



Job Training Institute Pty Ltd

Lifting You to the Next Level!

RTO Number: 122208 CRICOS Number: 03373B

PRE-ENROLMENT GUIDE & STUDENT HANDBOOK

RTO No. 122208

CRICOS No. 03373B

Table of Contents

INTRODUCTION TO JOB TRAINING INSTITUTE PTY LTD (JTI)	4
Welcome from Executive Director	4
COURSES OFFERED FOR	6
INTERNATIONAL STUDENTS	6
JTI Enrolment Process for International Students	27
Application Step-by-Step Process:	29
Student Code of Conduct	29
Critical Incident	32
Transfer between Registered Providers	34
Complaints and Appeals	36
Completion within the Expected Duration of Study	38
Monitoring International Student Course Progress	39
Course Credit	42
Deferment, Suspension & Cancellation of Enrolment	43
ASQA – Australian Skills Quality Authority	47
International Student Support Team (ISST)	48
INTRODUCTION TO AUSTRALIA	49
A Bit About Australia	49
MELBOURNE, VICTORIA	51
ARRANGING VISAS	57
DEPARTMENT OF HOME AFFAIRS (DHA)	57
MIGRATION AGENTS	57
EDUCATION AGENTS	58
VISA CONDITIONS	58
ARRANGING TRAVEL	58
Entry into Australia	60
GETTING FROM THE AIRPORT	62
Arranging Accommodation:	63
Types of Accommodation:	64
Bringing my family	64
Settling-In	66
Australia	66
LIVING ACCOMMODATION INFORMATION IN AUSTRALIA	67
COST OF LIVING IN MELBOURNE	67

PERMANENT ACCOMMODATION	68
WHERE CAN I GET HELP?	72
Overseas Student Health Cover (OSHC).....	75
Managing your finances.....	77
Setting up a Bank Account	77
Working in Australia.....	80
Earning an Income	80
Laws and Safety in Australia	81
Child Protection Law	83
International Student Refund Policy.....	89
Repeat Unit Fee.....	91
Work Placement re-booking Fee:	91
If the scheduled/booked work placement is cancelled due to pending tuition fee, failure of attendance during work placement, or any other behavioural concerns, student needs to make payment \$250 for the 2nd placement arrangements.	
Student Support Services.....	93
External Support Services	94
Social and Cultural	96
Adjusting to Life in Australia	97
Returning Home.....	104
Education Services for Overseas Students Act 2000 (ESOS).....	106
JTI Main Contact Details:	109
<i>Calling Emergency Services: DIAL 000</i>	110
Emergency Telephone Numbers:.....	110
BEFORE LEAVING HOME CHECKLIST	Error! Bookmark not defined.
Checklist on Arrival	112
Checklist on Getting Started	112

INTRODUCTION TO JOB TRAINING INSTITUTE PTY LTD (JTI)

Welcome from Executive Director

Dear International Students,

Welcome to Job Training Institute Pty Ltd (JTI) and Congratulations on your admission!!!

We are pleased to welcome you among us. We look forward to working with you as you adjust to life in our institution and in Australia. Everyone here is delighted that you have chosen to study with us. We wish you all the success as you fulfil your academic goals and as you learn more about yourself and your place in the world. Right now, you must be very eager and curious about the new experiences awaiting you at JTI.

As you settle in Australia, we are all here to assist you. Ask as many questions as possible and do not be afraid to approach any of the JTI staff for assistance. At JTI, our motto is 'lifting you to the next level' and we can only achieve this if you let us be aware of any struggles and challenges that you may be experiencing.

On behalf of JTI, my staff and I wish you the very best throughout the year. We expect to get to know you better in the months ahead.

Best wishes to all of you.

Sincerely,
Mrs Lovleen Chawla
Executive Director
Job Training Institute Pty Ltd



Studying at Job Training Institute Pty Ltd (JTI)

JOB TRAINING INSTITUTE PTY LTD

Job Training Institute Pty Ltd (JTI) is a Registered Training Organization accredited to train and issue certificates that are nationally recognized. We draw on the diversity of experience and expertise of our staff and directors to originate, develop and sustain freshness of approach in delivering training that works for our Students/Trainees and the industry. We have over time developed expertise in dealing with the learning needs of those to whom English is not a first language, those re-skilling and mature students/trainees among others.

As a student at the Job Training Institute you won't get lost in the crowd. Our class sizes are small, so you'll enjoy the benefits of quality contact with your teachers and fellow students. You'll receive the encouragement and support you need to achieve your goals. Our qualifications are accredited nationally and so wherever your career takes you, your JTI qualification will be an asset. Our teachers are highly qualified and experienced in their fields. Our industry partnerships give you hands-on experience with current technology and processes.

Our Students

Our students are both domestic and international. We have trainers drawn from various cultural backgrounds to cater to the diversity of our students in terms of training needs and culture. Another notable aspect of our students' population is their varying profiles, University, TAFE students, Mums and Dads re-skilling after retrenchment or just career change.

Our Course Delivery Mode

We have devised flexible modes of delivering the courses that we offer to cater to the students' needs. We understand the varying circumstances that our students are at whilst not undermining the quality of education that they need to receive. Whether the Student be a single parent with young babies, a student studying at University/TAFE or with a full time job, we offer our courses in various methods tailored to meet the needs and circumstances of these and other categories of potential students.



These modes of delivery are Face-to-face Classes, Online Learning, and Correspondence, Blended Learning (Face-to-face and Online Learning). International students can take up to 25% of their total course by online study. Most of our courses have Work placement component that enables the students to apply the theory aspect of their learning hence, making it a perfect blend of theory and practical education experience.

JTI MELBOURNE CAMPUSES

JTI has 3 campuses in Melbourne. The main campus for international students is located at Level 4, 259 Collins Street, Melbourne,

Dandenong is considered as the most ethnically diverse suburb in Victoria with over 100 nationalities represented. Our classrooms are equipped with teaching equipment such as; projectors, whiteboards, computers with internet connectivity, online library, speakers, chairs, and tables. There is also an area where students can have their meals, have coffee or tea and casually converse with their classmates.

COURSES OFFERED FOR INTERNATIONAL STUDENTS

Course Code	Course Title	Course Duration	Course Tuition Fee Offshore (Australian \$)	Course Tuition Fee Onshore (Australian \$)
CHC33015	Certificate III in Individual Support (Superseded)	36 Weeks	AUD \$6,500	AUD \$4,000
CHC43115	Certificate IV in Disability (Superseded)	30 Weeks	AUD \$8,000	AUD \$5,000
CHC43515	Certificate IV in Mental Health Peer Work	38 Weeks	AUD \$8,000	AUD \$5,000
CHC30121	Certificate III in Early Childhood Education and Care	52 weeks	AUD \$11,000	AUD \$7,500
CHC50121	Diploma of Early Childhood Education and Care	56 Weeks	AUD \$11,000	AUD \$8,000
CHC52015	Diploma of Community Services (Case Management) (Superseded)	78 Weeks	AUD \$15,500	AUD \$11,500
CHC53315	Diploma of Mental Health	78 Weeks	AUD \$16,500	AUD \$11,500
BSB50120	Diploma of Business (Leadership)	48 weeks	AUD \$10,000	AUD \$6,000
BSB60120	Advanced Diploma of Business	63 weeks	AUD \$11,000	AUD \$8,000
098208G	General English	35 weeks	AUD \$180/week	AUD \$180/week
098209F	English for Academic Purpose (EAP)	23 weeks	AUD \$180/week	AUD \$180/week

*For additional fees please refer below.

CHC33015 Certificate III in Individual Support (Ageing & Disability) CRICOS CODE 092325F

CHC33015 Certificate III in Individual Support allows an individual to receive either a generalist qualification or by choosing a specified group of electives (Ageing & Disability) individuals can graduate with:

- Certificate III in Individual Support (Disability)
- Certificate III in Individual Support (Ageing)
- Certificate III in Individual Support (Ageing and Disability)

OR

If they choose more than one set of specialised electives they could receive acknowledgement for both specialisations, for example:

Certificate III in Individual Support (Ageing and Disability).

All electives chosen must support overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

International students at JTI will have a choice of undertaking this qualification in the following format:

Certificate III in Individual Support (Ageing and Disability) or Just Certificate III in Individual Support (Ageing)

Unit Code	Title	Core/ Elective
CHCCCS015	Provide individualised support	Core
CHCCCS023	Support independence and well being	Core
CHCCOM005	Communicate and work in health or community services	Core
CHCDIV001	Work with diverse people	Core
CHCLEG001	Work legally and ethically	Core
HLTAAP001	Recognise healthy body systems	Core
HLTWHS002	Follow safe work practices for direct client care	Core
CHCAGE001	Facilitate the empowerment of older people	Elective
CHCAGE005	Provide support to people living with dementia	Elective
CHCCCS011	Meet personal support needs	Elective

CHCDIS007	Facilitate the empowerment of people with disability	Elective
CHCDIS001	Contribute to ongoing skills development using a strengths-based approach	Elective
CHCDIS002	Follow established person-centred behaviour supports	Elective
CHCDIS003	Support community participation and social inclusion	Elective
HLTINF001	Comply infection prevention and control policies and procedures	Elective

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

CHC50121 Diploma of Early Childhood Education and Care: CRICOS CODE: 109013A

Assessments you will need to do to be competent are:

1. Short questions, Case studies, Research Activities, Class simulations
2. Workplace Observation, Third party observation by a work supervisor

This course will have a face to face, online and self-study modes. Online training cannot be more than 25% of weekly contact hours. Each student must allocate 20 hours of weekly study contact hours.

Work placement

This course has a mandatory work placement for 120 hours. If undertaking Ageing and Disability specializations, there will be an extra 80-100 hours in a disability facility. JTI work placement Coordinator will organize for this placement and the trainer/assessor will assess the students at the host facilities. The student must have the following before proceeding for work placement:

- Completed the required units,
- Current First Aid Certificate
- Done Manual handling and
- A current Australian police check

What does this course involve?

- Workers in this occupational group work in the community under regular supervision within clearly defined organizational guidelines and service plans.
- These workers carry out activities related to the maintenance of an individual's personal care and/or activities of living.
- These workers report directly to a supervisor and are not responsible for other workers.
- Workers at this level are required to understand Indigenous culture and history and to work with local communities in the provision of services.
- After completing this course, you may wish to progress into Certificate IV or Diploma courses in Community/Health

Course Information

This qualification is for those working as Early Childhood educators who are responsible for designing and implementing curriculum in Early Childhood Education and Care services. In doing so, they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They may have responsibility for supervision of volunteers or other staff.

This course is current at training.gov.au

Entry Requirements

Applicants should submit:

- Completed and signed 'Application for Enrolment Form';
- Certified transcripts of academic records including last two years of schooling;
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s) (if available);
- Certified copy of passport details;
- Unique Student Identifier (USI)-done during application
- Certified copy of English language test/evidence English language proficiency
- Holding CHC30113 Certificate III Early Childhood and Education and Care/ CHC30121 Certificate III Early Childhood Education and Care

For levels 1 and 2 students only, successful completion of JTI's Language and Numeracy Test conducted on JTI's campus (for onshore international students ONLY.)

Course Pathways

This qualification has pathways for further study in:

- Bachelor of Early Childhood Education
- Bachelor of Education (Birth - Year 6)

Recognition of Prior Learning (RPL)

We offer RPL to eligible students. Visit our website at: <http://jti.edu.au/rpl/> to find out more.

Duration

56 weeks including 280 hours of work placement

Mode of delivery

All JTI students use a blended mode of learning which includes:

- Classroom (face-to-face)
- Online through our learning management system and through online classes. Online cannot be more than 25%
- Work Placement (compulsory 280 hours)

Career Opportunities

After successfully completing this course, you will be able to work as a:

- Authorized Supervisor (Child Care)
- Early Childhood Educator
- Child Care Centre Manager
- Children's Adviser
- Program Leader (Children's Services)
- Family Day Care Educator
- Child Care Centre Director
- Children's Services Coordinator
- Group / Team Coordinator/Leader (Child care)
- Child Development Worker

UNITS

To attain a Diploma of Early Childhood Education and Care CHC50121 students will need to complete 15 units of competency; 12 core units and 3 electives.

Unit Code	Title	Core/ Elective
BSBTWK502	Manage team effectiveness	Core
CHCECE041	Maintain a safe and healthy environment for children	Core
CHCECE042	Foster holistic early childhood learning, development and wellbeing	Core
CHCECE043	Nurture creativity in children	Core
CHCECE044	Facilitate compliance in a children's education and care service	Core

CHCECE045	Foster positive and respectful interactions and behaviour in children	Core
CHCECE046	Implement strategies for the inclusion of all children	Core
CHCECE047	Analyse information to inform children's learning	Core
CHCECE048	Plan and implement children's education and care curriculum	Core
CHCECE049	Embed environmental responsibility in service operations	Core
CHCECE050	Work in partnership with children's families	Core
CHCPRP003	Reflect on and improve own professional practice	Core
CHCMGT003	Lead the work team	Elective
CHCPOL002	Develop and implement policy	Elective
CHCECE053	Respond to grievances and complaints about the service	Elective

Additional Letter/SOR issuance Fee (optional)

SOR (Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

CHC30121 Certificate III in Early Childhood Education and Care

CRICOS Course Code: 109012B

Course Information

This qualification reflects the role of workers in a range of early childhood education settings who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They support the implementation of an approved learning framework, and support children's wellbeing, learning and development. Depending on the setting, educators may work under direct supervision or autonomously.

This course is current at training.gov.au

Entry Requirements

- The requirements for this course are:
- Completed and signed 'Application for Enrolment Form';
- Certified transcripts of academic records from last two years of schooling;
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s) (if available);

- certified copy of passport details;
- Unique Student Identifier (USI)-done during application;
- Certified copy of English language test/evidence English language proficiency

Course Pathways

This qualification has pathways for further study in:

- CHC50121 Diploma of Early Childhood Education and Care
- CHC60208 Advanced Diploma of Children's Services
- Bachelor of Early Childhood Education or Bachelor of Education (Early Childhood)

Recognition of Prior Learning (RPL)

We offer RPL to eligible students. Visit our website: <http://jti.edu.au/rpl/> to find out more.

Duration

12 months including 160 hours of work placement.

Mode of Delivery

Blended Face to Face and Online Learning:

- Face to face
- Online
- Self-study

Career Opportunities

- Childhood educator
- Children's services coordinator
- Child development worker

UNITS

This Qualification has 17 units, 15 core units and 2 elective units.

Unit Code	Title	Core/ Elective
CHCECE030	Support inclusion and diversity	Core
CHCECE031	Support children's health, safety and wellbeing	Core
CHCECE032	Nurture babies and toddlers	Core
CHCECE033	Develop positive and respectful relationships with children	Core
CHCECE034	Use an approved learning framework to guide practice	Core
CHCECE035	Support the holistic learning and development of children	Core
CHCECE036	Provide experiences to support children's play and learning	Core

CHCECE037	Support children to connect with the natural environment	Core
CHCECE038	Observe children to inform practice	Core
CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	Core
CHCECE055	Meet legal and ethical obligations in children's education and care	Core
CHCECE056	Work effectively in children's education and care	Core
CHCPRT001	Identify and respond to children and young people at risk	Core
HLTAID012	Provide First Aid in an education and care setting	Core
HLTWHS001	Participate in workplace health and safety	Core
CHCDIV001	Work with diverse people	Elective
CHCPRP003	Reflect on and improve own professional practice	Elective

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

CHC52015 Diploma of Community Services CRICOS Course Code: 093981K

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups, and communities.

To achieve this qualification, the candidate will undertake 240 hours of work placement which is the recommendation from the Industry.

Entry Requirements

Applicants should submit:

- Completed and signed 'Application for Enrolment Form;
- Certified transcripts of academic records from last two years of schooling;
- Certified evidence of date of birth;

- Letter(s) of recommendation from teacher(s) (if available);
- Certified copy of passport details;
- Unique Student Identifier (USI)-done during enrolment
- Certified copy of English language test/evidence English language proficiency;
- Without formal qualifications but who can provide evidence of work experience of at least one year in Disability industry with relevant skills and knowledge; or

English Language/Literacy/Numeracy requirements.

International students, applying either off-shore or on-shore will require:

- Either a minimum IELTS (academic or general version) test score of 5.5 or equivalent for direct entry into a VET course
- Results older than two years are not acceptable.
OR
- Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States
OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.
OR
- For levels 1 and 2 students only, successful completion of JTI's Language and Numeracy Test conducted on JTI's campus (for onshore international students ONLY.)

Please Note: JTI will also accept equivalent test results from the following specified English language tests - TOEFL iBT, PTE Academic, Cambridge English: Advanced (CAE) and TOEFL PBT.

(Note: A pre- training interview will be conducted prior to issuance of COE (Confirmation of Enrolment). Applicants who fail to meet the required standards of LLN skills for the qualification may need to study English Language qualification for a longer duration)

Specific academic requirements

To enter this course, applicant should successfully meet any one of the following academic requirements:

- Satisfactorily completed year 12 or equivalent level of studies or

Minimum age requirements

Job Training Institute Pty Ltd. will only enrol students who are over 18 years of age at the time of commencement of the qualification.

Additional Requirements:

All students must undertake National Police Check and a valid working with children check before commencing work placement.

Career Pathways

This qualification has pathways for further study in:

- CHC62015 - Advanced Diploma of Community Sector Management
- Bachelor of Applied Social Science (Community Services)
- Bachelor of Psychological Science
- Bachelor of Psychological Science (Honours)
- Bachelor of Social Work

Recognition of Prior Learning (RPL)

RPL is available to eligible students. Visit our website at <http://jti.edu.au/rpl/> for more information.

Units

To attain a CHC52015 Diploma of Community Services (Case Management) students will need to complete 16 units of competency; 8 core and 8 elective units.

Mode of Delivery

This qualification utilises face to face classroom training, work placement, self-directed learning hours which include presentations, videos, reading case studies/scenarios and assessment activities like written reports, portfolio, project report, observation, presentation, reflective reports, interviews and role plays and online learning activities. The trainer may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources.

The volume of learning includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities. The amount of training JTI provides is part of the overall volume

of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

The qualification is scheduled to be delivered over three (3) study periods.

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

CHC53315 Diploma of Mental Health
CRICOS Course Code: 099899M

Course Information

This qualification reflects the role of workers who provide services to clients in relation to mental health issues. They can provide counselling, referral, advocacy and education/health promotion services. These workers are required to have high level specialist knowledge, skills and competencies especially in regard to laws affecting people with mental health issues, the range of services available to them and health issues related to mental health. This course is current at training.gov.au

Entry Requirements

Applicants should submit:

- Completed and signed 'Application for Enrolment Form';
- Certified transcripts of academic records including last two years of schooling;
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s) (if available);
- Certified copy of passport details;
- Unique Student Identifier (USI)-done during application
- Certified copy of English language test/evidence English language proficiency

For levels 1 and 2 students only, successful completion of JTI's Language and Numeracy Test conducted on JTI's campus (for onshore international students ONLY.)

Course Pathways

This qualification has pathways for further study in:

- Bachelor of Community Mental Health, Alcohol and Other Drugs
- CHC62015 - Advanced Diploma of Community Sector Management
- Bachelor of Applied Social Science (Community Services)
- Bachelor of Psychological Science
- Bachelor of Psychological Science (Honours)
- Bachelor of Social Work

Unit Code	Title	Core/ Elective
CHCCCS007	Develop and implement service programs	Core
CHCCOM003	Develop workplace communication strategies	Core
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services	Core
CHCDIV003	Manage and promote diversity	Core
CHCLEG003	Manage legal and ethical compliance	Core
CHCMGT005	Facilitate workplace debriefing and support processes	Core
CHCPRP003	Reflect on and improve own professional practice	Core
HLTWHS004	Manage work health and safety	Core
CHCCCS004	Assess co-existing needs	Elective
CHCCSM007	Undertake case management in a child protection Framework	Elective
CHCCSM006	Provide case management supervision	Elective
CHCCSM005	Develop, facilitate and review all aspects of case Management	Elective
CHCDEV001	Confirm client developmental status	Elective
CHCPOL003	Research and apply evidence to practice	Elective
HLTAID006	Provide advanced first aid	Elective
CHCCSL001	Establish and confirm the counselling relationship	Elective

Recognition of Prior Learning (RPL)

We offer RPL to eligible students. Visit our website at: <http://jti.edu.au/rpl/> to find out more.

Duration

18 months including 240 hours of work placement

Mode of delivery

All JTI students use a blended mode of learning which includes:

- Classroom (face-to-face)
- Online through our learning management system and through online classes. Online cannot be more than 25%
- Work Placement (compulsory 240 hours)

Career Opportunities

- After successfully completing this course, you will be able to work as a:
- Family support worker
- Assessor
- Mental Health support worker
- Program coordinator or manager
- Community worker
- Senior youth officer / chaplain
- Support Coordinator
- Social welfare worker
- Coordinator family services
- Support facilitator
- Early intervention worker
- Welfare Worker

CHCPOL003	Research and apply evidence to practice	Core
CHCPRP003	Reflect on and improve own professional	Core
CHCMHS002	Establish self-directed recovery relationships	Core
CHCMHS003	Provide recovery oriented mental health services	Core
CHCMHS004	Work collaboratively with the care network and other services	Core
CHCMHS011	Assess and promote social, emotional and physical wellbeing	Core
CHCMHS012	Provide support to develop wellness plans and advanced directives	Core
CHCMHS013	Implement trauma informed care	Core
CHCMHS010	Implement recovery oriented approaches to complexity	Core
CHCPRP001	Develop and maintain networks and collaborative partnerships	Elective
CHCCSL001	Establish and confirm the counselling relationship	Elective
HLTAAP001	Recognise healthy body systems	Elective
HLTENN009	Implement and monitor care for a person with mental health conditions	Elective
CHCMHS006	Facilitate the recovery process with the person, family and carers	Elective

UNITS

To attain a Diploma of Mental Health CHC53315 students will need to complete 20 units of competency; 15 core units and 5 electives.

Unit Code	Title	Core/ Elective
HLTWS004	Manage work health and safety	Core
CHCDIV001	Work with diverse people	Core
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Core
CHCADV005	Provide systems advocacy services	Core
CHCMHS005	Provide services to people with co-existing mental health and alcohol and other drugs issues	Core
CHCMHS009	Provide early intervention, health prevention and promotion programs	Core

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

CHC43115 Certificate IV in Disability

CRICOS Course Code: 093979D

Course Information

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centered approach, work without direct

supervision and may be required to supervise and/or coordinate a small team.

To achieve this qualification, the candidate must have completed at least 120 hours of work placement as detailed in the Assessment Requirements of the units of competency.

(Note: A pre- training interview will be conducted prior to issuance of COE (Confirmation of Enrolment). Applicants who fail to meet the required standards of LLN skills for the qualification may need to study English Language qualification for a longer duration)

Entry Requirements:

Applicants should submit:

- Completed and signed 'Application for Enrolment Form;
- Certified transcripts of academic records from last two years of schooling;
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s)(if available);
- Certified copy of passport details;
- Unique Student Identifier (USI)-done during enrolment
- Certified copy of English language test/evidence English language proficiency;

English Language/Literacy/Numeracy requirements.

International students, applying either off-shore or on-shore will require:

- Either a minimum IELTS (academic or general version) test score of 5.5 or equivalent for direct entry into a VET course
 - Results older than two years are not acceptable.
- OR

ii) Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

OR

iii) Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework. OR

iv) For levels 1 and 2 students only, successful completion of JTI's Language and Numeracy Test conducted on JTI's campus (for onshore international students ONLY.)

Please Note: JTI will also accept equivalent test results from the following specified English language tests - TOEFL iBT, PTE Academic, Cambridge English: Advanced (CAE) and TOEFL PBT.

Specific academic requirements

To enter this course, applicant should successfully meet any one of the following academic requirements:

- Satisfactorily completed year 11 or equivalent level of studies including mathematics or
- Without formal qualifications but who can provide evidence of work experience of at least one year in Disability industry with relevant skills and knowledge; or.

Minimum age requirements

Job Training Institute Pty Ltd. will only enrol students who are over 18 years of age at the time of commencement of the qualification.

