stops at Circular Quay & King Street Wharf.

When travelling of trains, buses and ferries in Sydney and NSW you are required to hold an Opal Card. Information on the Opal Card eligibility for International Students visit <https://transportnsw.info/tickets-opal/ticket-eligibility-concessions/child-student-concessions/tertiary-students>

Banking

To open a bank account in Australia you must satisfy a 100-point system based on your identification. Types of identification may include your passport, driver's licence and student card. Students who show proof of their student status, e.g. student enrolment ID card, may be exempt from paying fees and charges.

Trading hours of most banks:

Monday – Thursday 9:30 am – 4:00 pm, Friday 9:30 am – 5:00 pm
(Some branches of some banks are open on Saturday mornings also.)

The following are web sites of the major banks in Australia. You will be able to find a branch which is most convenient to you. When opening an account enquire about services for students.

- **Commonwealth Bank of Australia (CBA)** - <http://www.commbank.com.au>
- **ANZ** - <http://www.anz.com.au>
- **Westpac (WST)** – <http://www.westpac.com.au>
- **St George (STG)** – <http://www.stgeorge.com.au>
- **Hong Kong Shanghai Bank (HSBC)** – <http://www.hsbc.com.au>
- **National Australia Bank (NAB)** - www.national.com.au

Nearby Medical Services

Kent Street Medical Centre Level 3, 362 Kent Street Sydney NSW 2000 Phone: (02) 9290 3477	Town Hall Clinic 44 Town Hall Arcade Sydney NSW 2000 Phone: (02) 9267 5399	Women's Medical Centre Benchmark Medical, No 2 Martin Place Sydney NSW 2000 Phone: (02) 9231 2366
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Tax File Number

Tax file numbers can be obtained through the Australian Taxation Office (ATO). A tax file number is a unique number issued by the Tax Office. You must have a tax file number when starting or changing jobs. For further information, please contact the Australian Taxation Office at 13 28 61 (8.00 am-6.00 pm Monday - Friday).

Driving with an Overseas Licence

Sydney

If you are licensed to drive in your home country, you may be able to drive here in NSW (laws differ throughout Australia) using your original licence, however there are certain things you will have to do before you drive here. For example, the law requires that you carry an official translation of your licence if it was originally issued in a language other than English. Refer to the Roads and Maritime Services website (www.rms.nsw.gov.au) for up to date information. Please note other states and territories of Australia may have different driving laws. Enquire at the RMS about driving in other states and territories within Australia.

Places of Worship

Sydney

Sydney is well known for its multiculturalism. With mixture of religions, it is very easy to find your preferred place of worship. Please find below a list of some of these places:

- **Christianity**
 St. Mary's Cathedral – Cathedral Street, Sydney
 Anglican Christ Church – 507 Pitt Street, Sydney
- **Judaism**
 Great Synagogue – 166 Castlereagh Street, Sydney
 Bet Yosef (The Caro Synagogue) – Bondi
- **Hinduism**
 Sri Mandir – 286 Cumberland Road, Auburn
 Sydney Hare Krishna Temple – 180 Falcon Street, North, Sydney
- **Islam**
 Sydney CBD Musallah – 84 Pitt Street, Sydney
 Wynyard Musallah – 60 Clarence Street, Sydney
- **Buddhism**
 Wah Tsang Temple – 2/209 Liverpool Rd, Greenacre
 Mahamakut Temple – 88 Stanmore Road, Stanmore

Legal Advice / Services



Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid Office.

Legal Aid Head Office

Ground Floor, 323 Castlereagh St, Sydney
NSW 2000
Phone: (02) 9219 5000 or 13 3677
www.legalaid.nsw.gov.au

Interpreter Assistance

- Our Student Support can help you locate a suitable interpreter service.
- You should also be aware of Telstra's twenty-four (24) interpreter service.
- Telephone 131 450 anytime if you are having difficulties communicating in English.

Library Services

City of Sydney information page has many options for locations and opening hours of libraries close to you:
www.cityofsydney.nsw.gov.au/Library/Branches/

Counselling Services

Counselling Services are available by appointment. AHSI provides a free counselling session to all students. Appointments with a Counsellor can be made through Student Support.

If the Student Support deems situation requires specialist advices, they may refer you to additional external counselling support that may incur additional costs.

Other assistance may be found at:

- New South Wales Domestic Violence Line:
www.lawlink.nsw.gov.au
Phone: 1800 656 463
- NSW Rape Crisis Centre:
www.nswrapecrisis.com.au Phone: 1800 424 017
- Sexual Assault Crisis
Line: Phone: 9819 6565

Australia Wide Support Services

- BeyondBlue - www.beyondblue.org - Phone: 1300 22 4636
- Reachout - www.reachout.com.au
- Lifeline (24 hour emergency number) Phone: 13 11 14 - www.lifeline.org.au

Useful Contacts

Department of Home Affairs (DHA)

Street Address:
26 Lee Street,
Sydney NSW 2000

Postal Address:

NSW Student Centre,
GPO Box 9984
Sydney NSW 2001
Telephone: 13 18 81
Website: www.immi.gov.au

Australian Diplomatic Missions Overseas: Website: www.dfat.gov.au/missions

Tourism

Australian Tourist Commission Website: www.australia.com
Tourism NSW Web: www.tourism.nsw.gov.au
City of Sydney Web: www.cityofsydney.nsw.gov.au
Sydney Transport Info Web: www.131500.com.au

CRICOS Website: <http://cricos.education.gov.au>

Newspapers: www.newspapers.com.au/sydney.html

Health Insurers

A list of health providers of OSHC can be found at:
<http://www.studyinaustralia.gov.au/en/StudyCosts/OSHC>

English Language Websites

International English Language Testing System (IELTS): www.ielts.org

Test of English as a Foreign Language (TOEFL): www.toefl.org