Additional Requirements:

Before proceeding to work placement, the student must have the following:

- Completed the required units
- Current First Aid Certificate
- Completed Manual Handling
- Current Australian Police Check

Career Pathways

This qualification has pathways for further study in:

- CHC52015 Diploma of Community Services
- CHC53315 - Diploma of Mental Health
- HLT54115 - Diploma of Nursing
- Degree of Disability

Modes of Delivery

This qualification utilises face to face classroom training, work placement, self-directed learning hours which include presentations, videos, reading case studies/scenarios and assessment activities like written reports, portfolio, project report, observation, presentation, reflective reports, interviews and role plays and online learning activities. The trainer may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources.

The volume of learning includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study),

individual study, research, learning activities in the workplace and assessment activities. The amount of training JTI provides is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

The qualification is scheduled to be delivered over two (2) study periods:

The total volume of learning is 945 hours which includes face to face training and self-directed learning. All learners must complete the work placement (120 hours) at the end of the second study period.

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

UNITS

14 units for the qualification with:

11 Core

3 electives

Unit Code	Title	Core/ Elective
CHCDIS008	Facilitate community participation and social inclusion	Core
CHCDIS009	Facilitate ongoing skills development using a person-centred approach	Core
CHCDIS010	Provide person-centred services to people with disability with complex needs	Core
CHCDIV001	Work with diverse people	Core
HLTAAP001	Recognise healthy body systems	Core
CHCCCS015	Provide individualised support	Core
CHCLEG003	Manage legal and ethical compliance	Core
HLTWHS002	Follow safe work practices for direct client care	Core

CHCDIS002	Follow established person-centred behavior supports	Core
CHCDIS005	Develop and provide person-centred service responses	Core
CHCDIS007	Facilitate the empowerment of people with disability	Core
CHCPRP001	Develop and maintain networks and collaborative partnerships	Elective
CHCCCS001	Address the needs of people with chronic disease	Elective
CHCCCS011	Meet personal support needs	Elective

CHC43515 Certificate IV in Mental Health Peer Work

CRICOS Course Code : 102269M

Course Information

CHC43515 Certificate IV in Mental Health Peer Work is a course you can choose to specialise in either consumer peer work or carer peer work. In both specialisations you will develop communication skills, learn how to work with a diverse range of people, and gain experience working within the recovery framework. Our highly-experienced team of industry professionals will give you the one-on-one guidance needed to succeed in the industry.

This qualification reflects the role of workers who have lived experience of mental illness as either a consumer or carer and who work in mental health services in roles that support consumer peer or carer peers. Workers are employed in the mental health sector in government, public, private or community managed services.

Upon Completion of this course you will be qualified to work in a range of residential, outreach, and peer support programs as a mental health peer worker.

Entry Requirements

To undertake the Certificate IV in Business qualification, participants must have:

- Minimum 18 years of age
- Minimum 12 years of schooling
- Meet our English requirement

English Language/Literacy/Numeracy requirements.

All students entering this qualification must have a minimum English Language proficiency level of one of the following:

1. A minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 to be undertaken before the main VET course. Results older than two years are not acceptable. OR
2. Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States OR
3. Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework. OR
4. For levels 1 and 2 countries, successful completion of JTI's Language and Numeracy Test conducted on JTI's campus (for onshore international students ONLY.) OR
5. For students that have done 12 years of schooling in English language, proof of having successfully completed English in year 12, plus successfully undertaking a written internal English testing by Job training institute and successfully undertaking a skype interview by a JTI staff member. This is only applicable to countries with immigration risk rating of 1 or 2
JTI will also accept equivalent test results from the following specified English language tests - TOEFL iBT, PTE Academic, Cambridge English: Advanced (CAE) and TOEFL PBT.

(Note: A pre- training interview/phone interview may be conducted prior to issuance of COE (Confirmation of Enrolment). Applicants who fail to meet the required standards of LLN skills for the qualification may need to study English Language qualification for a longer duration)

Career Pathway

This qualification has pathways for further study in Pathways into the qualification Preferred pathways for candidates considering this qualification include: Certificate IV in Mental Health or other relevant qualification

Or

Candidates with vocational experience. Pathways from the qualification

- A range of other Advanced Diploma or Graduate Diploma qualifications exist as pathways for this qualification which include:
- Bachelor of Community Mental Health, Alcohol and Other Drugs
- Specialised Skill sets for work within a variety of Community Services settings
- CHC62015 Advanced Diploma of Community Sector Management

- Bachelor of Applied Social Science (Community Services)
- Bachelor of Psychological Science
- Bachelor of Psychological Science (Honours)
- Bachelor of Social Work

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process that recognizes a student's current skills and experience regardless of where and when the learning occurred. You could have your existing knowledge and skills formally recognized and credited towards a qualification by JTI. Go to our website at: <http://jti.edu.au/rpl/> to find out more.

Modes of Delivery

This qualification utilises face to face classroom training, work placement, self-directed learning hours which include presentations, videos, reading case studies/scenarios and assessment activities like written reports, portfolio, project report, observation, presentation, reflective reports, interviews and role plays and online learning activities. The trainer may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources.

The volume of learning includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities. The amount of training JTI provides is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

The qualification is scheduled to be delivered over three (3) study periods:

The total volume of learning is 972 hours which includes face to face training and self-directed learning. All learners must complete the work placement (160 hours) in study period 3

Units

Unit Code	Title	Core/ Elective
CHCDIV001	Work with diverse people	Core

CHCMHS007	Work effectively in trauma informed care	Core
CHCMHS008	Promote and facilitate self-advocacy	Core
CHCMHS011	Assess and promote social, emotional and physical wellbeing	Core
CHCPWK001	Apply peer work practices in the mental health sector	Core
CHCPWK002	Contribute to the continuous improvement of mental health services	Core
HLTWHS001	Participate in workplace health and safety	Core
CHCAGE001	Facilitate the empowerment of older people	Elective
CHCAGE005	Provide support to people living with dementia	Elective
CHCCS023	Support independence and wellbeing	Elective
CHCDIS007	Facilitate the empowerment of people with disability	Elective
CHCDIS008	Facilitate community participation and social inclusion	Elective
CHCPWK004	Work effectively in consumer mental health peer work	Elective
CHCPWK005	Work effectively with carers as a mental health peer work	Elective

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

BSB50120 Diploma of Business (Leadership) **CRICOS Course Code: 095271B**

Course Information

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound

theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Diploma of Business Course will be delivered through online learning and self-paced study. Students are able to experience exciting online Business Course through *online class* where you can participate and access a recording at your convenience.

Online class timetables and face to face timetables are updated every few weeks. Online and face to face class support class's dates are located in the Training plan according to the units.

Assessments are submitted online. Support is provided for online sessions through email, chat line, live classes and the telephone.

This course is current at training.gov.au

Enrolment information

To enrol in this course, applicants should submit:

- Completed and signed 'Application for Enrolment Form';
- Certified transcripts of academic records including the last two years of schooling;
- Certified evidence of completing year 12.
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s) (if available);
- Certified copy of passport details;
- Unique Student Identifier (USI)- application for USI is done at the time of enrolment into the course
- Certified evidence English language proficiency

Entry Requirements

To undertake the Diploma of Business (Leadership) qualification, participants must have:

- Minimum 18 years of age
- Minimum 12 years of schooling
- Meet our English requirement

Specific academic requirements

To gain entry into this course, applicant should successfully meet any one of the following academic requirements:

- Satisfactorily completed year 12 or equivalent level of studies or
- Without formal qualifications but who can provide evidence or sufficient work experience in accounts / administration; or
- Without formal qualifications but who when assessed for skills qualify to undertake this training.

Specific English Language/Literacy/Numeracy requirements.

All students entering this qualification must have a minimum English Language proficiency level of one of the following:

International students, applying either off-shore or on-shore will require:

- Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 to be taken before the main VET course. Results older than two years are not acceptable. OR
- Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States. OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework. OR
- For levels 1 and 2 countries, successful completion of JTI's Language and Numeracy Test conducted on JTI's campus (for onshore international students ONLY.) OR
- For students that have done 12 years of schooling in English language, proof of having successfully completed English in year 12, plus successfully undertaking a written internal English testing by Job training institute and successfully undertaking a skype interview by a JTI staff member. This is only applicable to countries with immigration risk rating of 1 or 2.

JTI will also accept equivalent test results from the following specified English language tests – TOEFL IBT, PTE Academic, Cambridge English: Advanced (CAE) and TOEFL PBT.

(Note: A pre- training interview/phone interview may be conducted prior to issuance of COE (Confirmation of Enrolment). Applicants who fail to meet the required standards of LLN skills for the qualification may need to study English Language qualification for a longer duration)

Career Pathway

After achieving the BSB50120 Diploma of Business (Leadership), candidates may undertake a range of Advanced Diploma courses, qualifications for those who work in a range of business environments and who provide leadership and guidance in relation to specific technical knowledge and skills

Recognition of Prior Learning (RPL)

We offer RPL to eligible students. Visit our website at: <http://jti.edu.au/rpl/> to find out more

Modes of Delivery

The Diploma of Business is delivered over 48 weeks face to face and online study. JTI offers flexible training which suits individuals and industry requirements. The flexible nature of our delivery of this course [online, blended, face-to-face] caters to students in need of flexible study/work hours, working parents, students studying other courses, those juggling between employment and studies and all who are time constrained and wish to either further their education or change career paths.

Mode of delivery

This qualification utilises a blended delivery mode which incorporates face to face classroom training which includes presentations, written tasks, written tests, case studies/scenarios, reflective reports, interviews and role plays; project work / portfolios and online learning activities. The trainer may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources.

This course will have a face to face, online and self-study mode. Online will not be more than 25% of the total course duration. Each student must allocate 20 hours of weekly contact hour.

Units

Unit Code	Title	Core/ Elective
BSBCRT511	Develop critical thinking in others	Core
BSBFIN501	Manage budgets and financial plans	Core
BSBOPS501	Manage business resources	Core
BSBSUS511	Develop workplace policies and procedures for sustainability	Core
BSBXCM501	Lead communication in the workplace	Core
BSBPMG430	Undertake project work	Elective
BSBOPS504	Manage business risk	Elective
BSBHRM521	Facilitate performance development processes	Elective
BSBLDR522	Manage people performance	Elective
BSBTWK502	Manage team effectiveness	Elective
BSBLDR523	Lead and manage effective workplace relationships	Elective
BSBSTR503	Develop organisational policy	Elective

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20



Completion letter for work placement	\$20
--------------------------------------	------

BSB60120 Advanced Diploma of Business**CRICOS Course Code: 095271B****Course Information**

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Diploma of Business Course will be delivered through online learning and self-paced study. Students are able to experience exciting online Business Course through *online class* where you can participate and access a recording at your convenience.

Online class timetables and face to face timetables are updated every few weeks. Online and face to face class support class's dates are located in the Training plan according to the units.

Assessments are submitted online. Support is provided for online sessions through email, chat line, live classes and the telephone.

This course is current at training.gov.au

Enrolment information

To enrol in this course, applicants should submit:

- Completed and signed 'Application for Enrolment Form';
- Certified transcripts of academic records including the last two years of schooling;
- Certified evidence of completing year 12.
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s) (if available);
- Certified copy of passport details;
- Unique Student Identifier (USI)- application for USI is done at the time of enrolment into the course
- Certified evidence English language proficiency

Entry Requirements

To undertake the Diploma of Business (Leadership) qualification, participants must have:

- Minimum 18 years of age
- Minimum 12 years of schooling
- Meet our English requirement

Specific academic requirements

To gain entry into this course, applicant should successfully meet any one of the following academic requirements:

- Satisfactorily completed year 12 or equivalent level of studies or
- Without formal qualifications but who can provide evidence or sufficient work experience in accounts / administration; or
- Without formal qualifications but who when assessed for skills qualify to undertake this training.

Specific English Language/Literacy/Numeracy requirements.

All students entering this qualification must have a minimum English Language proficiency level of one of the following:

International students, applying either off-shore or on-shore will require:

- Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 to be taken before the main VET course. Results older than two years are not acceptable. OR
- Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States. OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework. OR
- For levels 1 and 2 countries, successful completion of JTI's Language and Numeracy Test conducted on JTI's campus (for onshore international students ONLY.) OR
- For students that have done 12 years of schooling in English language, proof of having successfully completed English in year 12, plus successfully undertaking a written internal English testing by Job training institute and successfully undertaking a skype interview by a JTI staff member. This is only applicable to countries with immigration risk rating of 1 or 2.

JTI will also accept equivalent test results from the following specified English language tests – TOEFL IBT, PTE Academic, Cambridge English: Advanced (CAE) and TOEFL PBT.

(Note: A pre- training interview/phone interview may be conducted prior to issuance of COE (Confirmation of Enrolment). Applicants who fail to meet the required standards of LLN skills for the qualification may need to study English Language qualification for a longer duration)

Career Pathway

After achieving the qualification BSB60120 Advanced Diploma of Business, candidates may undertake a range of higher level qualifications for those who work in a range of business environments and who provide leadership and guidance in relation to specific technical knowledge and skills

BSBSTR801	Lead innovative thinking and practice	Elective
BSBOPS505	Manage organisational customer service	Elective
BSBHRM614	Contribute to strategic workforce planning	Elective
BSBLDR601	Lead and manage organisational change	Elective

Recognition of Prior Learning (RPL)

We offer RPL to eligible students. Visit our website at: <http://jti.edu.au/rpl/> to find out more

Modes of Delivery

The Diploma of Business is delivered over 48 weeks face to face and online study. JTI offers flexible training which suits individuals and industry requirements. The flexible nature of our delivery of this course [online, blended, face-to-face] caters to students in need of flexible study/work hours, working parents, students studying other courses, those juggling between employment and studies and all who are time constrained and wish to either further their education or change career paths.

Mode of delivery

This qualification utilises a blended delivery mode which incorporates face to face classroom training which includes presentations, written tasks, written tests, case studies/scenarios, reflective reports, interviews and role plays; project work / portfolios and online learning activities. The trainer may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources.

This course will have a face to face, online and self-study mode. Online will not be more than 25% of the total course duration. Each student must allocate 20 hours of weekly contact hours.

Additional Letter/SOR issuance Fee (optional)

SOR(Statement of result)	\$20
Completion letter with Satisfactory units	\$20
Completion letter for work placement	\$20

Unit Code	Title	Core/ Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBFIN601	Manage organisational finances	Core
BSBOPS601	Develop and implement business plans	Core
BSBSUS601	Lead corporate social responsibility	Core
BSBTEC601	Review organisational digital strategy	Core
BSBWHS521	Ensure a safe workplace for a work area	Elective

General English (Pre-Intermediate, Intermediate, Upper-Intermediate)

CRICOS Course Code: 098208G

Course Information

Students focus on developing their reading, writing, speaking and listening skills for personal, social, work and study purposes.

JTI caters to students of every level, and the Starter level is perfect for students who are just beginning to learn English!

English language skills in an Australian context. Through a range of activities, we will help you improve your writing, reading, listening, speaking and pronunciation and grammar knowledge.

As an ELICOS student you will develop your English language skills in listening, speaking, reading and writing.

At the end of each 10 week program, you will be given a course progress report.

Study Pathway

If you are an Inbound International student wishing to apply for entry into JTI at a Certificate, Diploma or Degree level, you will need to successfully complete either the General English or the Academic Purpose program. The level you complete will then be assessed as meeting the English language requirements for vocational study.

Mode of delivery

All JTI students use a blended mode of learning which includes:

- Classroom (face-to-face) - Students should attend 20 hours classes per week, complete homework and self-access activities totalling at least 15 hours per week in addition to the scheduled 20 hours per week.

- Online through our learning management system and through online classes

Entry Requirements

The requirements for this course are:

OFFSHORE:

- ☐ Evidence of Year 12 (secondary schooling)
- ☐ Current passport
- ☐ English test

Homework, weekly tests, teacher feedback and friendly classes help students to improve English quickly. Students also participate in excursions that help them integrate into the local culture, understand accents and engage with local residents and businesses.

General English (GE) prepares you to join our English for Academic Purposes (EAP) programs or can be taken as a way of improving your language skills for use in everyday situations. The broad aim of GE is to improve your overall

- ☐ All previous academic qualifications
- ☐ CV (if applicable)
- ☐ Statement of Purpose (if applicable)
- ☐ Financial Declaration (if applicable)
- ☐ Bank Statement, Payslips (if applicable)
- ☐ Sponsor Documents (if applicable)

ONSHORE:

- ☐ Evidence of Year 12 (secondary schooling)
- ☐ Current passport
- ☐ English test /English Placement Test
- ☐ All academic qualifications
- ☐ CV (if applicable)
- ☐ A statement of Australian visa grant
- ☐ Confirmation of Enrolment/s from another provider

Duration

Level	Course Duration	Cost
Pre-Intermediate	10 Weeks	AUD180/week
Intermediate	10 Weeks	AUD180/week
Upper-Intermediate	10 Weeks	AUD180/week

Enrolment Fee	\$300
Materials fees	\$10 per week

English for Academic Purposes (Upper-Intermediate, Advanced)

CRICOS Course Code: 098209F

Course Information

Students learn skills in academic essay writing skills, research techniques and highly developed presentation skills. The course also focuses on developing discussion skills.

English for Academic Purposes (EAP) prepares you for direct entry to JTI. The courses focus on academic language, critical thinking and academic literacy skills and aim to enhance your success in your higher education course. Students develop skills in:

- Assignment preparation
- Academic reading, writing and note-making
- Communication and interaction in the academic environment
- Oral presentations and seminar discussions
- Academic vocabulary development
- Referencing sources
- Research techniques
- Communicating confidently in English
- Independent study skills
- E-learning

Study Pathway

If you are an Inbound International student wishing to apply for entry into JTI at a Certificate, Diploma or Degree level, you will need to successfully complete either the General English or the Academic Purpose program. The level you complete will then be assessed as meeting the English language requirements for vocational study.

Mode of delivery

All JTI students use a blended mode of learning which includes:

- Classroom (face-to-face) - Students should attend 20 hours classes per week, complete homework and self-access activities totalling at least 15 hours per week in addition to the scheduled 20 hours per week.
- Online through our learning management system and through online classes

Entry Requirements

The requirements for this course are:

OFFSHORE:

- ☐ Evidence of Year 12 (secondary schooling)
- ☐ Current passport
- ☐ English test
- ☐ All previous academic qualifications
- ☐ CV (if applicable)
- ☐ Statement of Purpose (if applicable)
- ☐ Financial Declaration (if applicable)
- ☐ Bank Statement, Payslips (if applicable)

- ☐ Sponsor Documents (if applicable)

ONSHORE:

- ☐ Evidence of Year 12 (secondary schooling)
- ☐ Current passport
- ☐ English test /English Placement Test
- ☐ All academic qualifications
- ☐ CV (if applicable)
- ☐ A statement of Australian visa grant
- ☐ Confirmation of Enrolment/s from another provider

Duration

Level	English Placement Test	Course Duration	Cost
Upper Intermediate	Yes	10 Weeks	AUD180/week
Advanced	Yes	10 Weeks	AUD180/week

Enrolment Fee	\$300
Materials fees	\$10 per week

FEE SCHEDULE

Certificate III in Individual Support (Ageing & Disability)	
\$3,000	After signing the student acceptance agreement and before the 1st study period starts
\$2,000	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$1,500	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$300	Enrolment Fee
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

Certificate IV in Disability	
\$4,000	After signing the student acceptance agreement and before the 1st study period starts
\$4,000	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$300	Enrolment Fee

\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

Certificate IV in Mental Health Peer Work	
\$4,000	After signing the student acceptance agreement and before the 1st study period starts
\$2,000	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$2,000	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$300	Enrolment Fee
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

Certificate III in Early Childhood Education and Care	
\$2,750	After signing the student acceptance agreement and before the 1st study period starts
\$2,750	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$2,750	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$2,750	Two weeks before the 4th study period starts (approximately 9 months after starting the course)
\$300	Enrolment Fee
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

Diploma of Early Childhood Education and Care	
\$3,000	After signing the student acceptance agreement and before the 1st study period starts
\$2,000	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)

\$2,000	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$2,000	Two weeks before the 4th study period starts (approximately 9 months after starting the course)
\$2,000	Two weeks before the 5th study period starts (approximately 12 months after starting the course)
\$300	Enrolment Fee
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

Diploma of Community Services	
\$3,500	After signing the student acceptance agreement and before the 1st study period starts
\$3,500	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$3,500	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$3,000	Two weeks before the 4th study period starts (approximately 9 months after starting the course)
\$2,000	Two weeks before the 5th study period starts (approximately 12 months after starting the course)
\$300	Enrolment Fee
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

Diploma of Mental Health	
\$3,500	After signing the student acceptance agreement and before the 1st study period starts
\$3,500	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$3,500	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$3,000	Two weeks before the 4th study period starts (approximately 9 months after starting the course)

\$3,000	Two weeks before the 5th study period starts (approximately 12 months after starting the course)
\$300	Enrolment Fee
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

JTI Enrolment Process for International Students

- The potential student accesses information regarding JTI on the web, via an agent or from JTI direct which includes advice on how to access information on JTI, fee structure, and refund policy and enrolment procedures.
- Prior to enrolment the student must read from JTI website or marketing materials forwarded to them the following information:
 - Requirements for acceptance into a course (including English levels, qualifications, work experience and course credit opportunities).
 - Course content and duration, qualifications on offer, modes of study, and assessment methods
 - Campus locations and a general description of facilities, equipment, and learning and library resources available to students
 - Grounds, on which the student's enrolment may be deferred, suspended or cancelled.
 - Indicative course related fees, including the potential for fees to change.
 - Information on accommodation options.
 - Schooling obligations and options for school-aged dependents, including that school fees may be incurred.
 - Documented procedures in place for assessing students' qualifications, experience and English language proficiency.
 - Requirement for a description of the ESOS framework as provided by DOE.
- Student completes Student **Application of Enrolment Form** and gathers other documents relevant to the application i.e. certified evidence English language level, certified copy of the student's passport and any other supporting documentation. This is forwarded to JTI for initial assessment.
- Student **Application of Enrolment Form** is not accepted without appropriate supporting documentation. All International students are required to submit the following with their Student **Application of Enrolment Form**:
 - An authorised copy of their visa (If applicable)- If no visa is available at the time, a conditional offer would be made.
 - Certified copy of Evidence of English proficiency
 - Certified copy of Passport

Diploma of Business	
\$2,500	After signing the student acceptance agreement and before the 1st study period starts
\$2,500	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$2,500	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$2,500	Two weeks before the 4th study period starts (approximately 9 months after starting the course)
\$300	Enrolment Fee
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

Advanced Diploma of Business	
\$3,000	After signing the student acceptance agreement and before the 1st study period starts
\$2,000	Two weeks before the 2nd study period starts (approximately 3 months after starting the course)
\$2,000	Two weeks before the 3rd study period starts (approximately 6 months after starting the course)
\$2,000	Two weeks before the 4th study period starts (approximately 9 months after starting the course)
\$2,000	Two weeks before the 5th study period starts (approximately 12 months after starting the course)
\$500	Material Fee
\$654	OSHC (One year, subject to change by OSHC Provider)

- Any other supporting information such as certified copies of previously attained qualifications
5. An International student's English proficiency is required to be evidenced by a recognised English Language testing score IELTS = 5.5 or equivalent.
 6. If the applicant cannot produce a satisfactory IELTS score and there are doubts about English language skills to cope in an academic environment, JTI will advise the applicant to enrol in an English course for an appropriate duration

7. JTI assesses the applicant's educational qualifications (either obtained in Australia or overseas) necessary for studying at a certificate or diploma level. The applicant is also assessed to determine whether the applicant has the required entry level competencies for the course in which the student wants to enrol.
8. If the applicant's educational qualifications do not meet JTI's admission requirements, other factors may be considered. These are:
 - i. Mature age
 - ii. Work experience
 - iii. Attitude and aptitude
 - iv. Previous academic results
 - v. Attendance rate in previous college
 - vi. Ability and skills to function in an academic environment
 - vii. Possibility to succeed in his/her academic endeavours
9. The International Student Coordinator assesses student's enrolment documents and checks them for completeness by filling in the **international student enrolment checklist**. The ISC will prepare a **Letter of Offer** and get the International Department Head (IDH) or equivalent to approve and sign, and this together with the **student acceptance agreement** are then forwarded to the student for signing.
10. The **student acceptance agreement** must at a minimum contain the following information:
 - Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
 - Provide an itemised list of course money payable by the student;
 - Provide information in relation to refunds of course money;
 - Set out the circumstances in which personal information about the student may be shared between JTI and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
 - Advise the student of his or her obligation to notify JTI of a change of address while enrolled in the course
11. Upon receipt of the signed **student acceptance agreement**, signed student letter of offer acknowledgement, the tuition fee deposit and enrolment fee, the student's information is entered into PRISMS within 14 days and an

electronic confirmation of enrolment (ECoE) is created by the IDH or equivalent and forwarded to the Student along with a **welcome letter** outlining what the student is required to do upon arrival in Australia.

12. JTI, through the GM or equivalent, must give the Secretary the following information within 14 days after the event below occurs:
 - 12.1 The name and any other prescribed details of each person who becomes an accepted student of JTI;
 - 12.2 For each person who becomes an accepted student – the name, starting day and expected duration of the course for which the student is accepted;
13. If the student acceptance agreement form is returned unsigned by the student then, the student acceptance agreement is returned to the student to be signed and returned to JTI.
14. All fees paid are held until the student acceptance agreement is signed by the student and returned to JTI.
15. Students are given a unique identification number from the JTI student management system.

Upon arrival in Australia the following procedure will occur for the commencement and orientation of new students to JTI. Students will have been supplied with a welcome letter outlining the steps to be taken once they arrive in Australia.

1. New students will contact JTI and speak to the International Student Coordinator (ISC)/Student Support Officer/International Admissions Officer, who will take down the students contact details and residential address in Australia.
2. The Student contact details will be input by the ISC into the Student Management Database and the student file is then created.
3. The ISC will inform the student of the induction date.
4. The student will then attend induction day. The student will also be provided with a copy of the student handbook and a student ID card will be created during induction day.
5. The program for Orientation day will include the following:
 - Student stays in Australia
 - Requirements to receive a qualification
 - Certificates issued on successful completion of the course
 - How the skills and knowledge will be assessed
 - Recognition of prior learning or recognition of current competency
 - How to make a complaint if student is not satisfied with any part of the course

- How to get extra help with learning
- Course timetable and attendance
- Assessment processes and how to appeal of an assessment outcome
- Course progress policy
 - Student ID Cards will be issued during orientation (photograph to be taken)
 - Student obligations as a student at Job Training Institute including requirements for achieving satisfactory course progress.
 - Visa requirements
 - Overseas Health Cover
 - Introduction to staff
 - Evacuation procedure and meeting point
 - Fees policy
 - General questions
 - Lunch

All documents submitted must be certified copies.

Certified copies

Do not supply original documents with your application. If we require an original document at any stage, we will ask for it.

You should provide 'certified copies' of original documents.

- In Australia, this means a copy which is authorised as a true copy by a person before whom a Statutory Declaration may be made. Such authorised persons include the following: a magistrate, Justice of the Peace, Commissioner for Declarations, Commissioner for Affidavits, a person before whom a Statutory Declaration may be made under the law of the state in which the Declaration is made, a solicitor, registered medical practitioner, bank manager, postal manager, Australian Postal Corporation Officer with 5 years' service.
- **Outside Australia**, in most countries, the following people are authorised to certify documents: Justice of the Peace, and Public Notary.

Application Step-by-Step Process:



Student Code of Conduct

As a Registered Training Organisation, Job Training Institute (JTI) is committed to ensuring that it provides training and assessment that is compliant with VET Quality Framework and all relevant legislations that will lead to nationally recognised qualifications. All staff recognise the rights of our clients and students in line with our code of practice.

The following Code of Practice aims to formalise and assure students of JTI's commitment in terms of:

- Respecting and protecting their rights
- Providing correct information, advice and support
- Providing the most suitable course and pathway
- Optimising learning outcomes
- Promoting principles of access and equity
- Regular evaluation of training and assessment delivery
- Industry engagement to ensure relevance and national recognition of our qualifications
- Assessing learner's current skills and needs prior to enrolment

JTI Expectations

As members of an academic environment students are expected to:

- Treat all others with respect and courtesy;
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- Respect the opinions and views of others;
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating;
- Attend classes, maintain consistent levels of study, and submit assessment pieces on time;
- Heed and utilise academic performance feedback from teaching staff;
- Familiarise themselves with, and abide by, the Institutes policies and procedures;
- Maintain high standards and a

professional approach to their study program.

- Ensure personal and general hygiene are paid attention to.
- Refrain from littering by using rubbish bins and leaving washrooms and other facilities as you found them.
- Not go to class under the influence of alcohol or any other substance.

Students of JTI can expect:

- To be treated with courtesy and respect;
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- To be able to freely communicate and voice alternative points of view in rational debate;
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment;
- To rely on the protection of personal information;
- To be able to access personal records, subject to the provisions of the Freedom of Information Act [1992];
- To be provided with timely and accurate information as it pertains to course[s], enrolment, and all administrative matters;
- That assessment within course[s] will be equitably and appropriately implemented;
- That the facilities and equipment they use are safe and comply with occupational health and safety guidelines.

Classroom behaviour

All JTI students are expected to comply with the following rules of behaviour whilst enrolled at the College:

- Demonstrate mutual respect for College staff, and fellow students;
- Turn off all mobile and paging devices during class times and examinations;
- Not eat or drink in classrooms;
- Prepare for each class by undertaking the required reading, and completing all necessary tutorial or laboratory work;
- Attend all classes except when prevented by illness or exceptional circumstances. This is a courtesy to your fellow students and your trainers as well as being in the interest of your own academic progress;
- Arrive at classes at the scheduled time; arriving late is disrespectful to trainers and fellow students;
- Work to the best of their ability;



- Participate actively in learning activities;
- Avoid all forms of academic misconduct;
- Provide constructive feedback when evaluating courses and trainers/assessors;
- Refrain from activities that might negatively impact on other members of the College community;
- Be aware of their responsibilities within their courses and program of study, and
- Any other rules of classroom behaviour as determined by, and/or negotiated with, their trainer/assessor.

Fee Payments

Students and persons seeking to enrol in a course with Job Training Institute are advised of all fees and charges associated with a course, including tuition fees, administration fees, materials fees and any other charges, on the relevant course fact sheet, on Job Training Institute's website and in the handbook. JTI has the right to review its tuition fees and other charges.

* Please note tuition fee is subject to change each Study Period

Smoking

JTI wants to ensure that all members of the community can enjoy a clean and smoke free environment. Smoking is not permitted within 5 meters of any building.

Misconduct

JTI students who breach any of the guidelines outlined in this 'Code of Conduct' may be considered to have engaged in official misconduct. In addition, a student who engages in any of the following activities may also be considered to have engaged in misconduct where that student:

- Endangers the health or safety of any person at the Institute;
- Unlawfully assaults, or attempt to assault another member of the Institute community;
- Engages in dishonest behaviour e.g. stealing;
- Damages or abuses the Institute's property

If a student engages in any of the above stated misconduct, the policy on Deferment, Suspension, and Cancellation will apply.

Safety

All students have the right to be in a safe, secured, orderly environment. While JTI provides this safe environment for the students, the students must

also be responsible for themselves and others at all times.

JTI realises its responsibilities to students, academic and other staff members to ensure a safe and healthy academic and working environment. JTI operates according to appropriate Workplace Health and Safety Standards and Procedures.

First Aid Kits are located at each campus (please ask our staff if you cannot locate the First Aid sign)

Discrimination

Job Training Institute will ensure that discrimination does not occur, or continue to occur in the workplace, or in the provision of services.

All employees, students and business associates will receive equal treatment regardless of:

- Sex
- Race, colour, nationality, ethnic origin
- Impairment; physical disabilities, intellect, psychological
- Political or religious beliefs
- Being pregnant, a parent or Childress, de-facto spouse
- Age
- Lawful sexual activity/sexual orientation
- Marital status, including de-facto relationships
- Physical features
- Personal association

Alcohol and Illegal Drugs

Students found to be under the influence of alcohol and/or drugs will be asked to leave the Institute. Alcohol and illegal drugs are not allowed on Institute premises; and any students found in possession of these substances will be asked to leave immediately. Any illegal activity will be reported to the appropriate authority. Dismissal from the training programme, should these circumstances persist will be at the discretion of the Director of JTI.

Student Conduct and Etiquette (Disciplinary Information)

JTI expects students enrolled in all courses to behave in a professional and dignified manner in regard to fellow students and trainers.

Students guilty of the following will be given a notice of expulsion in writing and fees will not be refunded:

- Cheating in class tests or examinations
- Intimidating other students
- Being disrespectful to staff and other students

- Being rude to a trainer or any other member of Staff or guest trainer
- Causing disruption in a class
- Has engaged in misconduct deemed unsuitable or unprofessional
- Any other behaviour that is inappropriate

Malicious damage to equipment and/or stealing materials or products **will result in instant dismissal.**

If the matter is not resolved, the Course Manager reserves the right to discharge the student from JTI. Under these circumstances a student may have the right of audience or a right of appeal to the CEO. Such right of audience or appeal must be requested in writing to the CEO within seven (7) days of suspension or expulsion. See student Complaints and Appeals Policy.

The decision of the CEO shall be final and binding upon all parties. No refund will be given.

Plagiarism, Cheating and Collusion

At JTI, plagiarism, cheating and collusion is not allowed, and every student must sign a declaration for each assignment submitted, confirming the work they have submitted is their own and has not been copied from any other source.

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own.

Cheating is employed to create an unfair advantage, usually in one's own interest, and often at the expense of others.

Collusion is when two or more students work together in the preparation and production of work (unless the teacher approves group work) which is then submitted by each individual in identical, or very similar form and/or is represented by each to be the product of their own individual efforts.

The following list outlines some of the activities for which a student can be accused of in breach of this policy.

- Presenting any work by another individual as one's own
- Handing in assessments similar to or copied from another student.
- Presenting the work of another individual or group as one's own work.
- Having another person write an assignment/assessment or part of an assignment/assessment for you.
- Copying phrases, sentences, sections, paragraphs etc. from another person and not citing the source

- Handing in someone else's assessment/assignment and declaring it as your own.
- Modifying or paraphrasing someone else's ideas or writings and submitting them as your own.
- Submitting an assignment previously handed in for a previous class or assessment.
- Assessment information cut and pasted from the internet indicating no originality on student's part

Consequences of Plagiarism, Cheating and Collusion

Plagiarism, Cheating and Collusion are serious acts and may result in a student's exclusion from a unit or a whole course. As a student if you have any doubts about including the work of other authors in your assessments, please consult with your trainer. In the first instance, when a student has found to have plagiarised or cheated in an assessment they will be issued with a first warning and will need to re-do the affected part of their assignment. The second warning will result in the student being excluded from the unit or course.

Critical Incident

The Student Orientation Program starts with an induction presentation on the first day of class; this induction includes the presentation of PowerPoint slides which include information regarding the Critical Incident Policy and associated procedures covering actions to be followed in the event of a critical incident.

All current and new staff is provided an induction which includes information regarding the Critical Incident Policy and Procedure and associated procedures covering actions to be followed in the event of a critical incident.

ACTIONS TO BE TAKEN WHEN CRITICAL INCIDENT OCCURS

1. At the time of occurrence and within 24 hours
 - Identify the cause of the Critical Incident
 - If practical, remove or minimise the cause for a potential further Critical Incident
 - Ensure the Safety and Well-being of Staff and Students

- Ensure injured and/or traumatised Staff and Students are provided with appropriate Emergency Care
 - Arrange Counselling, Trauma or Religious Services
 - Ensure support for Staff and Students in the event an incident is continuing
 - Keep Staff, Students, Parents, Agents and where necessary DOE/DHA informed
 - Manage Media Reports
 - Designated Officer is to Complete the Critical Incident Report Form
 - Commence an investigation to record real-time or factual data on the Critical Incident
 - The Critical Incident Team will meet and assess the incident with regard first response actions and risk to the safety of all staff, students and others.
 - If an associated risk is still active they will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm's way
 - A member of the Critical Incident Team will contact emergency services (fire, police, ambulance) and relevant external bodies if necessary
 - The Critical Incident Response Team (CIRT) will determine the arrangements for informing staff, students and stakeholders of the incident.
 - Media response will be dealt with by the IDH, as such; staff is not to provide any comments to media in regard a critical incident
 - If trauma was experienced by individuals, a session will be organised with our Student Counsellor.
2. Following
- Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services
 - Monitor Staff and Students attitudes and behaviour for any signs of PTSD
 - Monitor Health and Well-being of any Staff and Students hospitalised
 - Keep Staff, Students, Parents, Agents and where necessary DOE/DHA informed
- Assist in the arrange of memorial proceedings if appropriate
 - Conduct a CIRT debrief and provide the report to Staff and Students where necessary
 - Manage Media Reports
3. Post
- Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services
 - Analyse the findings of the CIRT Incident debrief and where necessary implement risk Control Measures to minimise the likelihood of recurrence

EFFECTS OF CRITICAL INCIDENTS

The human body has a plethora of ways it deals with critical incidents, we must be aware of some of these effects so that we are able to identify them in ourselves and others and hopefully manage them to avoid a further crisis.

Some of the effects:

- Loss of appetite
- Insomnia
- Anger
- Aggression
- Exhaustion
- Denial
- Masking the event
- Changes in libido
- Forgetfulness
- Diarrhoea
- Lack of interest in everything
- Emotional at the drop of a hat
- Sense of loss

AFTER THE EVENT

3. Immediately After

- Arrange Counselling, Trauma or Religious Services
- Allow Staff and Students to contact relatives and friends
- Ensure Staff and Students who have been exposed to the Critical Incident with Support and Practical assistance
- Debrief all relevant personnel involved in the Critical Incident
- Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by WorkSafe
- Keep Staff, Students, Parents, Agents and where necessary DOE/DHA informed
- Restore Normal daily operations, where practical and as soon as possible
- Manage Media Reports

4. Following
 - Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services
 - Monitor Staff and Students attitudes and behaviour for any signs of PTSD
 - Monitor Health and Well-being of any Staff and Students hospitalised
 - Keep Staff, Students, Parents, Agents and where necessary DOE/DHA informed
 - Assist in the arrange of memorial proceedings if appropriate
 - Conduct a CIRT debrief and provide the report to Staff and Students where necessary
 - Manage Media Reports
5. Post
 - Ensure Staff and Students are provided ongoing access to Counselling, , Trauma or Religious Services
 - Analyse the findings of the CIRT Incident debrief and where necessary implement risk Control Measures to minimise the likelihood of recurrence

REPORTING OF THE CRITICAL INCIDENT

- When the risk has passed, the first response staff member will complete the Critical Incident Report.
- When the risk has passed, the IDH or equivalent will convene a meeting with the Critical Incident Team and finalise the Critical Incident Report.
- The IDH will notify DHA as soon as possible after the incident; this may include reporting via PRISMS.
- The Critical Incident Team will review the incident and evaluate the response and actions for closeout and lessons learned.
- If changes are required to policies, procedures, these will be made via documenting on the critical incident report form and actioning a corrective action.

In accordance with the ESOS Act, JTI is required to notify DOE and DHA as soon as practical after the incident and in the event of a student's death or other circumstance affecting the student's attendance. In this instance notification will be made initially by Phone followed by reporting via PRISMS.

PRIVACY AND CONFIDENTIALITY

JTI will not disclosure student's personal information without their formal approval as outlined in the Privacy Act. The only exception to this rule is when the information may reduce or prevent a serious or imminent threat to the student's life, health or safety.

Transfer between Registered Providers

STUDENT TRANSFERRING TO JTI

The Student Transfer Policy has been developed primarily to cater for international students holding a student visa and outlines the process with regard to transfer between providers.

Noting that JTI requires the transferring student to complete the **Student Transfer Application form** and provide supporting evidence. JTI will use PRISMS to determine if the student has completed 6 months of their principal course.

Application Process

Students wishing to transfer to JTI from another college must complete the **Student Transfer Application form**, available on the JTI website or available from reception or from the International Student Coordinator.

Once completed, this document with supporting evidence must be submitted to ISC and handed over to IDH or equivalent for assessment. Application will be assessed within the timelines listed below.

Processing Timelines

The student will be assessed within ten (10) business days of student application. Students who are transferring from another college and have not completed six (6) months of their principal course will require a letter of release from the previous college and/or other appropriate documentation. All documentation whether supplied by the student must be placed in the student records.

Decision

A formal decision will be provided to students within the above timeline. The decision might be to:

1. approve transfer request
2. refuse transfer request or
3. Request more information from students and require a resubmission of application with further documentation.

Process

The student will need to provide formal evidence that they have completed 6 months of their principal course. If this is not provided, JTI would not enrol them unless they have a written letter of release from their current provider.

The IDH or equivalent will complete an investigation to ensure the course detailed by the student is in fact the principal course, this could easily be completed via checking dates on student visa. In the case where the student has enrolled in a package of courses for example, Cert III, Cert IV and finally Diploma, the Diploma is the principal course.

Therefore, if the student has only completed the first qualification – Certificate III then this would not be considered as acceptable to enrol the student without a letter of release from prior college or meeting other reasons as detailed in the National Code.

Grounds for Accepting Students

There are several circumstances where a student transfer is acceptable:

1. In the case that the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, JTI would be able to enrol the student before they have completed six months of principal course.

In assessing the application for transfer, JTI will further investigate the previous provider to ensure they indeed have ceased to be registered in providing courses in which the student was enrolled, checks can be completed by going to the DOE website. Once JTI has completed investigations and verified that the provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered the next step is to interview the student and then complete the enrolment process.

2. In the case that an international student wishes to enrol with our institute and they have not completed 6 months of principal course but have supplied a 'Letter of Release' from the other registered provider. JTI would accept this as evidence of release. The student will follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.

3. In the case that an international student wishes to enrol with our institute and they have not completed 6 months of principal course, but have stated in their application that the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course and the student has provided evidence to support this statement.

In assessing the application for transfer, JTI would further investigate the evidence and if validated, JTI would accept this as evidence and follow our student transfer policy to enrol the student.

4. In the case where the international student is government sponsored and the student has requested a transfer to our institute without first completing the six months of principal course at the other registered provider.

This transfer request would be approved with formal advice and approval from the government sponsor who has stated that he/she considers the changes to be in the student's best interest. In this case, there is no need for a letter of release from the previous registered provider. Evidence will be attached to the student file and detailed in PRISMS when creating CoE.

Conditional Offer

In some cases, a student may not have completed six months of their principal course but may still wish to transfer to our institute. In this circumstance JTI will provide the student with a conditional offer letter which clearly details that the letter is only a Conditional Offer Letter contingent on a student providing a Letter of Release from their current college. Once the student has provided a Letter of Release from their current provider, it will be validated by the IDH or in their absence Course Manager.

Enrolment

Once the transfer has been approved, ISC will complete the final enrolment documentation and update PRISMS with student data creating the CoE.

Responsibilities & Action

The IDH is responsible for assessing applications for transfer and approving or not approving.

STUDENT TRANSFERRING FROM JTI TO ANOTHER PROVIDER

Students seeking to transfer to another college

Students wishing to transfer to another provider prior to completing six (6) months of their principal course and requesting a letter of release must firstly access this policy to ensure they are aware of the requirements for release and then complete the Student Release Application form and attach the letter of offer from other registered provider and/or other supporting documentation.

Application Process

The application and supporting evidence will be assessed in accordance with JTI's student transfer policy. Should the documentation be assessed as a valid enrolment offer in line with our policy and National Code Standards, JTI will grant the student **a letter of release** – which will include the date of transfer and end of our responsibility for the student.

The student will formally acknowledge our decision and acceptance of release on the release letter.

JTI will formally notify student of the date JTI will be cancelling their CoE via PRISMS and that they should contact DHA to advice of the change in registered provider, as this may affect their student visa.

A letter of release, if granted, is issued at no cost to student. Students will acknowledge receiving this notification via signing the student release application form.

The letter of release will include the following statements:

- The Institute acknowledges that it has informed the student that from the date of this 'Letter of Release' that it no longer is the provider of the principal course of study for the student as identified within the Student Visa.
- JTI will be notifying the Department of Education (DOE)/ the Department of Home Affairs (DHA) of this change by terminating the student's CoE via PRISMS.
- The Student is advised to contact the Department Home Affairs to seek advice if a new student visa is required.

Release Not Granted

A release will not be granted under the following circumstances:

1. Student has not provided a letter of offer from another provider
2. Documentation is either inaccurate, incomplete
3. Where it may jeopardize the students' progress through a course

4. Work commitments have been provided as a reason
5. Travel to and from campus has been provided as a reason
6. The student is using the release as a means to avoid being reported to DHA for failure to meet our requirements
7. Student does not want to study enrolled course anymore
8. There is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances
9. It is considered detrimental to the student to allow release
10. The student has outstanding fees owing to JTI.

Complaints and Appeals

If the Institute does not allow a release, JTI will provide a formal reason for decision and the student has the right to access our complaints and appeal process at no cost to the student.

Responsibilities and Action

The IDH is responsible for assessing applications for transfer and approving or not approving release.

Complaints and Appeals

A complaint may be regarded as a situation or decision a student is not in agreement with and may be related to such matters as: facilities, fees, finance issues, support, course progress, attendance etc

At Orientation day, all students are briefed in regards to how to lodge an informal and formal complaint and the process for appeal. Students are provided direction to access complaints and appeals policy and associated application form.

Staff is also provided an induction to the complaints and appeals policy and procedures.

Students have the right to access our complaints and appeal process at no cost to students.

Lodging an Informal Complaint

In the first instance, the student may discuss the concern with the Course Manager – the staff member may deem it necessary to document the concern and ask the student to formalise the concern.

If at this stage the concern cannot be corrected, or a response is not satisfactory to the student, the next step is for the student to complete the formal process which involves completing the **complaints**

and appeals application form which is available from ISC or Campus Manager.

Lodging a Formal Complaint

The form should be completed fully, detailing:

- Details of complaint
- Relevant dates
- Steps taken to resolve complaint
- Provide supporting evidence

The completed form should be submitted to the ISC.

After formal lodgement of the complaint and appeals application, the IDH will review the issue and, within 10 working days make a decision on the case.

The decision might be to agree with the validity of the complaint and take appropriate action to remedy concern, or to dismiss the complaint. The decision will be provided back to the student in written format including details and reasons for the decision.

If the case requires further evidence, the student will be invited to formally present their case at a meeting between IDH and course coordinator. The intent is to resolve the complaint in an amicable manner as soon as possible.

The student has the right to be assisted or accompanied by a support person.

Minutes will be taken of the meeting (this will include: time, date, names of people attending meeting and positions) and a decision will be made at the meeting, this will be provided also in written format including details and reasons for the decision.

Processing Timelines

Our students are our customers and must be treated as such. Complaints and appeals are regarded as a priority for analysis and actioning and so the IDH will investigate the formal application within timelines stated above.

There are several situations where the student may receive a **'Letter of Intent'** to report to DOE via PRISMS. This may be related to: breaches of course progress requirements (section 19 ESOS Act) or breaches of attendance requirements (section 19 ESOS Act) or for deferral, or for suspension or cancelling a student enrolment.

IMPORTANT

In these situations, it is important for the student to understand the implications of no action on their behalf and that if they intend on lodging a formal

complaint they only have 20 working days in which to do so.

After which time, if the institute receives no response from the student it will complete the reporting process as required by the ESOS Act.

Decision

Decisions will be documented in the complaints and appeals application form including the outcome, details and reasons for the decision. The decision document and complaints outcome letter will be sent via registered post (person to person delivery) to student in written format. If the decision was to dismiss the complaint, a copy of the external appeals application form will be attached to the letter.

If the student is not happy with the decision they may choose to access the external appeals process at little or no cost.

If the decision requires corrective actioning, this will be documented and assigned completion date with responsibility.

The IDH has the responsibility of ensuring that actions are completed by set timelines.

External Appeals Process

In the situation where the decision made by JTI has not been acceptable to students, the student has an opportunity to access the Institutes' external appeals process and have their appeal heard by an independent external organisation at little or no cost to them. The office of overseas student's Ombudsman can deal with external appeals and their telephone number is 1300362072. Their website is www.oso.gov.au

If the student indicates that they wish to appeal the Institutes' decision, JTI will provide them the appropriate forms which clearly detail the costs associated and verbally restate the student's rights to access external appeals process and the costs associated.

Appeals must be lodged with the external appeals adjudicator within 10 working days of the date of the outcome of decision by registered provider. The student must notify JTI of the lodgement of an external appeal.

The full details of the appeals process have been supplied to student at Orientation both formally and informally.

The external appeals adjudicator will examine the case in point, reviewing all documentation and interviewing staff and student if deemed necessary.

A decision will be made to affirm and remit registered providers' decisions.

If the decision by the external appeals adjudicator is to affirm JTI's decision, then JTI will upon receiving formal documentation of decision take appropriate actions. This will occur within 5 business days of receiving formal decision.

However, if the decision by the external appeals adjudicator is to remit the JTI decision, then JTI will upon receiving formal decision then take appropriate actions, for example, document a corrective action, correct the issue and provide outcome to student in writing and refund student the cost of appeal process.

Enrolment Status

JTI will maintain the enrolment of the student until the complaints and appeals process is completed. This means that we will not notify DOE of any changes to the student's enrolment status via PRISMS.

However, in the case of external appeal the continuance of enrolment during this process will depend on the type of appeal.

For example:

In the case of unsatisfactory attendance or course progress and our decision to report a student, the student's enrolment will be maintained until the external complaints process is complete and the decision of provider has been upheld. At this point in time the student will be reported as the National Code.

In the case of unsatisfactory attendance or course progress, we allow only one (1) external appeal process before we report student – this is to remove the issue of when a student may wish to apply multiple external appeals processes which would stonewall the process.

In the case of an appeal against the providers decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment JTI only needs to wait until the internal appeals process has been completed (this must be in favour of JTI) at this point in time JTI will notify DOE via PRISMS of the change to students enrolment.

Note:

This policy does not require that we continue to offer learning to students throughout the complaints or appeal process.

For example:

The student has continually misbehaved in class and so the Course Manager prohibits (excludes) the student from attending class.

JTI may still provide the student work to be completed away from class (so that student does not fall too far behind) until the decision on complaint or appeal has been made.

Records of Complaints & Appeals and Decisions

Records of complaints and appeals and decisions are in the complaints and appeals register and a reference in the students file, this also includes records of Australia post registered mail and person to person delivery signed by student.

IMPORTANT NOTE:

The availability of this complaints and appeals process, does not remove the right of the student to act under Australia's consumer protection laws.

Completion within the Expected Duration of Study

This policy is to be used by JTI to monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. JTI will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

- Students are required to complete their studies within the timeframe indicated on their CoE and student visa. Job Training Institute shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will be kept in the student file and variations to the CoE will also be retained within the student file.
- JTI is required to manage student's course progress and workload to ensure they complete within the duration specified in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course curriculum.
- JTI will only extend the duration of the student's study where the student will not

complete the course within the expected duration, as specified on the student's CoE, as the result of:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- JTI implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted under Standard 9.

In addition, JTI must monitor each student's enrolment to ensure they:

- JTI will not allow students to take no more than 25% of their course online or by distance learning. For more information, refer to the Study Plan.
- Are enrolled in at least one face to face subject in each compulsory study period.

JTI maintains and tracks course progress through the enrolment process within our student management system (SMS).

- Each course is set up within the SMS, with the required units, timeframes, delivery methods and sessions for delivery.
- Students are then enrolled into the course and a Training Plan is printed and provided to the student.
- The Training Plan is in addition to the Confirmation of Enrolment
- The Training Plan will be provided to the student at the start of each study period.
- This Training Plan and enrollment is then monitored to ensure that the student is meeting the requirements and is on schedule.
- This allows JTI to identify any problems immediately and help minimise any adverse effects to the student
- This also assists JTI to implement the necessary Intervention Strategies if the student progress is not meeting the requirements of the course.
- All Intervention Strategies or Extensions will be assessed individually, considering the circumstances of the student.
- Except in the circumstances listed above, the expected duration of study specified in the students CoE must not exceed the CRICOS registered course duration.

- All changes to a student's course duration are to be reported to the Department of Home Affairs (DHA) via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student file.

Monitoring International Student Course Progress

1. The DOE/DHA Course Progress Policy will be made available to staff and students in electronic format together with a copy of this Course Progress Policy and Intervention Policy and Procedure.
2. The IDH or equivalent must register the choice through PRISMS via ticking the box selecting the DIISRT/DIAC Course Progress Policy and Procedures.
3. The Course Progress and Intervention Policy are detailed at the induction session with all students and detailed at trainer's meetings.
4. Unsatisfactory academic course progress performance is defined as failing more than 50% of units in two consecutive study periods.
5. A 'study period' at JTI is considered as between 10-24 weeks depending on the units being delivered.
6. Trainers will identify and report students to Course/Training Manager who they believe are not progressing and at risk of breaching progress policy, they will also report on class attendance levels.
7. An assessment of course progress is made by the Course/Training Manager at the end of each study period but is also monitored on an ongoing weekly basis by the trainers. The reason this is monitored on a weekly basis is to proactively move forward with assessing cases in a timely manner, and if necessary activate the intervention program at any point before end of the first study period.
8. Student attendance is recorded by trainers on the student management system (SMS), Standard 8 does not require JTI to report students to regulator on attendance, however, under this policy, students must attend at least 80% of classes for which they are enrolled.

9. The Course/Training Manager is able to quickly identify students at risk via several documents:
 - **The training plan** is a working document and details the current study mode which is updated via outcomes of progress (assessments) provided from trainer/assessors on a weekly basis
 - The Term Meeting Report is a working document and details the meeting between trainers and students to keep students' academic progress are updated
10. A student is deemed at risk of breaching course progress requirements when they have failed to achieve competency in at least 70% of the units being studied in a study period and/or if they have failed a prerequisite unit competency in a study period.
11. The Course/Training Manager will contact students at risk formally (warning letter) and follow-up with a face to face meeting to discuss the possible activation of intervention program if needed and agreed terms of intervention strategy will be discussed and formally agreed (the student must acknowledge and accept intervention plan).
12. In the case that the intervention program is needed, the activation of program and agreed terms of intervention strategy will be discussed and formally agreed. Once an intervention strategy has been activated for a student, all documentation must be retained on the students file.
13. The strategies that JTI offers to help students meet course progress requirements would include any of the following but not limited to the following:
 - discuss opportunities for special makeup classes designed for intervention students only
 - counselling sessions with Course/Training Manager
 - individual case management
 - receiving counselling with a consulting external counsellor (this would be related to personal issues which are affecting students' progress)
 - a reduction in course load – in this case the program would be updated with new training plan and study/assessment mode
 - opportunity for re-assessment
- re-affirming to students that unsatisfactory course progress in two (2) consecutive study periods which is 2 x 10(13) weeks may result in student being reported to DOE through PRISMS which could result in DHA deciding to cancel the students visa (depending on outcome of appeals process)
14. The intervention program will be monitored closely by Course/Training Manager and staff involved in the intervention.
15. Evidence of the intervention program and measures used to assist student will be documented and kept on the students file.
16. Students that do not follow the intervention strategy will be reminded of the possible implications via a formal letter from Course/Training Manager with a statement that student may be reported to DOE through PRISMS for failing to meet satisfactory course progress and that this could result in DHA deciding to cancel the students visa.
17. The outcomes of intervention programs will be discussed at management review meetings for analysis and improvement.
18. During intervention process, the Course/Training Manager must arrange weekly meetings with the student, where parties will discuss the ongoing corrective action
19. In the circumstances that a student fails to meet 50% in two consecutive study periods, the student will be informed via a written letter titled '**intent to report**' of our intention to report the student for unsatisfactory progress and their right to access JTI complaints and appeals process as per Standard 8 and that they have 20 working days in which to do so prior to reporting the student to DOE through PRISMS, this is drafted and sent by the Course/Training Manager.
20. If the student indicates that they wish to appeal the Institute's decision, the Institute will provide them the appropriate forms which clearly detail the costs associated and verbally restate the student's rights to access external appeals process and the costs associated
21. Appeals must be lodged within 20 working days of the date of the notice- intent to report. The student must notify JTI of the lodgement of an external appeal
22. The notification to student will be via registered mail with return signature of student required. In the case that student does not receive the letter, the Institute will exhaust all measures to contact student: phone calls, attending student last known

residence, email. These attempts will be documented.

23. If student is not contactable, JTI will follow process of reporting after 20 working days from the last formal attempt at contacting student.
24. Appeals: If the decision is to affirm JTI's decision, then JTI will upon receiving formal documentation of decision take appropriate actions, this will occur within 5 business days of receiving formal decision
25. However, if the decision is to remit JTI's decision, then JTI will upon receiving formal decision, will then take appropriate actions, for example, document a corrective action, correct the issue and provide outcome to student in writing and refund student the cost of appeal process.
26. In the situation that a student is identified as a potential risk and may not complete the course within the expected duration as specified on the student's CoE, the Institute may under certain circumstances extend the duration of the student's course. In this case, a new CoE will be issued and student will be

- JTI did not implement the intervention strategy or other policies accordingly in line with stated sections of policies and procedures

27. Students that do not meet satisfactory course progress after the intervention process has been completed and after all complaints and appeals processes have been finished may be reported to DOE through PRISMS for failing to meet satisfactory course progress, this could result in DHA making a decision to cancel the students visa.

28. Procedural Fairness: Regarding providing the student 20 business days' notice to access JTI complaints and appeals process. When sending registered mail to student, it is important to allow for delivery time and start the 20 business days from one day after the student has signed the delivery slip.

29. As part of JTI course progress and intervention policy, once the 20 working days have passed (allow for procedural fairness), JTI will report the student through PRISMS within 5 days of finalising the decision to report where:

- The student has chosen not to access the complaints and appeals processes within 20 working day period
- The student withdraws from the process or
- The process is completed and results in a decision supporting JTI.

informed they need to contact DHA with regard to their visa requirements.

30. Reasons for (student) appealing JTI decision to report student may include:

- compassionate or compelling circumstances (documentary evidence is required and JTI must provide a decision in reflection of circumstances)
- serious injury or illness, where a medical certificate is provided stating student was unable to attend class
- bereavement of close family member such as, parent or grandparent (a death certificate should be provided where possible)
- major political upheaval or natural disaster in home country requiring their emergency travel which has impacted their studies
- a traumatic experience for example:
- a crime committed against student, student witnessed a crime and this has impacted students study and is supported by police report or psychologists report
- JTI has failed to record or calculate the grades accurately

31. If the student has been identified for a second but not consecutive study period as not making satisfactory course progress JTI **will not** report the student.

32. If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case, JTI will need to reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

33. Before overseas students start their course, JTI written agreement must tell them:

- the duration of their course and the modes of study (including campus locations and facilities)
- that they must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they

will be in breach of a condition of their visa

- that if they don't attend scheduled classes, you may need to reassess their course duration, and you may shorten their course duration
- that ASQA may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa
- That the Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.

34. If a student is not attending scheduled classes, in the first instance JTI should:

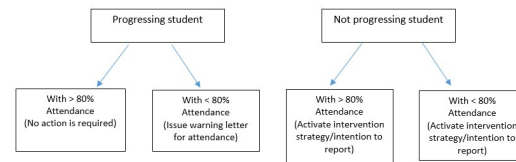
- remind them that enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students
- b. remind them of scheduled class times

If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), you must have and implement a process for reporting unsatisfactory course progress in PRISMS. You must:

- have undertaken an intervention strategy to assist the student at risk of not meeting course progress, in sufficient time for the student to achieve satisfactory course progress
- tell the student of the intention to report them and the reasons why you are reporting them
- tell the student how they can access an internal complaints and appeals process

- advise them on their external appeal rights.

Academic Progress and Attendance Flow chart



In regard to the complaints handling and appeals process, students have the opportunity to formally present their case at minimal or no cost. The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

If a student is dissatisfied with the decision made by the appeals process, they may lodge a complaint with DOE.

Course Credit

Procedures:

Grounds on which course credit may be rejected

- The content of the previous completed course did not have the same content as the unit of competency which credit was applied for.
- Validity checks indicated that documentation was inaccurate
- The life experience did not relate to the unit of competency which credit was applied for
- At the interview with RPL assessor, the student was not able to clearly demonstrate competency in the unit of competency which credit was applied for
- The official transcript was fraudulently created

Application process

Students who intend on applying for course credit must inform JTI via inserting this information into the Student **Enrolment Application form**.

Students or intending students must lodge their **Course Credit Application** at least 4 weeks prior to commencement of a study period; this will allow JTI time to process the enrolment.

Prior to enrolment

Students will be offered and made aware of the process for applying for course credit.

If the student applies for course credit and is approved, this will lead to a reduction in the student's course, the International Department Head will provide a **Letter of Offer** and acceptance which will reflect the details. The Confirmation of Enrolment will detail the reduction in course duration and the new course duration, this will be reflected on duration of 'course length' on the visa. (This will allow DHA to grant a visa with a duration that reflects the actual course length)

After enrolment

In the case that a student is provided course credit after the student visa is granted, any change in course duration will be reported via PRISMS under section 19 of the ESOS Act, this must be done within 14 days after the event as specified by the Act.

This process will be completed by the IDH and once completed, the student will be advised of outcome and amendments will be detailed on the students file.

The record of the course credit must be acknowledged and accepted formally by the student and a copy of the course credit granted will be provided to student.

Course Credit Transfer

JTI recognises evidence of completed units of competency in the form of certified copies of results (statement of attainments and AQF qualifications) issued by other Registered Training Organisations.

Course credit transfer is assessed, managed and granted or not granted by the relevant course manager in consultation with the International Department Head.

Students will need to sign a **letter of confirmation accepting the course credit granted**, a copy of this document will be placed on students file.

Acceptable documentation to support course credit transfer application:

- an official transcript or results from previous studies
- a copy of the unit description (for each subject at the time studies were taken, which includes assessment method and contact hours)
- translations must be provided if unit descriptions are in a language other than English
- Documents must be originals or certified copies (to certify a copy the student must take original to a Justice of the Peace or to the IDH/Course Manager).

RPL

The RPL assessor will complete the mapping exercise with evidence the student has supplied and this will be assessed in regard to currency, fairness, reliability and validity aligned to the unit of competency requested for RPL.

Requests for RPL will be assessed, managed and granted or not granted by the RPL assessor in consultation with the course/training manager.

Acceptable documentation to support RPL application:

- Life experience
- A detailed resume or CV
- In-house training certificates
- Examples of work produced
- Workplace reference
- Statement of duties
- Work skills – paid or unpaid
- Minutes of meetings attended or conducted
- Documents showing skills
- Awards, commendations, certificates of merit
- A demonstration of knowledge

Refusal of applications for course credit

The application will include reasons for rejection.

Complaints and appeals

In the case where a student application for course credit has been refused by JTI the enrolled student is able to access JTI complaints and appeals processes in accordance with our policies relating to complaints and appeals (see Standard 8). This will be at little or no cost to the student.

Outcome of application

The outcome of application (all evidence must be supplied with application) will be provided within 2 weeks of submission of full documentation. During this period, JTI may contact student to request further documentation and/or for student to attend a meeting with RPL assessor, course manager or IDH to discuss application. Note: if student has not provided full documentation this will extend the two week decision timeline.

Notification

Students will be notified formally in writing of the outcome of their application. Students must formally sign or accept a record of course credit

being granted, this acceptance document will be placed on the students file.

Confirmation of Enrolment and PRISMS Updates

If the approval of course credit will lead to a reduction in the student's course, the IDH will include the 'new' course duration in the CoE via PRISMS within 14 days.

Responsibilities & Action

Course credit is assessed, managed and granted or not granted by the relevant course manager in consultation with the department head.

Requests for RPL will be assessed, managed and granted or not granted by the RPL assessor in consultation with the course manager and the department head.

- Unavailability of units in the enrolled course
- Inability to commence study on commencement date due to student visa delay
- Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class)
- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)
- A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)
- A major political upheaval in the student's home country which requires emergency travel that will affect student studies
- A natural disaster in the student's home country which requires emergency travel that will affect student studies

Deferment, Suspension & Cancellation of Enrolment

Student request for deferral and / or suspension of studies

Where a student has applied to us for deferment or suspension of their studies due to compassionate or compelling circumstances, we will in accordance

General Information

This policy details the procedure for handling requests from students and/or intention of JTI to defer, suspend or cancel student's studies. There are three main categories including, student request for deferral and / or suspension of studies, student request for cancellation of enrolment and JTI's intention to defer, suspend or cancel enrolment.

Student Visa

Deferment, suspension or cancellation of enrolment may affect the students Visa. As such, we will refer the student to the DHA website or helpline (131 881) for information, and the local DHA office for advice, on how the potential change to enrolment status may impact upon his or her visa.

Responsibility

The IDH or equivalent is responsible for this process in consultation with Course Manager.

Letter of offer not accepted

If the student has not accepted the offer of enrolment, Standard 9 does not apply.

Prior to Enrolment

Prospective students (prior to enrolment) will be informed of the grounds on which their enrolment may be deferred, suspended or cancelled and their rights and grounds for appeal regarding this policy.

A copy of this policy will be provided to all prospective students.

Defer, suspend, cancellation application process

Students must complete the: **Defer suspend, cancellation application form** (available from IDH or the Course Manager). In this form they will detail reasons for application and provide supporting evidence to substantiate the claim. Once the application is completed it must be submitted to the ISC or the Course, a formal response will be provided within 5 business days. Applications must be submitted at least 10 business days before the deferral, suspension or cancellation date for the application to be processed. Applications received after this date will not be approved.

with our policy assess the circumstances and grant or decline the student's request.

JTI will only defer or suspend the enrolment of the student on the grounds of:

- a. compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- b. misbehaviour by the student

The following is a list of acceptable circumstances (not exhaustive) where we would approve application:

- Unavailability of units in the enrolled course
- Inability to commence study on commencement date due to student visa delay
- Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class)
- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)
- A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)
- A major political upheaval in the student's home country which requires emergency travel that will affect student studies
- A natural disaster in the student's home country which require emergency travel that will affect student studies.

Students may defer or suspend their studies for up to one study period for compelling or compassionate circumstances. Documented evidence is required.

The Course Manager or IDH will convene a meeting with the student to discuss the application. Documented evidence must be provided by student to validate the claim. A formal response will be provided within 5 business days.

In the case that a student's enrolment is deferred, suspended or cancelled we will notify DOE via PRISMS of the change in enrolment.

JTI, through the IDH, must give the Secretary the following information within 14 days after the events below occur:

- The prescribed information about an accepted student who does not begin his or her course when expected;
- Any termination of an accepted student's studies (whether as a result of action by the student or JTI or otherwise) before the course is completed;
- Any change in the identity or duration of an accepted student's course.

Note that misbehaviour of student may also be grounds for cancellation of studies, (**Refer to definitions**)

Student request for cancellation of enrolment

Students who request cancelling their enrolment to go to another college must follow the Student Transfer Policy and complete the appropriate documentation.

Students cancelling enrolment to return to their home country must complete the, defer suspend, cancellation application form and supply supporting evidence such as airline ticket and departure date.

Student will be notified that cancellation of enrolment may affect the students Visa.

The Institute will notify DOE via PRISMS of changes to a student's enrolment within 10 business days of duly received, signed and dated documents provided by student.

Should JTI reject the cancellation application, the student will receive a refusal letter and have the right to access our internal complaints and appeals process within 20 working days of date on refusal letter (allow extra 3 days for postage).

Fees will be refunded (if applicable) in accordance with JTI Refund Policy.

JTI suspension or cancellation of student's enrolment

JTI can also cancel a student enrolment due to under-enrolment which may lead to student not completing the course during the expected duration. JTI will inform the student of its intention to cancel the student's enrolment and notify the student that they have 20 working days to access JTI's internal complaints and appeals process.

Misbehaviour by the student may result in the suspension or in the worst-case scenario the cancellation of enrolment. The Institute may suspend further study or cancel enrolment for both academic and non-academic misconduct.

Misbehaviour

Misbehaviour means circumstances relating to the actions of the student which may include, but are not limited to the following; these are grounds for suspension or cancellation of enrolment:

- Violence against staff or students or others

- Psychological issues with student which lead us to fear for safety of student and staff
- Sexual harassment against staff or students or others
- Racial discrimination, vilification or bullying
- Intimidating staff or students or others
- Defaming our college or staff or students or others
- Criminal actions or is a risk of committing a criminal offence
- Bringing our college into disrepute
- Cheating
- Plagiarism
- Refusing to work in a safe, clean, orderly manner
- Being under the influence of drugs or alcohol to the point which creates an unsafe environment for staff or students or others and oneself
- Smoking on college property
- Failure to pay fees when due
- Student did not re-enrol (student has inactively advised they will not be continuing studies)
- Failure to maintain appropriate class attendance levels
- Failure to maintain appropriate course progress levels
- Other actions deemed unsuitable by the CEO.

The Course Manager or Campus Manager will convene a meeting with the student to discuss the misbehaviour by the student.

If JTI initiate the suspension or cancellation of a student's enrolment, JTI will formally notify the student of our intention and allow the student 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.

In cases of student misbehaviour of a criminal nature

JTI will inform the police of any suspected or alleged criminal activity. And to assist DHA, JTI will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the student. DHA officers will then initiate any visa related action as required.

Procedural fairness

In the case where a student has been regarded as misbehaving, until all due investigation is completed the student must be treated as innocent until they have admitted liability or via other evidence such as bona fide witnesses.

Provider's grounds for deferment of commencement studies

This may be granted on the grounds of compassionate or compelling circumstances.

Recording a Deferment, Suspension or Cancellation - CoE Outcomes

There are three different outcomes for the student's Confirmation of Enrolment:

- JTI notifies DOE through PRISMS that it is **deferring or suspending** a student's enrolment for a period **without affecting the end date of the CoE**. In this case there is no change to the CoE or the student's enrolment status on PRISMS ie. The student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to DHA. This information will be kept for future reference.
- The provider notifies DOE through PRISMS that it is **deferring or suspending** a student's enrolment for a period which **will affect the end date of the CoE**. In such situations, PRISMS will cancel the original CoE, and immediately offer JTI the opportunity to create a new CoE with a more appropriate end date. If JTI does not know when the student will return, we can choose not to create a new CoE at that point, but to wait until the student has notified us of the intended date of return before creating the new CoE.
- JTI notifies DOE through PRISMS that we wish to **permanently cancel (terminate)** the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

Appeals on JTI decision (refer to the Complaints and Appeals Policy)

If JTI initiates the suspension or cancellation of a student's enrolment, JTI will inform the student of its intention to notify DOE of the change of enrolment status. JTI will inform the student that he or she has 20 working days in which to access our complaints and appeals process. To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within 20 working days. However, standard 8.1 e. requires that the process must commence within 10 days of the formal lodgement of the complaint or appeal.

If the student chooses to access JTI's appeals process, JTI maintains the student's enrolment until the internal appeals process is completed (and has

supported JTI's intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means the JTI does not notify DOE of any change to the student's enrolment status through PRISMS.

Appeals will be at little or no cost to student.

The student may choose to access an external appeal process as per JTI's policy, but JTI does not have to wait for the outcome of an external appeal before notifying DOE of the change to the student's enrolment status.

Lodging a Formal Complaint

The form should be completed fully, detailing:

- Details of complaint
- Relevant dates
- Steps taken to resolve complaint
- Provide supporting evidence.

The completed form should be submitted to the Campus Manager.

Note: the ISC must deliver the document to the college manager within 24 hours.

Once the application form has been received by the Course Manager or Campus Manager, it will be date stamped and signed as received by manager. After formal lodgement of the complaint and appeals application, the Campus Manager will review the issue and, within 10 working days make a decision on the case.

The decision might be to agree with the validity of the complaint and take appropriate action to remedy concern, or to dismiss the complaint. The decision will be provided back to student in written format including details and reasons for the decision.

If the case requires further evidence, the student will be invited to formally present their case at a meeting between IDH and Course manager. The intent is to resolve the complaint in an amiable manner as soon as possible.

The student has the right to be assisted or accompanied by a support person.

Minutes will be taken of the meeting (this will include: time, date, names of people attending meeting and positions) and a decision will be made at the meeting, this will be provided also in written format including details and reasons for the decision.

Processing Timelines

JTI students are its customers and must be treated as such. Complaints and appeals are regarded a priority for analysis and actioning and so the IDH will investigate the formal application within timelines stated above.

There are a number of situations where the student may receive a 'Letter of Intent' to report to DOE via PRISMS. This may be related to: breaches of course progress requirements (section 19 ESOS Act) or breaches of attendance requirements (section 19 ESOS Act) or for deferral, or for suspension or cancelling a student enrolment.

IMPORTANT

In these situations, it is important for the student to understand the implications of no action on their behalf and that if they intend on lodging a formal complaint they only have 20 working days in which to do so.

After which time, if JTI receives no response from the student it will complete the reporting process as required by the ESOS Act.

A student can also contact the Department of Education through the ESOS online enquiry form or through the ESOS helpline 02 62405069. The Department of Education will only intervene where the provider's appeals process was not conducted correctly or if the provider did not make the appeals process available to the student.

Decision

Decisions will be documented in the complaints and appeals application form including the outcome, details and reasons for the decision. The decision document and complaints outcome letter will be sent via registered post (person to person delivery) to student in written format. If the decision was to dismiss the complaint, a copy of the external appeals application form will be attached to the letter.

If the student is not happy with the decision they may choose to access the external appeals process at little or no cost.

If the decision requires corrective actioning, this will be documented and assigned completion date with responsibility.

The IDH or equivalent has the responsibility of ensuring that actions are completed by set timelines.



A decision will be made to affirm and remit registered providers' decisions.

If the decision by the external appeals adjudicator is to affirm the registered provider's decision, then JTI will upon receiving formal documentation of decision take appropriate actions. This will occur within 5 business days of receiving formal decision. However, if the decision by the external appeals adjudicator is to remit the registered providers decision, then JTI will upon receiving formal decision then take appropriate actions, for example, document a corrective action, correct the issue and provide outcome to student in writing and refund student the cost of appeal process.

Enrolment Status

JTI will maintain the enrolment of the student until the complaints and appeals process is completed. This means that we will not notify DOE of any changes to the student's enrolment status via PRISMS.

However, in the case of external appeal the continuance of enrolment during this process will depend on the type of appeal.

In the case of unsatisfactory course progress, JTI will allow only one (1) external appeal process before JTI reports student – this is to remove the issue of when a student may wish to apply multiple external appeals processes which would stonewall the process.

In the case of an appeal against JTI's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment, JTI only needs to wait until the internal appeals process has been completed (this must be in JTI) at this point in time JTI will notify DOE via PRISMS of the change to students enrolment.

Special Leave Request

Regular holidays are scheduled for vocational students throughout the year. Requests for leave outside the set holidays will be approved under compassionate and compelling circumstances only. Leave requests must be received in writing with supporting documents. Fees continue to be payable while on leave. Students will need to extend their course at additional expense to cover all classes and assessments missed.

Records of Complaints & Appeals and Decisions

Records of complaints and appeals and decisions are in the **complaints and appeals file** and a

reference in the students file, this also includes records of Australia post registered mail and person to person delivery signed by student.

The availability of this complaints and appeals process, does not remove the right of the student to act under Australia's consumer protection laws.

Responsibilities & Action

The IDH or equivalent is the designated member of staff to review complaints, convene meetings with students, decide on complaint and document outcomes on students file, complaints and appeals application form and complaints and appeals register.

The International Student Coordinator/administration staff may also take delivery of the complaints and appeals application form and deliver to IDH or equivalent.

All documentation regarding deferral, suspension or cancellation of student enrolment will be kept on the students file. DOE will be updated via PRISMS regarding approved student deferrals, suspension or cancellations.

ASQA – Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Job Training Institute is a Registered Training Provider (RTO) that meets national educational standards. These Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

For more information on the Standard for Registered Training Organisations (RTOs) 2015 you may click this link: [ASQA](#)

JTI offers courses through **Competency based training (CBT)**. The CBT is an approach to vocational education and training that places emphasis on what a person can do in the workplace because of completing a program of training or based on workplace experience and learning. The units of competency are the set of skills that apply to a job function.

Performance criteria. Performance Criteria are evaluative statements, which specify what is to be assessed and the required level of performance. They detail the activities, skills, knowledge and understanding that provide evidence of competent performance of each element.

Accredited standards of competence are broken down into a series of **Units**, which describe key areas of the job. These units can be unique to one particular job or common to a range of different occupations (e.g. Health and Safety), and can be delivered by a Registered Training Authority (or RTO) as part of a qualification.

Element. These are components of a unit. These are separate tasks that make up each of the functions within the unit.

Assessment. Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated.

An effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the standards.

Assessors. The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards.

To do this effectively, an assessor must have a sound knowledge of, and be skilled in the relevant industry area they are assessing. At JTI, we ensure this is the case by insisting that every trainer has at least 2 years industry experience in the area they are assessing. Their industry experience is expected to be current at the time of assessing.

In addition, at JTI, every trainer/assessor must have completed either:

- Every Trainer/Assessor must have Certificate IV in Training and Assessment.
- is expected to work in the Industry in which they are training
- Must remain current with the VET industry.

As part of their role, trainers/assessors must:

- Interpret and understand the criteria
- Ensure that evidence meets the standards with a minimum of 2 forms of evidence
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics
- Procedural and administrative duties

- Performance and knowledge evidence gathering and presentation
- Interpretation and usage of standards
- Selecting and using appropriate methods of assessment
- Requirements regarding processing and recording of results, progress and feedback.

It is crucial that trainers/assessors always understand and practice fair, objective, unbiased and flexible assessment processes.

Timetable. You will be given a training plan that details down the Units required in the course that you will undertake. Course timetables will be available during the orientation week and can also be downloaded from JTI website a week before classes begin.

Job Training Institute uses Job ready as its student management database to ensure that JTI accurately records and monitors the academic performance of the students.

International Student Support Team (ISST)

This team is made of the **International Student Coordinator, the Campus Manager/Coordinator, International Department Head (IDH)/Course Manager and the CEO.**

The friendly and dedicated ISST at JTI is committed to supporting you from your initial enquiries through to when you finish your study at JTI.

We want to ensure that your time as a student at JTI is as rewarding as possible. The International team is committed to guiding and supporting you through your time at JTI. Some members of the International team are permanently located at the Dandenong Campus and can be contacted at any time within the working hours.

The international office is open Monday to Friday from 9am to 5pm.

Support Available

We want your experience at JTI to be a positive one. We understand the challenges that international students face when trying to adjust to a new culture and environment, making new friends, and successfully completing your studies all at the same time. Be assured you are not alone - we are here to help you with any question or concern.

We offer you:

- an [orientation and enrolment program](#) to assist with your transition to living in Australia and studying at JTI
- support and encouragement
- assistance with introducing you to relevant services or identifying who you should speak to in answering all your enquiries
- Approximately 70% of 'Aussies' live in one of the eight major cities.
- About 80% of the population lives less than 80 km from the coast from Australia's tolerant, informal and broadly egalitarian society.

INTRODUCTION TO AUSTRALIA

A Bit About Australia

Australia is both a country and an island continent. The Commonwealth of Australia comprises the mainland of the Australian continent, the island of Tasmania, and numerous smaller islands. It is the 6th largest country in the world by total area. The Australian land mass lays between Asia and Oceania, with the Indian Ocean to the west and the Pacific Ocean to the east. Its nearest neighbours are Indonesia, East Timor and Papua New Guinea to the north; the Solomon Islands, Vanuatu and New Caledonia to the north-east; and New Zealand to the south-east.

Australia is one of the most highly developed and wealthiest countries in the world. It is the world's 12th largest economy and the population enjoys the world's 5th highest per capita income. It ranks highly in many international appraisals of national performance, such as quality of life, health, education, economy, and the protection of civil liberties and political rights.

Australia is a land of contrasts and diversity. Its landscape ranges from desert and bush land in the central areas, to the northern tropics and temperate zones in the south. Australia's alpine regions and snowfields in the south east are on the border between Victoria and New South Wales.

Some facts about Australians that you may not be aware of...

- About one in four Australians were born in another country
- Roughly one in four Australians have one or both parents born overseas
- Approximately 17% of Australians speak a language other than English at home
- There are more than 100 different ethnic groups represented in Australia

Culture

Australia is a unique blend of established traditions and new influences. The country's original inhabitants, the Aboriginal and Torres Strait Islander peoples, are the custodians of one of the world's oldest continuing cultural traditions. They have been living in Australia for at least 40,000 years.

Today Australia has a population of nearly 23 million people (with more than a third living in Melbourne and Sydney combined!) Following British colonisation in the late 18th century, the first waves of migrants and refugees occurred after the Second World War and came mostly from Europe, especially Greece and Italy. Subsequent migration has derived from the South East

Asia and, more recently, from the Middle East and Africa.

Migrants have enriched almost every aspect of Australian life, from business to the arts, from cooking to comedy and from science to sport. They, in turn, have benefitted

Customs

Australia is a young and diverse nation and Australian people come from many different cultural backgrounds. As you settle in and make friends you will find that there is no such thing as a 'typical' Australian. You will encounter a wide range of social customs, habits and perspectives on life that may be new and different from what you have experienced before.

Clothing

Australians enjoy a relaxed, generally informal dress code. Jeans or slacks with t-shirts or blouses, sneakers or 'running shoes' are almost standard dress. Shorts are often worn during the summer months (by both men and women)

and 'thongs' or 'flip flops' are a very common form of footwear. A sports jacket or suit and tie for men and appropriate dress for women are normal for business meetings, formal dinners, graduation ceremonies, dances or balls. You may hear the expression 'smart casual' which can apply for entry into some bars, nightclubs and restaurants or certain social events.

If you receive an invitation to a more formal occasion the mode of dress will often be indicated on the invitation. If you are unsure of how to dress in a situation, ask either your host or friends what they would consider appropriate.

Greetings

Australia is a relaxed, informal society. When greeting others, people say 'Hi'. Sometimes they will say 'How's it going?' or 'G'day' – very Australian! Saying 'Hello' is slightly more formal. In more formal situations people usually shake hands the first time they meet. 'Good morning', 'Good afternoon', or 'Pleased to meet you' are formal greetings.

When you say goodbye to someone informally, 'See you later' or 'See you around' are common. This is often abbreviated to 'See ya'. In a more formal situation you might say: 'It was a pleasure to meet you' or 'It was nice to meet you'.

First names are used more frequently in Australia than in some other countries. An Australian may encourage you to use their given name (e.g. "Call me Susan"). Teachers usually encourage students to call them by their given name. Australians will often greet their friends and even people they don't know (both male and female) with 'Hey mate' or 'Hi guys'.

The use of 'nicknames' (or pet names) is very common. A nickname is usually used among friends, and is a sign of acceptance and friendship.

The formal titles (Mr., Mrs., Miss, Ms., Doctor, Professor etc.) and family name are usually only used in formal situations, when meeting someone for the first time, or when speaking to someone like a professor or medical doctor.

In Australia it is customary to look someone in the eye when you are talking to him/her. It is not insulting to do this, but instead shows that you are sincere and interested in what is being said. Australians will make direct eye contact with everyone, whether the person is an equal or of different status or social position. Children are taught to look directly at adults.

Conversation

Australia's official language is English, but...

One problem commonly faced by students new to Australia is the use of slang. Slang is a normal aspect of every language, but it may seem that some of the

Australians you meet are speaking a completely different language, or you may recognise it as English, but it doesn't make sense!

If someone says to you: "G'day mate, how [are] you are going?" they are actually using a common greeting and asking after your welfare - although they may not expect an answer. It's more like a friendly remark.

You may also find that Australians speak quickly and abbreviate or shorten words. For example, 'university' becomes 'uni,' 'breakfast' becomes 'brekkie,' 'chocolate' becomes 'chockie' and so on.

You may find the Australian pronunciation is quite different from what you are used to or expect. Don't worry as your ear will soon adjust to the Australian accent. With time the language will become more familiar and listening/understanding will become easier. If you don't understand what people are saying, just ask them to explain or to repeat themselves - they won't mind.

If you think you might be missing important information in lectures, make sure you seek help. If you require assistance speak with your lecturers, tutors or JTI's International Student Co-ordinator.

Unlike some cultures, Australians are often very direct and open in their speech and mannerisms. While some students may feel at first uncomfortable, it is important to

understand that Australians are not deliberately trying to be offensive.

Humour

Australians are renowned for having a 'dry' or 'laconic' sense of humour. The distinctive Australian sense of humour often involves light-hearted teasing, sometimes called 'rubbishing' or 'stirring'.

Humour is also centred on people who give the impression that they consider themselves superior, or who are different. You may find people will joke about your accent, clothes or habits. In the majority of cases you should not take offence at this teasing but see it as a form of acceptance.

Don't necessarily expect to understand Australian humour immediately. As your knowledge of the language and culture improves, you will find you are increasingly able to join in the laughter! The Australian friends you make will also explain why something is funny if you can't see the joke.

Social Invitations

If you receive a formal written invitation that is accompanied by the letters RSVP and a date, you are being requested to reply by that date, either accepting or declining the invitation.

If a person offers to take you to dinner or 'shout' you a drink or meal, it implies that they will pay for it. In Australian bar culture, when someone 'shouts' you a drink or buys a 'round' for a group, it is expected that you will reciprocate by 'shouting' or buying a 'round' in turn. In this context 'shouting' does not mean talking loudly!

If you are asked to 'join' or 'go with' someone or a group of people for a meal or to attend an entertainment venue, this suggests that you are expected to pay your own way.

If you are invited to a home for a meal you should ask if you can bring something with you. This will usually be something simple like a bottle of soft drink or wine/beer. Most student parties will be BYO (bring your own) which means everyone brings what they would like to drink. Usually the host will supply 'nibbles' such as nuts, potato crisps etc.

Barbecues are popular meals in Australia, especially in summer. This usually involves cooking food and socialising outdoors.

Occasionally you may be asked to a social gathering where you are asked to 'bring a plate'. This means a plate of food for you and others to share.

If you have special reasons for not eating particular types of food, let your hosts know, so that they can make special arrangements for you.

It is not necessary to take a gift if you only go for dinner or a short stay - but do so if you wish. If you are invited to join a celebration such as a birthday or Christmas, take a small gift such as bunch of flowers or a box of chocolates.

General Behaviour

In most urban areas it is an offence to make loud noise after 11.00pm. In the case of house parties, it is expected that people will consider their neighbours when it comes to noise levels and music volume. Try not to telephone Australians before 9.00am or after 9.30pm unless it is unavoidable, or you know the person is expecting your call at an earlier or later time.

Always be punctual for appointments. If you have to cancel an appointment or will be late, it is courteous to call and explain to the person waiting for you.

Smoking is not permitted on public transport, in restaurants and enclosed public places like shopping malls. Anti-smoking laws vary from state to state in Australia, but generally no smoking in public places is becoming more strongly enforced and the number of 'No Smoking' areas more numerous. If you want to smoke, you will usually have to go outside. Also do not assume that it is acceptable to smoke in someone else's house or car - always ask.

MELBOURNE, VICTORIA

Melbourne is Victoria's capital city and the business, administrative, cultural and recreational hub of the state.

Melbourne's population is made up of many groups of people of all ages and from many different cultures. City residents include young professionals, international students, younger couples, and retired couples wanting to enjoy everything the city has to offer now that the kids have grown up and left home.

International students have often voted Melbourne as one of the world's most liveable cities. And we're sure you're going to LOVE living in our vibrant city! Notable for its distinct blend of Victorian and contemporary architecture, beautiful beaches, parks and gardens, – and its extensive multicultural society, Melbourne is ranked in the top 5 university cities in the Global University Cities Index (2007). You will enjoy clean fresh air, parks and gardens, open spaces – all in a friendly and safe environment. Recognised as Australia's 'cultural and sporting capital', Melbourne is home to some of Australia's most significant cultural and sporting institutions. From soccer to cricket and golf to rugby and tennis events – the world's sporting stage is at our doorstep. Broadway musicals, plays, live music, hilarious comedy and theatre so there's never a dull night with the city's live entertainment offerings.

Australia's multicultural capital – the world is right on your doorstep.

Melbourne's population of around 4 million consists of a broad ethnic mix of people from over 140 countries. Melbourne residents are welcoming and accepting of different cultures and customs. You are sure to make friends through your studies at Job Training Institute that will last a lifetime!

Melbourne's melting pot of cultures is reflected in its thousands of restaurants, cafes, bistros and bars. Our cosmopolitan city offers you a rich diversity of cultures and cuisines to enjoy at over 2300 restaurants, cafes, bars and pubs. And throughout the year, the city celebrates the importance of good food and wine with several festivals dedicated to enjoying your food.

Transportation:

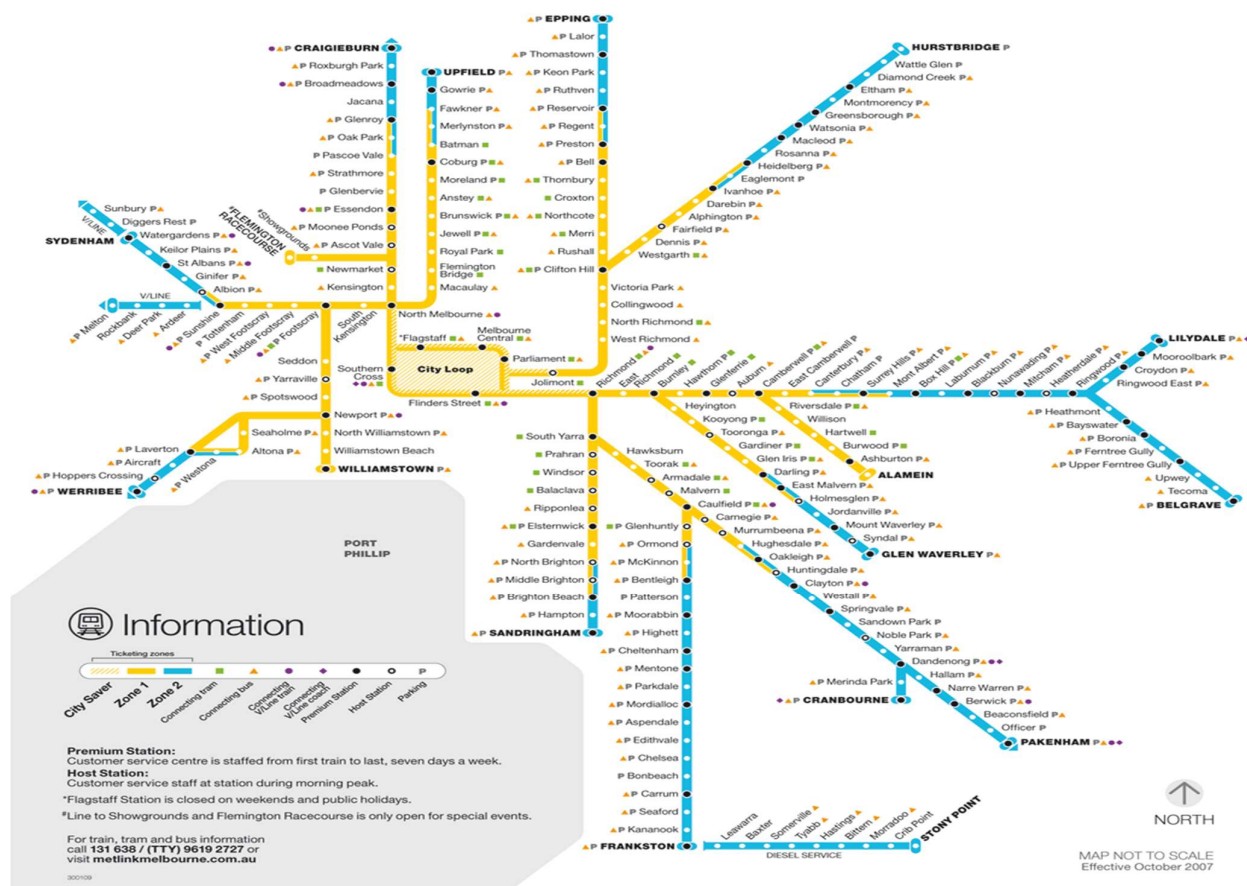
Getting around Melbourne

Melbourne's trains, trams and buses are an easy way to see all of the city's best attractions, sporting venues, schools, and shopping precincts.

From buses to trains and trams – it's incredibly easy to get around Melbourne. Melbourne has the largest tram network in the world. Our trams are recognised as iconic cultural assets and are a unique transport experience for any visitor to our city. All train, bus and tram services run from early morning to very late at night – making it easy to get there and back on time! For information on transport locations, timetables and tickets visit www.metrotrains.com.au

Here are some links that will assist you:

- Find transport schedules;
 - Buy tickets;
 - Plan your journey;
 - Have information on how to travel via the public transport network;
 - Learn a bit of history about the Public Transport of Victoria
1. www.metrotrains.com.au – For information on transport locations, timetables, and tickets
 2. www.ptv.vic.gov.au - Public Transport Victoria (PTV) is a statutory authority that administers Victoria's train, tram and bus services. PTV provides a single contact point for you to gain information on public transport services, fares, tickets and initiatives.



Myki

What is it? A durable, plastic smart card that stores value and can be used over and over again. Simply keep your myki topped up and carry it with you and you'll always be ready to travel. Just touch on and off when you travel and myki will automatically calculate the lowest myki fare for you.

How to Top it up?

- online at ptv.vic.gov.au (allow at least 24 hours for processing)
- by calling 1800 800 007 (allow at least 24 hours for processing)
- at myki machines at metropolitan train stations and selected tram platforms stops and bus interchanges.

How to use a myki?

Each time you enter a train station, tram or bus, you must touch on at the myki reader. Train and bus users need to touch off at the end of each trip for the lowest myki money fare. When travelling

on a tram, you only need to touch off to get the lowest myki money fare if your whole trip is in Zone 2.

Where can I buy a myki?

- at Metro premium stations
- at myki machines at all Metro stations and some accessible tram stops and bus interchanges (full fare only)
- 7-Eleven stores or one of 800 retailers across Melbourne, click here for details.
- online at ptv.vic.gov.au
- by calling 1800 800 007
- at the myki discovery centre at Southern Cross Station
- at the PTV Hub on Swanston street

TAXIS

Melbourne taxis are numerous and easy to spot although telling which ones are free is a little more difficult. Drivers must always wear a neat uniform and display an identity card.

Here are some links that will assist you finding a taxi for your convenience.

Melbourne's major taxi companies:

- Black Cabs* 13 CABS | 132 227
- Silver Top Taxi Service 131 008
- Yellow Cab Co 131 924
- Dandenong Taxis 9791 2111
- Frankston Taxis 9786 3322
- Crown Cabs 1300 12 13 14 CBD, North, North East & North West

If you want to book a taxi online, you can refer to:

<http://www.13cabs.com.au/>

Maxi Taxi - 0407 306 294

1-11 Passengers - Room for extra luggage.

'On Time' Airport transfers

Disabled/Wheelchair Access

For wheelchair-accessible taxis, contact

8413 7202 Silver Top Taxis

Airport

Melbourne Airport has a 24-hour taxi rank.

Fare CBD to and from Melbourne International

Airport approximately AU\$45.00 to \$55.00.

Airport Transfers - Bus To & From Airport *

Cheap from \$25.

Best to pay by cash (several reports of theft) but if the driver looks ok, you can pay by EFTPOS or credit card.

C.B.D Mega Rank

A rank was introduced in Queen Street to improve safety and make it easier to get a cab. The rank features traffic marshals, wardens, security staff, a 24-hour toilet and a regular police presence, with the Salvation Army offering free tea and coffee for drivers.

Other links for online references:

- [Taxis in Melbourne](#)
- www.13cabs.com.au
- www.silvertop.com.au
- www.yellowcab.com.au
- www.maxitaxi.net.au
- [Airport Transfers - Bus To & From Airport](#)
- [Melbourne Water Taxis](#)

Skybus is a reliably and efficiently transports over 2 million air travellers a year express between Melbourne Airport (Tullamarine) and the city centre. Fares are only \$17 one way – a third of a cost of using a taxi and much greener too. With day departures every 10 minutes, you can be assured of easy transport to and from the airport.

Your SkyBus fare includes:

- Reliable, express travel one-way or return between Melbourne Airport (Tullamarine) and Southern Cross Station in Melbourne city.
- Travel on comfortable, clean, modern coaches to ensure you enjoy your journey.
- Complimentary use of the SkyBus Hotel Transfer Service.
- You can refer to: <http://www.skybus.com.au/> for more information and even online booking or purchase of your skybus tickets. Please note that myki cannot be used to pay for this service

SHUTTLE BUS



BANK	LOCAL ADDRESS
National Australia Bank (NAB)	Lonsdale Street, Dandenong 311 Lonsdale Street, Dandenong VIC 3175 Contact Details: Phone: 13 22 65
Commonwealth Bank	Dandenong Street/Postal Address: 260-262 Lonsdale Street Dandenong VIC 3175 Contact Details: Phone: (+61) 13 2221 Commonwealth Bank Collins St G., 01/325 Collins St, Melbourne VIC 3000 <u>Hours:</u> Open · Closes 5PM <u>Phone:</u> (03) 9130 2021
Westpac Bank	Postal Address Shop 123-125, Dandenong Plaza, McCrae St Dandenong VIC 3175 Westpac Collins street, Melbourne 150 Collins St, Melbourne VIC 3000 <u>Hours:</u> Open · Closes 5PM Phone: (03) 8662 5000
St George Bank	Postal Address Shop 339 Level 3, McCrae St & Walker St, Dandenong, VIC, 3175
AUSTRALIA POST	LOCAL ADDRESS

Melbourne	8/271 Collins St, Melbourne VIC 3000 13 13 18 106 Herbert St, Dandenong VIC (03) 9792 4599 Australia Post 440 Collins St, Melbourne VIC 3000 <u>Hours:</u> Open · Closes 5PM Phone: 13 13 18
-----------	--

Medical Centres	<ul style="list-style-type: none"> Dandenong Medical Centre-176 Lonsdale Street, Dandenong, 3175 Silk Consulting Suites, Unit 4, 118-120 David St, Dandenong, VIC, 3175
XRay	Marina X-ray 82 Stud Rd, Dandenong, VIC, 3175
Pathology	Gribbles Pathology 88 Cleeland St, Dandenong, VIC, 3175
Pharmacy	Dandenong Plaza , Cnr McCrae and Walker Streets, Dandenong VIC 3175

Melbourne Medical centres/Hospital

Swanston Street Medical Centre

Address: level 3/255 Bourke St, Melbourne VIC 3000Hours:

Open · Closes 5PM

Phone: [\(03\) 9205 7500](tel:(03)92057500)**Collins Street Medical Centre****Collins Street Medical Centre**Address: 267 Collins St, Melbourne VIC 3000Hours:

Open · Closes 4:30PM

Phone: [\(03\) 9231 2211](tel:(03)92312211)**Royal Melbourne Hospital**Address: 300 Grattan St, Parkville VIC 3050Hours: Open 24 hours · See more hoursPhone: [\(03\) 9342 7000](tel:(03)93427000)**St Vincents's Hospital, Melbourne**Address: 41 Victoria Parade, Fitzroy VIC 3065Hours: Open 24 HoursPhone: [\(03\) 9231 2211](tel:(03)92312211)

Medical Centres	Dandenong VIC
Hospital	<p>Dandenong Hospital is one of Melbourne's major acute hospitals providing a range of services to the people living in Dandenong and surrounding areas.</p> <p><u>Contact:</u> 135 David Street, Dandenong VIC 3175 <u>Phone:</u> 03 9554 1000 <u>Fax:</u> 03 9554 1120</p>

ARRANGING VISAS

To study in Australia, you will need to apply for both admission to an institution and for a student visa from the Australian Government.

To make that decision to study in Australia there are several steps you must go through. You need to first choose your preferred course and institution. After which, you need to submit your application to the institution together with the required documents. The institution will then review your application and if you meet their requirements, they will send you a Letter of Offer. Once you accept the Letter of offer and pay the appropriate fees, you will then receive your electronic Confirmation of Enrolment (eCoE). Once these documents are secured you then apply for your student visa. This process may often be complicated to most applicants so the need for assistance from an accredited agent is required. Education agents in your home country can surely help you with applying to study in Australia.

You will need a valid passport, the eCoE, and other documentation when you lodge your student visa. There is a range of entry requirements that you will need to meet both for your institution application and your visa application. This can include:

- Academic requirements.
- English language requirements.
- Evidence of funds to support your study.
- Overseas student health cover.

You need to allow enough time for processing from the lodgement of your application to the commencement of your academic program. It can be a lengthy process depending on your country of origin.

DEPARTMENT OF HOME AFFAIRS (DHA)

The purpose of the **Department of Home Affairs (DHA)** is building Australia's future through the well managed entry and settlement of people.

Visa options and requirements are sometimes subject to change. To stay up to date, the best place to get accurate information is on the DHA website. The website provides comprehensive information on the types of visas available for different levels of study in Australia, including people considering bring family members with them (whether guardians, partners/spouses or children). You will also have access to help and advice about your specific visa requirements.

Another option is to contact an education agent, who can help with your visa application, course application, and answer any other questions.

In addition to DHA, the [Department of Foreign Affairs and Trade](#) (DFAT) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

*Source: Study
Australia website*

Department of Home Affairs (DHA)

Hours of operation:

8.30 am to 4.30 pm Monday to Friday (recorded information available outside these hours)

Telephone: 131 881

TIS National – the Translating and Interpreting Service Telephone: 131 450

Phone this number to access interpreting services.

Hours of operation: 24 hours a day, 7 days a week

MIGRATION AGENTS



Under section 276 of the Migration Act 1958, 'immigration assistance' is when a person uses knowledge of, or experience in, migration procedures to:

- help to prepare a visa application
- advise a visa applicant about his/her visa application
- help to prepare a document in connection with sponsorship of an applicant or their sponsor or
- Prepare for proceedings or represent applicants before a court or review authority. (Source: immi.gov.au)

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (MARA). If you choose to use a migration agent, you should use a registered migration agent. Registration gives you protection and helps ensure people working as migration agents are aware of current laws and procedures and give correct advice.

Registered Migration Agents are bound by a Code of Conduct and are required to have an in-depth knowledge of Australian migration law and procedure and meet high professional and ethical standards.

The Office of the MARA regulates Australia's registered migration agents to:

- ensure that clients receive high quality immigration assistance, and
- Protect the interests of people receiving immigration assistance.

MARA achieve this by promoting awareness of the regulatory arrangements and providing information about registered migration agents, including the fees they might charge. They also assist clients if they have a dispute with a registered migration agent that they are unable to resolve.

Source: <https://www.mara.gov.au/>

EDUCATION AGENTS

Education Agents cannot give immigration assistance

In Australia, immigration assistance can only be given by people who are registered as migration agents with the Office of the Migration Agents Registration Authority (MARA) unless they are exempt. It is a criminal offence for an unregistered person to provide immigration assistance.

Education agents are not exempt persons and therefore must not provide immigration assistance.

What Education Agents can do?

Activities not regarded as 'immigration assistance' are:

- clerical work to prepare or help prepare an application or other document
- providing translation or interpretation services to help prepare an application or other document
- Advising a person that they must apply for a visa or passing on information produced by a third person, without giving substantial comment or explanation.

Education agents who are also registered migration agents can provide immigration assistance.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

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

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

<https://www.homeaffairs.gov.au/>

ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Tullamarine International Airport which is the closest international airport to Melbourne

Visit:

<http://www.melbourneairport.com.au>. Melbourne Airport is located approximately 20 kilometers' north of the Melbourne city.

Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Job Training Institute
- Confirmation of Enrolment (eCoE) issued by Job Training Institute
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions including a yellow fever card if you are coming from certain destinations.

If you are travelling with your family, you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with family and sent to you.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

- Read "What can't I take into Australia?"
- And also let your family and friends know "What can't be mailed to Australia?"

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on

(7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the number of things you can bring, especially if you will fly within Australia to get to your final destination.

Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November.

For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months. A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories. Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other Items You Might Need to Include (most can also be purchased in Australia)

- | | |
|---|--|
| <input checked="" type="checkbox"/> alarm clock | <input checked="" type="checkbox"/> scientific or graphics calculator |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera |
| <input checked="" type="checkbox"/> dictionary (bilingual) | <input checked="" type="checkbox"/> micro recorder for lectures |
| <input checked="" type="checkbox"/> small sewing kit | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> music CDs or iPod | <input checked="" type="checkbox"/> your optical prescription |
| <input checked="" type="checkbox"/> sporting equipment | <input checked="" type="checkbox"/> photos of friends and family |
| <input checked="" type="checkbox"/> toiletries | <input checked="" type="checkbox"/> swimming costume |
| <input checked="" type="checkbox"/> umbrella | <input checked="" type="checkbox"/> small gifts from home |

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Bringing Your Computer



Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austell Approved** to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming

Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit **www.daffa.gov.au/aqis**.

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find several retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

YOU CAN'T MOVE



Animals



Poultry products including eggs, or feathers with skin attached



Meat or dairy products, excluding canned items



Untreated hides or skins, or other animal products



Fresh fruit



Fresh vegetables



Live plants including cuttings or seedlings, or plant products made from banana, sugar cane, maize, cassava, citrus or raw cotton



Soil

GETTING FROM THE AIRPORT

Melbourne

Skybus offers an express bus service from the airport to the city centre. **This service operates 24/7, including all public holidays. Buses run from every 10 minutes throughout the day.**

- \$16 Adult - one way - Return \$26
- \$36 Family 2- (2 adults and 1-4 children) - Return \$56
- \$22 Family 1- (1 adult and 1-4 children) - Return \$36
- \$6 Child (4-14years) - One way
- \$120 - 10 trip ticket

Tickets can be purchased on arrival at the bus stop or purchased online at www.skybus.com.au.

On arrival at Southern Cross Station in the city, SkyBus provides a complimentary hotel transfer service, subject to availability, during the following hours:

0600-2200 Monday to Friday; 0730-1730 Saturday and Sunday, (excluding Christmas day).

For more information visit www.skybus.com.au.

Taxis are available from the ground floor level of Melbourne Airport, outside Terminal 2 (T2 - International) and both domestic terminals (Terminal 1 - T1 and Terminal 3 - T3). Expect a taxi fare of around A\$80 to A\$85 for a return trip between the CBD and Melbourne Airport.

A \$2.00 taxi parking fee applies at Melbourne Airport. This \$2.00 per vehicle fee only applies to passengers leaving Melbourne Airport from a taxi rank. A \$3.00 per vehicle pre-booked taxi fee also applies for passengers catching a limousine or taxi from the premium parking area opposite T2.

The Victorian Government urges travellers to be aware of unlicensed or illegal taxi and chauffeur drivers, also known as touters, operating at Melbourne Airport. If you are approached by someone offering to assist you with transport needs, you should decline the invitation and report the incident to the Victorian Taxi Directorate on +61 3 9320 4300 or (toll free) 1800 638 802.

Public buses Public buses operate from the terminal to various areas in Melbourne. Information on destinations and schedules can

be obtained from the information desks within the airport, or on the numbers listed below:

Ballarat **Area**
Phone: +61 3 5333 4181
www.airportshuttlebus.com.au

Bendigo **Area**
Phone: +61 3 5444 3939
www.bendigoairportservice.com.au

Dandenong **Area**
Phone: +61 3 9782 6766
www.airportbusdandenong.com.au

Frankston & Peninsula Bus Service
Phone: +61 3 9783 1199
www.fapas.com.au

Geelong Area Gull Airport Services
Phone: +61 3 5222 4966
www.gull.com.au

Melbourne North-West Suburbs Tullamarine Bus Lines
Phone: +61 3 9338 3817

Melbourne Western Suburbs Melbourne Metropolitan Bus Lines
Phone: +61 3 9311 1228

Melbourne Northern & Eastern Suburbs Airport Bus Eastside
Phone: +61 3 9729 7622
www.airportbus.com.au

Shepparton & Southern Riverina District
Phone: +61 3 5831 7374
www.airportdirect.com.au

MELBOURNE AIRPORT

Melbourne Airport, also known as Tullamarine Airport, is the primary airport serving the city of Melbourne, and the second busiest airport in Australia. It was opened in 1970 to replace the nearby Essendon Airport.

Address: Departure Dr, Melbourne Airport VIC 3045

Keeping in Contact:

Before you leave home, you should provide your family and friends, and Job Training Institute, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone

know where you are and how to contact you by phone or by post.

To contact Job training institute, send an email to international@jti.edu.au or call +6392123535 between 9am-5pm

Accessing Money:

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$1500 to AU\$2000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.



Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Melbourne, you can also change money at any bank or at currency exchanges at the airport or in Melbourne city or at any shopping mall. Note that most shopping malls in Melbourne close at 5PM on Mondays, Tuesdays, Wednesdays, and Sundays and at 9PM on Thursdays and Saturdays.

Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.



Credit Cards

All major international credit cards are accepted in Australia, but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Arranging Accommodation:

JTI ISC can arrange for you temporary accommodation. If you require send an email to international@jti.edu.au with a heading 'Accommodation required'. This will be for a maximum of 2 weeks and the student can change accommodation thereafter.

Types of Accommodation:

Temporary accommodation

Hotels, Motels and Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option.

(Please refer to page ____ for more information)

Staying with Family and Friends

If you know someone in Australia, this is a great way to settle-into life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from Job Training Institute first.

Bringing my family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship).

Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and

- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit: www.immi.gov.au

Child Care

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

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

Details of some of the child care centres near our Campuses:

- Little Scaallywags 1
2 Heywood Grove
Endeavour Hills Vic 3802
03 9700 1922
<http://www.littlescaallywags.com.au>
- Fifth Avenue Day Care Centre
5 Fifth Avenue, Dandenong VIC 3175 (03) 9792 3073
- Canberra Ave Child Care Centre
27/29 Canberra Avenue,
Dandenong South VIC 3175
(03) 9791 2272
- Jelly Bean Childcare Centre – Dandenong
3 Florence Court North Dandenong VIC 3175
Ph: 03 9792 4452 Fax: 03 9713 2714
www.jellybeanchildcare.com.au
- Five Star Child Care Centre
79 Gladstone Road, Dandenong VIC 3175
+613 9791 9249
- ABC Learning centres
www.childcare.com.au
141/146 Princes Highway, Dandenong
(03) 9791 9499

More information is available at the Yellow Pages which can be accessed online:
<http://www.yellowpages.com.au>

Guardian Early Learning Centre - 101 Collins

Address: East, 101 Collins St, Melbourne VIC 3000

Hours:

Open - Closes 6:30PM

Phone: [13 82 30](tel:138230)

Genius Child Care

Address: 595 Collins St, Melbourne VIC 3004

Phone: [1300 019 622](tel:1300019622)

Schools:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. The total school fees per dependent child could be around \$8,000 per year.
(Source: <https://www.homeaffairs.gov.au/>)
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to **JTI campus**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact Department of education and early Childhood Development-www.education.vic.gov.au. There are two types of schools in Australia – State schools and independent schools.

State Schools

Victoria's [state school](#) system dates back to 1872, when the colonial government legislated to make schooling both free and compulsory. The state's

public secondary school system began in 1905. Before then, only private secondary schooling was available. Today, a Victorian school education consists of seven years of primary schooling (including one preparatory year) and six years of secondary schooling.

The final years of secondary school are optional for children aged over 17. Victorian children generally begin school at age five or six. On completing secondary school, students earn the Victorian Certificate of Education. Students who successfully complete their secondary education also receive a tertiary entrance ranking, or ATAR score, to determine university admittance.

Victorian schools are either publicly or privately funded. Public schools, also known as state or government schools are funded and run directly by the [Victoria Department of Education](#). Students do not pay tuition fees, but some extra costs are levied. (http://en.wikipedia.org/wiki/Victoria_%28Australia%29#Primary_and_secondary)

Independent Schools

Independent schools are non-government schools. They are a diverse group of schools serving a range of different communities. Many independent schools provide a religious or values-based education. Others promote an education philosophy or interpretation of mainstream education. Independent schools include small and large day schools, boarding schools, co-educational, and single-sex schools. Independent schools include:

- Schools affiliated with larger and smaller Christian denominations;
- Non-denominational Christian schools;
- Islamic schools;
- Jewish schools;
- Montessori schools;
- Rudolf Steiner schools;
- Aboriginal community schools;
- Schools that specialise in meeting the needs of students with disabilities.

Most independent schools are set up and governed *independently* on an individual-school basis – hence the name independent schools. However, some independent schools with common aims and educational philosophies are governed and administered as small systems, for example the Lutheran system.

The independent school sector makes up just over a third of the overall non-government school sector. The Catholic sector makes up the remaining two thirds. The two groups are not mutually exclusive as there are some Catholic schools with an

independent tradition that maintain affiliations
across both sectors.
<http://isca.edu.au>



Settling-In Australia

www.jti.edu.au

Clty Campus CRICOS No. 03373B

LIVING ACCOMMODATION INFORMATION IN AUSTRALIA

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

Accommodation

- **Hostels and Guesthouses** - \$80 to \$135 per week
- **Shared Rental** - \$70 to \$250 per week
- **Homestay** - \$110 to \$270 per week
- **Rental** - \$100 to \$400 per week

Source: Study in Australia:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

Minimum cost of living

The Department of Home Affairs (DHA) has financial requirements you must meet to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- **You** - \$18,610
- **Your partner** - \$6,515
- **Your first child** - \$3,720
- **Every other child** - \$2,790

Arranging Accommodation:

JTI Student Support Officers can arrange the student temporary accommodation. Student is to send an email to international@jti.edu.au with a heading 'Accommodation required'. This will be for a maximum of 2 weeks and the student can change accommodation thereafter.

Estimate Cost of Living in Melbourne				
Accommodation	Homestay (fully catered meals)	Home stay (shared room no meals)	Renting (shared house or flat)	One bedroom flat or apartment
Bond	0	0	563	1213
Rent in advance	1100	760	563	1213
Telephone, internet and utilities connection	0	0	50	130
Establishment costs (household items, furniture)	240	240	500	1000
Total Set-up Cost	1340	1000	1676	3556

Weekly rent/board	275	190	130	280
Food, groceries and personal items	20	90	90	90
Personal items/health/clothing	30	30	30	60
Utilities (gas, electricity, mobile phone, internet)	20	20	60	100
Travel (public transport, fuel)	50	50	50	50
Spending money	80	80	80	80
Average weekly costs	475	460	440	660
Estimated for academic year (52 weeks)	18 615	18 060	18 193	27 563

COST OF LIVING IN MELBOURNE

The cost of living in Melbourne can vary according to the type of accommodation you choose and the lifestyle you lead. Although the cost of groceries, utilities, dining out and entertainment is similar across Melbourne, the cost of accommodation in and around the city centre is greater than in the outer suburbs. On the other hand, travel costs may increase the further you live from the centre of the city. The Department of Home Affairs (DHA) advises that applicants for student visas require AUD\$18,610 per year for living expenses. You can get more information if you visit the DHA [website](#). These are the usual expenditures that you may most likely have: rental bond, weekly/fortnightly rental, furniture, electricity start-up and ongoing usage, internet installation and ongoing usage, telephone connection and ongoing usage, food/groceries, transportation, and other incidentals. It is however advisable to have a computer or a laptop necessary for your studies. For more information you may visit [Living Costs in Australia](#). Once you have established yourself in accommodation, you will need to budget for ongoing costs.

Notes:

- JTI tuition fees and OSHC are not included in this table.
- In Australia, all consumers pay a Goods and Services Tax (GST) of 10 percent on most purchases. GST is included in

- expenses quoted above. There is no refund of GST on departure from Australia.
- Students should allow for a 4 to 5 percent increase in living expenses each year.
- Childcare costs vary from centre to centre. Please contact individual childcare centres for a comprehensive list of fees and payment schedule
- Prices for textbooks and materials may vary and can be higher for some courses.

PERMANENT ACCOMMODATION

JTI does not have on-campus accommodation but can facilitate short term accommodation placements for new international students. The Institute can also provide referrals to several private organisations that specialise in providing long term accommodation placement services.

They may charge you a fee for this service. You should advise the Institute of your initial accommodation request at least two weeks in advance by faxing a completed, **Temporary accommodation request Form**. The Institute does not accept any payments for accommodation or associated services, as these payments are made through agreements between you and the accommodation services providers.

Note: The Institute is not responsible or liable for any airport reception or accommodation-related services provided by external organisations.

CHOOSING WHERE TO LIVE

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Home Stay accommodation

Another way of accommodation is where an international student stays with an Australian host family for a weekly fee. JTI has signed an agreement with Australian Homestay network (AHN) that organises this type of accommodation. If you would like this type of accommodation email international@jti.edu.au, and our student coordinator will liaise with on your behalf. AHN will have a 24 hour/7-day access to an assistance line providing:

- AHN homestay help desk
- Medical assistance and referral
- Telephone legal advice

- Stress & trauma counselling referral
- Emergency interpreter assistance and
- Claim lodgement.

Your home stay service should include:

- your own bedroom (with bed, desk, lamp and wardrobe)
- three meals a day (self-serve breakfast and lunch, plus a cooked dinner)
- electricity, gas and water bills
- involvement in family activities
- a written set of guidelines or obligations for both the host family and the student

Cost is from \$200 to \$300 a week. Phone and internet use will normally cost extra.

Hostels and guesthouses

Students share a bathroom, kitchen and laundry. Cost is from \$150 per week and meals are not included.

Share accommodation

Many students join together to rent a flat or a house. Accommodation rented this way is usually not furnished. You will usually need to sign a lease for 6 to 12 months, and organise to [connect utilities \(gas, water, electricity\) yourself](#). You may also join an existing share household. Cost can range from \$80 to \$350 per week, per person. It is not practical to arrange share accommodation before you arrive.

Where to look for accommodation:

The following is a list of places where you can go to find advertisements for accommodation:

Dandenong, Victoria Area:

- Student noticeboards around JTI
- Newspaper classifieds-Leader local paper-
<http://leader-news.whereilive.com.au/classifieds/>
- Real Estate Agent windows & websites
 - McLennan Real Estate-9794 0755 30-32 Langhorne St. Dandenong
 - Hall & Partners First National
http://www.firstnational.com.au/fin_dAnOffice.cfm
 - LJ Hooker Dandenong VIC
20 Langhorne Street,
DANDENONG VIC 3175, Phone(03)
9794 9889 dandenong@ljh.com.au
- Local shopping centre noticeboards –
Dandenong plaza McCrae Street, Dandenong -
(03) 9767 2000
- Online student accommodation services

Melbourne City

**International Students Resource Centre**

Address: 3/480 Collins St, Melbourne VIC 3000

Hours: Open · Closes 5PM

Phone: [0435 767 157](tel:0435767157)

Study Melbourne Student Centre

Address: 599 Little Bourke St, Melbourne VIC 3000

Hours: Open · Closes 5PM

Phone: [1800 056 449](tel:1800056449)

THINGS TO KEEP IN MIND WHILE RENTING**Security Deposits and Bond**

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond and may amount to more than \$1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

About the Residential Tenancies Bond Authority

The Residential Tenancies Bond Authority (RTBA) holds all Victorian residential tenancy bonds, including those on rented premises, long-term caravans and rooming houses.

The RTBA holds bonds in trust for landlords/agents and tenants, or owners and residents, giving all parties equal say on how bonds should be repaid when a rental agreement (also called a lease) ends.

Bonds are repaid either as agreed by the landlord/agent or tenant, or owner or resident. If there is a dispute about how repayment is to be divided, an application may be made to the Victorian Civil and Administrative Tribunal to decide the matter.

The RTBA processes all bond transactions on the day of receipt if they come with a form completed correctly.

If a form has not been completed correctly, it will be returned the next business day.

Bond repayments are made by an overnight direct

credit or by a cheque mailed the next business day.

You can contact the RTBA by calling 1300 137 164 or by emailing rtba@justice.vic.gov.au.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. **In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.**

{‘Utility One’ will help you by arranging your Phone, Electricity, Gas, Internet and Pay TV - at no cost. For more information visit: www.utilityone.com.au or phone **13 18 19**. You can get the process started straight away by clicking the **‘Connect me NOW’** icon on their homepage.}

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask

the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- ☒ Are there laundry facilities?
- ☒ Is there a telephone line already connected?
- ☒ Do the light fittings work?
- ☒ Is the oven/ stove, gas or electrical?
- ☒ Do the toilet and shower all work?
- ☒ Is there damp or mould on the walls?
- ☒ Is there painting required?
- ☒ Is the place furnished? What kind of furniture?
- ☒ What kind of heating/cooling is there?
- ☒ Is there an insect/ pest problem?
- ☒ Is it close to transport, shops, and campus?
- ☒ Will the area be noisy? Is it on a busy road?
- ☒ Is there good security?
- ☒ Will the landlord carry out any repairs before you move in?
- ☒ How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken **very seriously**. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: *don't panic, take your time, and don't compromise on important principles*.

Bills & Expenses:

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food:

Do you and your roommates expect to share the costs of buying food and share in the preparation? Do you have specific food needs (allergies, preparation needs)?

If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning:

Who will clean what?

How often?

Decide exactly what "clean and tidy" means to you. Will you hire a cleaning company to keep things under control?

Personal Habits & Individual Needs:

How much privacy do you need?
What hours do you usually sleep?

Study?

Relax?

Socialise?

Shower?

Wash clothing?

Smoking & Drugs:

Do you prefer to have a smoker or non-smoker as a roommate?

Is a smoker alright as long as they smoke outside the residence?

(Many rental agreements will forbid smoking inside the premises)

Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television:

What are your musical likes and dislikes?

Do you watch TV every day or just once in a while?

Do you like to study with or without music/TV?

Personality Traits & Communication:

How do you perceive yourself?

How do others perceive you?

Do you enjoy being around a lot of people - or just a few friends?

Are you more comfortable by yourself?

What about overnight visitors?

When conflicts arise, how do you go about resolving them?

How do you behave when you're happy - angry?

What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, believe it is **very important** for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish for two days into the **wheelie bins** provided

outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to **recycling and the days your rubbish is collected**.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that mis-use of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. **(Warning: Keep all cleaning products out of reach of children and do not mix products!)**

Maintenance & Fixtures & Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

ONLY WORKING SMOKE ALARMS SAVE LIVES!

1. Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
2. Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
3. Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
4. When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
5. Smoke alarms must never be painted
6. If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm
7. Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)

WHERE CAN I GET HELP?

WHO/WHAT TO CONTACT WHEN IN VICTORIA?

For emergency police attendance call

Triple Zero (000) for police, fire or ambulance.

[VICTORIA POLICE](#) (click on link)

Public Telephones


Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long

distance call charges vary depending on time of day and distance.


Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre-Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.

To make international phone calls

 Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

To make domestic phone calls:

-  Dial – the area code + phone number
- Victoria and Tasmania area code 03-followed by the phone number
 - New South Wales and Canberra area code is 02-followed by the phone number
 - Queensland area code is 07-followed by the phone number
 - Western Australia, South Australia and northern territory area code is 08-followed by the phone number

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (**61**) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 XXXX XXXX

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it

can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

Mobile network companies in Australia

www.virginmobile.com.au
www.vodafone.com.au
www.telstra.com.au
www.optus.com.au

Yellow Pages

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a **GREAT time-saver** and very useful when you are looking for specific products or services. ***"Let your fingers do the walking!"*** These books may be provided in rental properties and are available at Post Offices around Australia

Australia Post



Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$0.60 postage stamp** which you affix to the envelope.

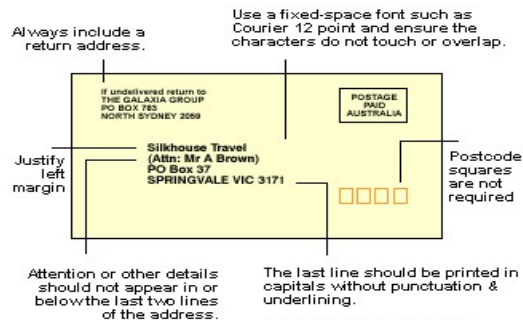
A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

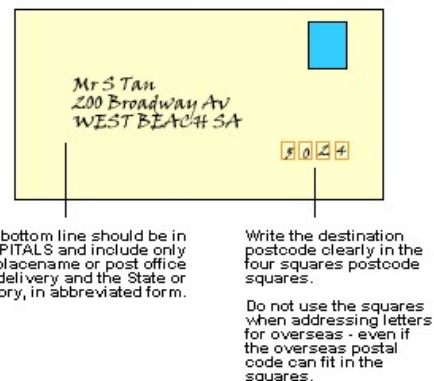
Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

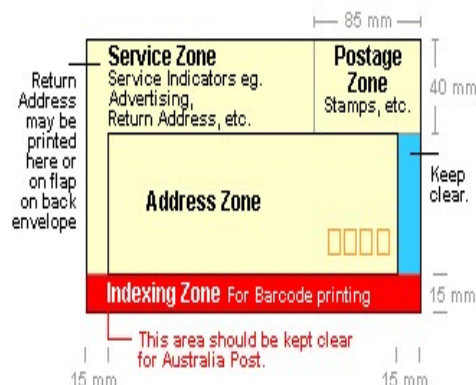
Typical Machine Addressed Envelope



Typical Hand Addressed Envelope



Envelope Face Format - Allocation of Zones



Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get Overseas Health Cover?

You will need to complete an Application for OSHC which is available from registered OSHC providers and the forms can be found on OSHC providers websites listed below. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. JTI preferred OSHC provider is **BUPA** but a student can join any other provider. You will be required to join one of these four registered health funds. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

- **Medibank Private:**
www.medibank.com.au
use <http://medibank.com.au/Overseas-Students/About-OSHC.aspx>
Rates:
http://www.medibank.com.au/Client/Documents/Pdfs/B2C_Rate_Sheet.pdf
- **Allianz Global Assistance Overseas Student Health Cover (OSHC)**
<https://allianzassistancehealth.com.au>
- **BUPA OSHC:** <https://www.bupa.com.au/>

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia. Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

If you come to Australia on a visa other than a student visa and undertake a **short course of study of three months duration or less**, you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, like that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Your provider will give you details on how to make a claim and renewal information once you have signed up with them.

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities. See also: Attending an Australian hospital.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to

your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system. Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'. See also: Public hospital waiting times.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider

Medical Services

What do I do if I'm sick?

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

can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

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

Pharmacies

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

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more

than *AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms.

Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit <https://www.homeaffairs.gov.au/> or phone **131 450 *2008** Applicable limit – confirm with your OSHC provider

General Health

Maintaining good health is of vital importance when studying abroad. While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems. Going abroad **is not** a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates **unexpected physical and emotional stress, which can exacerbate otherwise mild disorders**.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

Mental Health Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Managing your finances

Setting up a Bank Account

You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

To open a bank account, you will need:

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

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time, you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the

student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

The staff of JTI provides international students with enough knowledge about Australian banks and its systems. Bank representatives are invited to discuss various options with the students. Students will be able to make informed decision of where to open their accounts and what to avail (savings account, credit, checking, etc). In this day and age, internet banking is widely utilised for easy access to your finances. You can bank transfers between accounts and pay your bills online.

These are the most recognised banks in Australia. Click on their logos to have access to their websites.



Terms you may encounter in Australian banking:

BSB - (Bank/Branch Number) is a 6-digit number that identifies banks and branches in Australia. It stands for 'Bank-State-Branch'

SWIFT CODE - Society for Worldwide Interbank Financial Telecommunication code. An internationally-recognised identification code for banks around the world. SWIFT codes are most commonly used for international wire transfers and are comprised of 8 or 11 alphanumeric characters.

BPAY - a bill payment service that enables you to pay your bills day or night, through phone and internet banking

Note: Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access

your accounts over the phone. It's important never to give your password to anyone else.

Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees

Bank fees are **the price you pay for the products and services that banks offer**. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student.** The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee which has been charged, contact your bank.

Accessing Money from My Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

See also: Using an ATM.

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay every day bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).

(Source: Australian Bankers' Association Inc.)

Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using an ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify

your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.

(Source: Australian Bankers' Association Inc.)

Safety When Carrying Money

The first and fundamental rule of safety when carry money is:

"Don't carry large amounts of cash!"

The second is:

"Don't advertise the fact that you are carrying money!"

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

Working in Australia

Permission to Work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 20 hours per week during the term and unlimited hours when your course is **not in session**.

3. Department of Home affairs considers your course to be **'in session'**:

- for the duration of the advertised semesters (including periods when exams are being held)
- if you have completed your studies and your Confirmation of Enrolment is still in effect
- If you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Home affairs)

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

<https://www.homeaffairs.gov.au/>

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many ways to find a job in Australia - **Newspapers and JTI Job Board**

Online - try these online companies:



www.seek.com.au



www.careerone.com.au



www.getjobs.com.au



www.mycareer.com.au



www.jobsinoz.com.au

[www.jobsearch.com](http://www.jobsearch.com.au)

.au

(Source: On-line search)

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia
You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)

Earning an Income

Taxes

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

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

Laws and Safety in Australia

Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly. In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen! You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au.

Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

Victoria Legal Aid

About Victoria Legal Aid

Victoria Legal Aid is an independent statutory body, jointly funded by the state and commonwealth governments, that provides legal aid services to the Victorian community.

Services include:

- providing legal information, assistance and advice
- offering free representation at court by organising a duty lawyer
- Educating the community about legal rights and responsibilities via free publications, seminars and workshops.

Victorian Legal Aid offices are located throughout Victoria, including at courts, jails and other institutions

Is Legal Aid free?

Many legal aid services are free; and there are no application fees for a grant of legal assistance. However, if you are offered legal assistance you may have to pay back some or all of your legal costs.

This is called a contribution and it can be paid in one amount or by monthly instalments. The amount you will be asked to pay depends on your financial position.

Further information

For more specific information about Victoria Legal Aid, including objectives, services and application forms, see the Victoria Legal Aid (VLA) website or read the brochure *Do You Have a Legal Problem*. For detailed information about applying for legal aid, see the Victoria Legal Aid Handbook. For further contact information for all of the VLA offices, see the 'Contact Us, VLA Offices' section of the site.

Contacts:	Victoria	Legal	Aid
Tel:	9269		0234
Tel: (toll free for regional callers) 1800 677 402			
Legal	Information		Service
Tel:	9269		0120

Telephone legal advice is available for preliminary information, advice and referrals. Advice is usually restricted to a client's basic legal rights and obligations about a particular situation. If the problem is too complex or too lengthy for a phone call, the client will be offered an appointment at a Commission office or referred to other sources of assistance.

If you are deaf, or have a hearing or speech impairment you can contact us through the [National Relay Service](#).

- TTY users phone 133 677 then ask for 1300 366 424
- Speak and Listen users phone 1300 555 727 then ask for 1300 366 424
- Internet relay users connect to the [NRS](#) and then ask for 1300 366 424

Child Protection Law

Australia is a signatory to the United Nations Convention on the Rights of the Child (1989) and many of the principles within the Convention are embedded within child protection legislation. Together with policy frameworks, which depict the nature, extent, and fashion in which services and interventions are to be provided, legislative principles reflect the service goals to which governments aspire. Bromfield and Holzer (2008) in

a study examining similarities and differences in child protection services across Australia, found that legislation in each state and territory differed considerably in accordance with local needs. However, legislation across all states and territories were found to possess similar guiding principles in several key areas.

These include:

A “best interest” principle

Legislation in all jurisdictions identify the paramount importance of the principle of the “best interests of the child” and policy provisions providing guidance as to how such decisions are made are presented in each jurisdiction.

Early intervention

While all jurisdictions consistently identify the active use of early intervention services with the goal of preventing entry/re-entry in the statutory system, the approaches in the delivery of such services varies (for example, the degree to which non-government service providers are involved/responsible for the delivery of services and funding sources).

The participation of children and young people in decision-making

Legislation in all Australian jurisdictions endorses the importance of involving children and young people in decision-making (to the extent that their age and maturity enables) and to consult and seek the views of children on issues affecting their lives. To illustrate, Section 8(3) of the *Children, Young Persons and Their Families Act 1997* (TAS) states “in any exercise of powers under this Act in relation to a child, if a child is able to form and express views as to his or her ongoing care and protection, those views must be sought and given serious consideration, taking into account the child’s age and maturity.”

Out-of-home care

Out-of-home care represents the most extreme end of the statutory child protection continuum (given that other protective options are typically exhausted before alternative care arrangements are pursued for children deemed to be at risk of maltreatment). Although there are provisions for children to be placed in out-of-home care voluntarily by parents (e.g., for respite), most children in out-of-home care are placed according to an Order made by the relevant court.

Culturally specific responses to Aboriginal and Torres Strait Islander people

General provisions regarding maintaining a child's sense of cultural identity and community connectedness are present in legislation of each jurisdiction with respect to all children (both Indigenous and non-Indigenous). Provisions specific to Aboriginal and Torres Strait Islander children, young people and their families are particularly pertinent with respect to the provision of out-of-home care. All relevant Acts make reference to placement principles for Aboriginal and Torres Strait Islander children (often termed the "Aboriginal Child Placement Principle") either in legislation, and/or policy, or other forms of delegated legislation such as regulations.

Home Security

House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house **left open or unlocked** where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.

Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

Contents Insurance

It is recommended that if you are in a rental property that you obtain **Contents Insurance** for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance, but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you

have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.

Internet Safety & Security

Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library.

There are computers at JTI that students can access internet on and these are available for student use after the student has registered and will be issued with a student card and a password to access the intranet.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. **Regularly download and install the latest security patches for your computer software**, including your web-browser. Use automatic software security updates where possible.
3. **Use a firewall** and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
4. **Delete suspect emails immediately**. Don't open these emails.
5. **Don't click on links in suspect emails**. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
6. **Only open an attachment to an email where the sender and the contents of the attachment are known to you**.
7. **Don't download files or applications from suspect websites**. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
8. **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use

dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.

9. **Use a limited permission account for browsing the web, creating documents, reading email, and playing games.** If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

PERSONAL SAFETY

Job Training Institute staff are committed to providing a safe, secure, and supportive environment to our students.

Going out at night

If you are going at night take note of the following personal safety measures:

- **Think ahead** - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- **Never** hitch-hike.
- Make sure that you **stay with your party** and that someone knows where you are always.
- Make sure **you have enough money** to get home or to phone.
- **Keep away from trouble** - if you see any trouble or suspect that it might be about to start - moving away from the scene if you can. The best thing you can do is to alert the police and keep away.
- **Walk purposely and try to appear confident.** Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try **not to carry your wallet in your back trouser pocket** where it is vulnerable and in clear view.
- If you are socialising in a public place **never leave your drink unattended.** Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

Out and About

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence

- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

Drinking Spiking

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (or mobile 112) immediately to report it and get help.

(Source: www.studyinaustralia.gov.au 15 January 2012)

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride is called a hitchhiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions.

(Source: www.studyinaustralia.gov.au 15 January 2012)

Personal Transport Safety

Travelling on public transport should be a safe and comfortable experience. However, there are some safety tips you should be aware of, which include:

Buses

- Avoid isolated bus stops.
- Stand away from the curb until the bus arrives.
- Have your money/pass already in hand.
- At night, wait in well-lit areas and near other people.
- Check timetables to avoid long waits.
- Sit as close to the bus driver as possible.
- Stay alert and be aware of the people around you.

- Keep your purse/packages close by your side.
- Check your purse/wallet if someone is crowding or pushing you.
- If you see any suspicious activity, inform the driver.

Trains

Additional tips for trains:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras.
- Carriages nearest the drivers are always left open and lit.
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi.
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi.
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with.
- Stay alert to your surroundings and limit your conversation to general topics.
- If you don't want your home address known, stop a few houses away from your destination.
- If the driver harasses you when travelling in a taxi your options include the following:
 - Ask the driver to stop. You may choose to make up an excuse to do so.
 - Leave the taxi when it stops at a traffic sign or lights.
 - Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop.
 - Read out the taxi number and advise the driver you will report him/her if they don't stop.

(Source: www.studyinaustralia.gov.au 15 January 2012)

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST**

KNOW THE ROAD RULES before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills.**

Mobile Phones and Driving

The use of **mobile phones** when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.

Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)

Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

- ✓ You remain a temporary overseas visitor
- ✓ Your overseas licence remains current
- ✓ You have not been disqualified from driving in that State or elsewhere and
- ✓ You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

(Source: Roads and Traffic Authority, NSW)

Drinking Alcohol and Driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

Blood Alcohol Concentration (BAC) Levels

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

Legal BAC Limits

There are legal limits as to the BAC level permissible if you are driving:

[Please insert the relevant limits for your State]

Factors Affecting your BAC

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au .

Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- **For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.
- **For women:** No more than one standard drink in the first hour and no more than one every hour after that.

Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.

Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- **At 0.05%** Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- **At 0.1%** BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- **At 0.15%** your risk increases to 25 times that of driving at 0.00%.

DON'T DRINK & DRIVE!

(Source: Australian Federal Police)

Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example:

The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. **Alcohol consumption** has now become a factor in these places, and for many (particularly for women), **some areas may become less safe.**

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated.** There is often no reason to be afraid, but – be alert, be aware, and be careful.

Making New Friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. **With people you don't know well; always arrange to meet them in a public place,** like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time socialising with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first,** until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them.** Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your **International Student Advisor.**

Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control.
- Don't leave drinks unattended; this leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Follow your intuition, if you feel unsafe move quickly to safety.
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest sexual assault service:

1. From a public phone ring the police on 000 (or 112 mobile). Then contact the JTI student support officer who can support and assist you.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
3. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter, student adviser or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

International Student Refund Policy

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All Applications for Refund are to be submitted to the International Student Coordinator, must be approved by the International Department Head and then forwarded to the Accounts Department for processing and the following procedures followed in assessing the Application for Refund.

Application for Refund is processed within 7 working days of the **Application for Refund** being placed. If the student is entitled to a refund, the payment shall be made within 4 weeks of receiving the student's **Application for Refund form**.

Terms and Conditions

1. In the event of a **JTI Default**, JTI will offer the student a choice of either a full refund for the difference between the pre-paid tuition fees and the course units delivered and assessed, or an alternative course in which the entry requirements are met by the student

- The student choice will be documented, and an acknowledgement of decision signed and dated by the student and IDH or the Course Manager.
- Should the student select option to transfer to alternative course, there will be no refund for the prior enrolled course, nor additional tuition fees for alternative course.
- Should JTI not be able to meet its obligations to an affected student via offering an alternative course, or, is unable to provide a refund, then the TPS Director will provide the student with options for suitable alternative courses (if any such courses are available) or provide a refund for unexpended tuition fees

2. What is **Student Default**?

An overseas student has defaulted in relation to a course at a location if:

- The course starts at the location on the agreed starting day, but the student does not start the course on

that day (and has not previously withdrawn); or

- The student withdraws from the course at the location (either before or after the agreed starting day); or
 - Job Training Institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - The student failed to pay an amount he or she was liable to pay JTI, directly or indirectly, in order to undertake the course;
 - The student breached a condition of his or her student visa;
 - Misbehaviour by the student.
- (Refer student default ESOS Act Section 47A)

Note: JTI will provide the student natural justice before refusing to provide, or continue providing, the course to the student at the location. (Refer student default ESOS Act Section 47A (3))

JTI will provide a refund of the amount (if any) required by the student acceptance agreement entered with the students under section 47B. (Refer student default ESOS Act Section 47D (2))

Note: a student does not default for failing to start a course on the agreed starting day if they do not start that course because JTI defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

Students are also deemed as defaulted in the case of **visa refusal, this is not part of the written agreement** and therefore cannot be covered by section 47D of the ESOS Act, the section of the ESOS Act in this regard is section 47E.

In the case where a student has been refused a student visa; **and the refusal** was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:

- the student's failure to start the course at the location on the agreed starting day;
- the students' withdrawal from the course at that location;
- The students' failure to pay an amount he or she was liable to pay JTI, directly or indirectly, to undertake the course at that location. (refer ESOS Act Section 47D (5))

The format to be used to work out the amount of unspent pre-paid fees in this case is in accordance with the legislative instrument under subsection 47E(4).

3. The student or prospective student has been provided a copy of the fees, charges and refund policy and acknowledges and agrees to the terms and conditions of the fees, charges and refund policy on signing the student acceptance agreement.
4. JTI reserves the right to amend this policy at any time; the amendments will be for continuous improvement of JTI operations and will not affect the student in any way, shape or form.
5. Requests for refund must be made in writing using the applicable form - **the Request for Refund form**.
6. The application for refund will be reviewed by the IDH or as delegated and if warranted will be authorised for payment.
7. JTI will notify the Secretary via PRISMS of any students that complete their course early, transfer to another provider, defer or are suspended or have their enrolment cancelled or change the expected completion date of study.
8. All sections of the refund application form must be completed by the student and signed and dated, associated documentation may be required to facilitate approval for refund.
9. The signature of student will be matched to student's signature on file and if different, the refund will not be processed. Should the form and associated documentation be incomplete this may delay the processing of claim for refund.
10. Once the completed refund claim form is received, it will be assessed and the refunds due to the student will be paid within 4 weeks of receiving completed written application on the appropriate form with associated documentation.
11. The refund will be paid directly to the student.

Payment of Enrolment Fees

The payment of an enrolment fee to secure a place in the course is required only once a letter of offer has been supplied. An initial non-refundable **Enrolment Fee** of \$300 applies to all courses. This fee is payable in advance before course commences and is non-refundable.

Replacement Testamurs

Students that request the issuance of a replacement qualification testamur will be charged \$100 for a copy testamur.

Recognition of Prior Learning

The cost of RPL is the same as student would pay for attending class in the unit of RPL application; there are no refunds on tuition fees paid for RPL units.

Organise Accommodation: The fee for this service is \$100.

Process for Payment of Fees

- The signed *letter of offer acknowledgement* and signed *student acceptance agreement* with associated documentation must be submitted to JTI with the payment of enrolment fee and **tuition fees** for enrolled course as per JTI fees schedule and any other required fees.
- Students are not required to pay balance of tuition fees earlier than 2 weeks before the start of the second study period.
- An eCoE will be provided once the student acceptance agreement has been completed in full and signed dated by student, enrolment application has been completed in full and signed dated by student, enrolment fee has been paid, initial tuition fee (not more than 50% of total tuition fees) has been paid, and payment of all other applicable fees such as OSHC, and if requested: organising accommodation with associated fee.
- Note: Students must have OSHC prior to arrival in Australia.
- JTI does not request nor accept tuition fees paid in excess of 50% of the student's total tuition fees for a course prior to commencement.
- If a course is only one study period of 24 weeks or less duration, the tuition fees will be charged in full. For example, a CRICOS registered course of 26 weeks with 4 weeks of holidays will clearly detail on the written agreement that the study period is 22 weeks with 4 weeks holiday that are not included in the study period.
- Student pre-paid tuition fees will be deposited into JTI Pre-paid ADI account within 5 business days of receiving them.
- If a student pays more than 50% of total tuition fees for a course prior to commencement, JTI will refund the excess payment amount within 4 weeks of receipt of application. The student will be requested to provide bank account details for payment. Where no bank accounts details are provided from student within the 5 business days of funds cleared into JTI account, we will draft a cheque made out to the student's name and send within 5 days after expiry of initial 5 business days of no response. The letter will be sent via Australia Post registered mail to the students provided address. Students are not required to pay balance of tuition fees earlier than 2 weeks before the start of the second study period.

- If a student voluntarily pays further tuition fees **after commencement** but earlier than two weeks before the start of the second study period, JTI is not required to return the fees in this instance.
- JTI does not accept pre-paid tuition fees from any prospective student until a Student Acceptance Agreement has been signed.
- Student pre-paid tuition fees must be received before student commences the course.
- Invoices to students will clearly detail the due dates for payment of tuition fees.
- In line with JTI values on equity and access, students may approach JTI if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progress payments.
- All refunds are to be approved by the IDH.
- JTI has the right to review its tuition fees and other charges. However, once you are enrolled, the tuition fees and charges are locked in for the life of the course.
- If fees and charges are increased this will only apply to new enrolments.

- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable enrolment fee
- c) The nature of the guarantee given by the JTI to complete the training and/or assessment once the student has commenced study in their chosen course
- d) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- e) The refund policy.

Repeat Unit Fee

This will be calculated based on the total tuition fees divided by the number of nominal hours of the course and times the nominal hours for repeating units. If students need to repeat Work Placement, the fee will be calculated based on work placement hours/total nominal hours for the course then times total course tuition fee.

Example:

$$\text{Repeat Unit fee} = \frac{\text{Total course fee}}{\text{Total nominal hours for the course}} \times \text{Nominal hours for repeating unit}$$

Financial Standards

1. JTI has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure of JTI.
2. JTI has adopted a refund policy that is fair and equitable both to the student and JTI.
3. JTI will ensure that the contractual and financial relationship between the student and JTI is full and properly documented, and that copies of the documentation are made available to the student. Documentation will include: the rights and responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student.

Tuition Fees

JTI will charge fees per course enrolled. An initial tuition fee (no more than 50% of total tuition fees) must be paid in advance of course commencement date. JTI marketing materials (website, brochures) clearly details information on fees and refunds.

JTI provide the following fee information to each client:

- a) The total amount of all fees including enrolment fees, tuition fees, and any other charges

Work Placement re-booking Fee:

If a student is unable to attend scheduled Work Placements, they **must** present a medical certificate to the Work placement Coordinator and are required to undertake *make-up days* organized by JTI(re-booking fee is \$50) to ensure that they can meet the placement hours requirements.

If a student is unable to attend scheduled placements and could not provide medical certificate, student needs to make payment \$250 for WP re-booking fee or *make-up days booking*.

If the scheduled/booked work placement is cancelled due to pending tuition fee, failure of attendance during work placement, or any other behavioural concerns, student needs to make payment \$250 for the 2nd placement arrangements.

Refund of Fees

Full Refund

Tuition fees will be refunded or reallocated under the following circumstances:



1. The student visa is refused and so the refund applicable in this case will be the amount of unspent pre-paid fees JTI has received for the course in respect to the student less the following amount:
The lesser of:
(a) 5% of the total amount of pre-paid fees that JTI received in respect of the student for the course before the default day; or
(b) The sum of \$500 (refer to subsection 47E(2) of the Act and the ESOS Act (calculation of unspent pre-paid fees – other cases) determination 2012(No.1)) (4)
2. A sanction has been imposed on JTI (*refer ESOS Act 2000 – Part 6 Enforcement*)
3. The student has mistakenly paid more than 50% of total tuition fees for a course prior to commencement; JTI will refund the excess payment amount within 4 weeks of receipt of application (refer to 'process for payment of fees' section in regard refund process for overpayment)
4. JTI fails to start to provide the course to the student at the location on the agreed starting day and the student has not withdrawn before the default day
5. JTI fails to continue to deliver the course to the student at the location at any time after it starts but before it is completed, and the student has not withdrawn before the default day. The refund in this instance applies to the difference between fees paid and course units delivered and assessed, for example, the course is the Diploma of Business and there are 8 units in the course at a full fee of \$8000, the student has just completed the second study period and has made two payments including the pre-paid tuition fee of \$4000 and the balance payment of \$4000. The student has completed and been assessed in the first four units. JTI defaults and is not able to deliver the remaining units. The outcome will be that JTI will offer the student a refund of \$4000 (this is for tuition fees for units not completed) or placement in another course as an alternative to a refund. The student must then make a decision on either option, if the student selects the other course then JTI is not liable to refund the tuition fees for original enrolment, the student will sign a transfer of enrolment agreement and a new eCoE will be issued. However, should the student request refund, they will need to complete the Request for Refund (form CF007) and submit ISC. The refund will be paid within 4 weeks of receiving written claim from the student.
6. JTI has withdrawn its offer to applicant where it was found that false or misleading or incorrect or incomplete information has been provided on application (this is prior to course commencement)
7. JTI has cancelled student enrolment due to student breaching the course progress requirements. Refund will be provided for tuition fees paid for study periods not commenced.
8. There is a death of a close family member of the student. To be considered, the death must be a parent, a grandparent, a sibling, a spouse or their child and the student must not have commenced the course. (documentation is required to validate claim)
9. Prior to course commencement, there is a major political upheaval or natural disaster in home country (this request for refund will be reviewed and considered by the CEO, it is the CEOs discretion whether to approve this request. (documentation is required to validate claim))

Part Refund

1. After course commencement, there is a death of a close family member of the student. To be considered, the death must be a parent, a grandparent, a sibling, a spouse or their child. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee and any agent fees paid by JTI. (documentation is required to validate claim)
2. After course commencement, the student has become ill or has received a serious injury to the effect that the illness or injury will prevent them continuing the enrolled course. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee and any agent fees paid by JTI. (Documentation is required to validate claim).
3. After course commencement, there is a major political upheaval or natural disaster in the students' home country which is requiring their emergency travel back to home country, this may have impact on their studies (this request for refund will be reviewed and considered by the CEO, it is the CEOs discretion whether to approve this request. (documentation is required to validate claim))
4. Enrolment is cancelled due to student failing to pay tuition fees. The fee that has been paid for study periods not commenced will be refunded less a 20%

administrative fee and any agent fees paid by JTI.

5. If the student provides more than 50 days written notice of intention to withdraw prior to commencement of course date, a refund will be provided of tuition fees paid less a 30% administrative fee and any agent fees paid by JTI.
6. If the student provides less than 50 days written notice of intention to withdraw prior to commencement of course date, a refund will be provided of tuition fees paid less a 70% administrative fee and any agent fees paid by JTI.

No Refund

1. There is no refund for enrolment fee, and if selected: OSHC and organising accommodation.
2. Once a student has commenced the course if they choose to defer or withdraw enrolment there is no refund for tuition fees paid
3. If a student applies for RPL and the application is unsuccessful, there will be no refund.
4. Once a student has commenced the course if the student is granted a different visa (bridging, temporary or permanent residency) the tuition fees paid for that study period and the previous are not refundable.
5. Should the student fail to comply with terms and conditions of enrolment and the enrolment is cancelled by JTI, there will be no refund on tuition fees
6. The student has not met the minimum requirements to commence a subsequent course.
7. If the student provides less than 30 days written notice of intention to withdraw prior to commencement of course date.

How to apply for refund

Requests for refund must be made in writing using the applicable form - **the Request for Refund** (form CF007).

This form is available from the ISC.

This form can be requested via email to International Student Coordinator: international@jti.edu.au

Pick up from reception.

The application for refund will be reviewed by the IDH or as delegated and if warranted will be authorised for payment.

The completed form must be submitted to the ISC or via email (as above)

Note: Refunds due to the student will be paid within 4 weeks of receiving written application on the appropriate form (refund application form) available from the ISC. The form must be completed in full, signed and dated by student and returned to ISC. Refunds are only paid in Australian dollars.

Requests for refunds from OSHC must be made to OSHC.

Refunds will be paid directly to the student. Supporting documentation must be provided to validate claim for refund request.

Fees Protection

JTI warrants that it maintains pre-paid student fees in an Approved Deposit Taking Institute account (Pre-paid ADI account), this is a holding account separate from our operational account. Once the student has commenced study in their chosen qualification or course the Pre-paid fees are then transferred from the Pre-paid ADI account to the operational account.

Student Support Services

Support Philosophy

JTI is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached, therefore, JTI ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about JTI's provision of support services and the feedback is systematically collated, analysed and used to improve training services.
- Student Support Services will be accessed at no additional cost to the student.

Needs Identification

Student's needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the student on the application and/or enrolment forms.
- Assessment of the formal Language, Literacy and Numeracy Skills Test which is given to each student upon commencement of the course.
- Discussion with the student during their induction to the program.

- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
- Developing an individual training plan for each student during the initial stages of a qualification.

Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers/staff including their telephone and email contact details.
- One on one support from JTI qualified trainers
- Telephone training support from JTI qualified trainers
- Classes (Face to Face support), online support classes, email support as well as recorded classes. A range of short course training programs that may be complementary to full qualification courses.
- Online support and simulations for some courses.
- Computer and technology support.
- Referral to external support services.

Student Support

To protect the welfare of students and to ensure students have positive living, studying and working experiences, JTI:

- Does not permit or require students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Students will be notified where exemptions have been provided.
- Does not permit or require full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self-paced or online studies), unless there is a reasonable course-related reason to do so, for example, students on work placement in Aged care facilities may start shifts at 7.00am due to the nature of the industry and may be asked to attend shifts that finish at 10.00pm. If a student has any issues with these times, they are to contact the JTI Work Placement Coordinator immediately.

Additional Support Services

JTI recognises that all People learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- Disability and access issues
- Language barriers
- Language, literacy and numeracy issues
- Any other issues that may affect their ability to achieve their training goals

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other individual regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss the issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available and options and choices for accessing a support network. The information provided will vary depending on the individual needs of the student. JTI has engaged the services of a qualified counsellor to assist any student that JTI staff are not able to deal with.

External Support Services

MELBOURNE

AMES (Adult Multicultural English Service)

AMES is the largest provider of English language and Settlement services in Victoria, in addition to being a major supplier of specialist employment and training services in Melbourne.

Dandenong: 03 87912401

Reading and Writing Hotline

Telephone: 1300 655 506

Website:

<http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide the student with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by People with a disability. They work with and on behalf of adults with a disability.

They provide individual advocacy, information and support to People with a disability via their network of advocates

located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Support to find temporary accommodation

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option.

Below are some Hotels, Motels and Backpackers:

1. Punthill Dandenong -4.5 stars

Corner Lonsdale St and Foster St, 157 - 163 Lonsdale St, Dandenong, VC, 3175 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

2. Comfort Inn Dandenong -3.5 stars

124 Princess Highway, Dandenong, VC, 3175 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

3. Ramada Encore Dandenong -4 stars

50-52 McCrae Street, Dandenong, VC, 3175 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

4. The Prince Mark Motor Inn -3 stars

4 Power Road, Doveton, 3177 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

5. Quest Dandenong Serviced Apartments-4 stars

2 6 James Street, Dandenong, 3175 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

6. Dandenong Motel -3 stars

147 Princes Highway, Dandenong, 3174 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

7. Best Western Sandown Heritage Motel-3 stars

433 Princes Highway, Noble Park, 3174 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

8. Chifley Doveton -4.5 stars

1 Doveton Avenue, Eumemmerring, VC, 3177 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

9. Quality Inn Baton Rouge-3.5 stars

1233 Stud Rd, Rowville, VC, 3178 Australia 1800 846 835 (Australia Toll Free) +61-3-9662-9326 (From abroad)

10. FORMULE1 Dandenong hotel

185-193, Princess Highway, Dandenong, VIC 3175, Australia

10. Melbourne Central YHA

Address:	562 Flinders St Melbourne,
State:	VIC, 3000
Email:	melbcentral@yha.com.au
Phone:	(+613) 9621 2523

11. United Backpackers Melbourne

250 Flinders St, Melbourne, Victoria 3000, Australia

Additional links to find accommodation:

Homestay Network

Easy Roommate

Realestate.com

<https://flatmates.com.au/student-accommodation/melbourne>

<https://urbanest.com.au/melbourne/>

Link for Fair work:

<https://www.fairwork.gov.au/>



Social and Cultural

www.jti.edu.au

City Campus CRICOS No. 03373B

Adjusting to Life in Australia

Students may experience many different feelings when embarking on an overseas adventure. Leaving your home country and coming to Australia to start University is both exciting and challenging. The International services have prepared important information about "Culture Fatigue" that may help you to understand these feelings, and to realize that they are common emotions for international students.

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

Finally, relax and enjoy the journey!

(Source: Macquarie University)

The Aussie Experience – see Australia while you're here!

When holiday time comes around, it's also easy to hop on a train, plane or bus and see many of the other wonders of Victoria and Australia. Melbourne has the Yarra Valley right on its doorstep – fine vineyards and country cottages that offer luxury accommodation and great activities such as bushwalking and horse riding. The Island of Tasmania is an overnight journey by ferry across the Bass Strait, or a short plane trip. And you can easily travel to any of Australia's other famous landmarks such as the Whitsunday Islands (Queensland), Bondi Beach in Sydney (New South Wales), Ayers Rock/Uluru (Northern Territory), and more!

SNIPPET ABOUT AUSTRALIA

Australia is both a country and a continent. It is officially the Commonwealth of Australia that comprises the mainland of the Australian continent, the island of Tasmania, and numerous smaller islands. It is regarded as the 6th largest country by total area. IT is surrounded by its neighbouring countries such as Indonesia, East Timor and Papua New Guinea to the north; the Solomon Islands,

Vanuatu and New Caledonia to the north-east; and New Zealand to the south-east.

Australia is one of the highly developed and wealthiest countries in the world. As a fact, it is the world's 12th largest economy and 5th highest per capita income. Australia is the 2nd highest human development index globally. It ranks remarkably in many international appraisals of national performance, such as the quality of life, health, education, economic freedom, and the protection of civil liberties and political rights.

Australia is a land of contrasts and diversity. Its landscape ranges from desert and bush land in the central areas, to rainforest in the North, to snowfields in the South East. Australia's nearest neighbour is Papua New Guinea, 200km north. Australia lies 1920km west of New Zealand, and 2000km to the north of Antarctica.

(The following information is based on data from the [Australian Bureau of Statistics](https://www.abs.gov.au))

Some facts on Australians you may not be aware of...

- About one in four Australians were born in another country
- Roughly one in four Australians have one or both parents born overseas
- Aboriginal and Torres Strait Islander people make up approximately 2% of the population
- Approximately 17% of Australians speak a language other than English at home
- There are 170 Aboriginal and Torres Strait Islander languages
- There are more than 100 different ethnic groups
- Approximately 70% of 'Aussies' live in one of the eight major cities.

AUSTRALIA ICONS

Coat of Arms: Australia's coat of arms was granted in 1912 by King George V. It consists of a shield composed of six parts, each containing one of the state badges. The shield is supported by two Australian animals, the kangaroo and the emu. Not only are these two animals typically Australian, but they are unique in another way: they are physically not able to walk backwards, signifying Australia as a forward-moving, forward-thinking nation!



Flag: Australia's flag was proclaimed the national flag in 1951. It features: the Union Jack in the upper corner, reflecting Australia's historic links to the British Commonwealth; the five-starred Southern Cross, a constellation visible in Australia's night skies; and the seven-pointed Commonwealth star, representing Australia's states and territories.



Floral Emblem: Australia's floral emblem is the



golden wattle.



National Animal Emblem: Australia's national animal emblem is the kangaroo.



HISTORY

The Aboriginal people of Australia have lived on this land for over 60 000 years. They do not have 'one' culture or history; before colonization, more than 600 tribes inhabited, travelled, fought and traded here. Dreamtime stories, cave paintings and etchings reveal cultures remarkable in their complexity and richness. Subsistence was based on hunting, fishing and seed gathering.

The colonization of Australia by Anglo-Saxon settlers officially began in 1788. Anglo settlers included a mix of British and Irish convicts, British military guards, and free settlers.

The presence of Anglo settlers in Australia from this date has impacted greatly on the lives of the Aboriginal population.

Australia's identity and population makeup has developed throughout the twentieth century, influenced by two world wars, the British Commonwealth, and its emerging Asia-Pacific and global partnerships and responsibilities. Non-indigenous Australian culture was originally British-influenced, but is now one of the most ethnically diverse cultures in the world.

GOVERNMENT

Head of State: H.R.H. Queen Elizabeth II (British monarch and Queen of Australia), represented in Australia by the Governor General.

Head of Government: Prime Minister, as leader of the party or coalition of parties holding a majority in federal parliament.

Composition: Australia is a federation of six states with two internal federal territories (Australian Capital Territory and Northern Territory).

Australia uses a three-tier system of government:

Federal Government: Australia's federal parliament is based on the British Westminster system with a prime minister and cabinet (inner council). It is responsible for matters of national interest, including: defense, external affairs foreign trade, treasury, communications, immigration, etc. Federal government comprises two houses - the House of Representatives (lower house) and the Senate (upper house, or house of review).

State Government: Administration areas including education, health, law enforcement etc.

Each state has a Premier who leads the party majority in state parliament.

Local Government: Responsible for their local areas (for town planning, parks etc.). The mayor is the leader of a local government.

Voting: Voting is compulsory for all registered Australian citizens over 18 years. Voting is by secret ballot, and Australians commonly have a number of different individuals and political parties to vote for. Voting systems vary between states, and between houses of parliament.

CULTURE

Australia is a product of a unique blend of established traditions and new influences. The country's original inhabitants, the Aboriginal and Torres Strait Islander peoples, are the custodians of one of the world's oldest continuing cultural traditions. They have been living in Australia for at least 40,000 years and possibly up to 60,000 years. Today Australia has a population of nearly 23 million people. Many of the people who have come to Australia since 1945 were motivated by a commitment to family, or a desire to escape poverty, war or persecution. The first waves of migrants and refugees came mostly from Europe. Subsequent waves have come from the Asia-Pacific region, the Middle East and Africa.

Migrants have enriched almost every aspect of Australian life, from business to the arts, from cooking to comedy and from science to sport. They, in turn, have adapted to Australia's tolerant, informal and broadly egalitarian society.

Customs

Australia is a young and diverse nation and Australian people come from many different cultural backgrounds. As you settle in and make friends you will find that there is no such thing as a 'typical' Australian. You will encounter a wide range of social customs, habits and perspectives on life that may be new and different from what you have experienced before. This section may help you to prepare for some of these new experiences.

Greetings

Australia is a relaxed, informal society. When greeting others in most situations, students and young people say 'Hello' or 'Hi'. Sometimes they will say 'How's it going?' or 'G'day'. In more formal situations they usually shake hands the first time they meet. 'Good morning', 'Good afternoon' or 'Pleased to meet you' are formal greetings.

When you say goodbye to someone informally, 'See you later' or 'See you around' are common. In a more formal situation you could say: 'It was a pleasure to meet you' or 'It was nice to meet you'. First names are used more frequently in Australia than in some other countries. Australians will often greet their friends and even people they don't know (both male and female) with 'Hey mate' or 'How's it

going guys'. An Australian may encourage you to use their given name (eg: "Call me Susan"), in which case you will not need to continue to use their formal title. Often, Australian academics will encourage you to use their given name. The use of 'nicknames' (or pet names) is very common. A nickname is usually used among friends, and is a sign of acceptance and friendship.

The formal title or family name is usually only used in formal situations, when meeting someone for the first time, or when speaking to someone like a professor, medical doctor, politician or VIP. Titles such as Mr, Mrs, Ms or Dr are used with the surname or family name (eg, Graham Williams is Mr Williams).

In Australia it is customary to look someone in the eye when you are talking to him/her. It is not insulting to do this, but instead reflects that you are sincere and interested in what is being said. Australians will make direct eye contact with everyone, whether the person is an equal or of different status or social position. Children are taught to look directly at adults. In Australia, it is not considered insulting if someone gives you something with his or her left hand.

Conversation

English is Australia's national language.

One problem commonly faced by students new to Australia is the use of slang. Slang is used unconsciously by many Australians and can sometimes sound like a completely new language. Here are some common examples and their translations:

If someone says to you: "G'day mate, how you going?" they are actually using a common greeting and asking after your welfare - although they may not expect an answer. It's more like a friendly remark.

Australians also have a tendency to run words together. You may also find that Australians speak quickly and abbreviate or shorten words. For example, 'University' becomes 'uni,' 'breakfast' becomes 'brekkie,' 'tutorial' becomes 'tute.'

You may find the Australian pronunciation of many familiar English words is quite different from what you are used to or expect - don't worry, with time the language will become more familiar, and listening and speaking will become easier. If you don't understand what people are saying, please ask them to explain - they won't mind.

If you think you might be missing significant information in lectures, make sure you seek help. If you require assistance speak with your lecturers, tutors or an International Student Advisor.

Unlike some cultures, Australians are often very direct and open in their speech and mannerisms. While some students may feel at first uncomfortable, it is important to understand that

Australians are not deliberately trying to be offensive.

Humour

Australians are renowned for having a 'dry' or 'laconic' sense of humour. The distinctive Australian sense of humour often involves light-hearted teasing, sometimes called 'rubbishing' or 'stirring'. Humour is also centered on people who give the impression that they consider themselves superior, or who are different. You may find people will joke about your accent, clothes or habits. In the majority of cases you should not take offence at this teasing, but see it as a form of acceptance.

Don't necessarily expect to understand Australian humour immediately. As your knowledge of the language and culture improves, you will find you are increasingly able to join in the laughter!

Social Invitations:

If you receive a formal written invitation that is accompanied by the letters RSVP you are being requested to make a prompt response, either by accepting or declining the invitation.

If a person offers to 'take' or 'shout' you to a drink or meal, they will pay for it.

If you are asked to 'join' or 'go with' someone or a group of people for a meal or to attend an entertainment venue, this suggests that you will be expected to pay for your own expenses.

If you are invited to a home for a meal you should ask if you can bring something with you. This will usually be something simple like a bottle of soft drink or a plate of food. Most young people's parties will be BYO (bring your own) which means everyone brings what they would like to drink or eat.

Barbecues are popular meals in Australia, especially in summer.

Occasionally you may be asked to a social gathering where you are asked to 'bring a plate'. This means a plate of food for others to share, not an empty plate!

If you have special reasons for not eating particular types of food, let your hosts know, so that they can make special arrangements for you.

It is not necessary to take a gift if you only go for dinner or a short stay - but do so if you wish to. If you are invited to join a celebration such as a birthday or for Christmas, take a small gift or a bunch of flowers.

An extra tip about food in Australia: Don't confuse Vegemite (a yeast-based spread) with chocolate - the tastes are VERY different. Be sure to sample an Australian favorite chocolate biscuit, Tim Tams.

General Behaviour

In most urban areas it is an offence to make loud noise after 11.00pm. Try not to telephone Australians before 9.00am or after 9.30pm unless it

is unavoidable. Always be punctual to all types of appointments.

If you have to cancel an appointment or will be late, it is courteous to call and explain to the person waiting for you.

Smoking is not permitted in public transport, government offices, restaurants and many shopping centre's. If you want to smoke, you will usually have to go outside. Also do not assume that it is acceptable to smoke in someone else's house or car - always ask first.

Bargaining and Tipping

Bargaining is not practiced in Australian shops and shopping centres. The prices marked are generally the prices at which products are sold.

Bargaining is often acceptable when purchasing second hand goods, particularly at 'garage sales' or through classified advertisements in the daily newspaper.

Tipping is not a general practice. Australians receive award wages that are not reduced to take into account any tips that may be received. Australians will generally only leave a tip in a good restaurant, when they have received very good service.

Taxis in Australia will not expect a tip, though it is common to leave small change, or to 'round up' the fare for the Taxi driver. It is important NOT to offer to tip a public official in Australia, including police officers or any Government employees. It is against the law, and may be considered as an attempt to bribe a person.

Dress

Australians tend to dress casually in almost all situations. Students in particular will wear jeans, t-shirts, shorts and other casual clothes. There are very few occasions when you will need to wear formal clothes.

If you receive an invitation to a more formal occasion the mode of dress will often be indicated on the invitation. If you are unsure of how to dress in a particular situation ask either your host or friends what they would consider appropriate.

SHARED VALUES

The defining feature of today's Australia is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life.

At the same time, everyone is expected to uphold the principles and shared values that support Australia's way of life. These include:

- respect for equal worth, dignity and freedom of the individual
- freedom of speech and association

- freedom of religion and a secular government
- support for parliamentary democracy and the rule of law
- equality under the law
- equality of men and women
- equality of opportunity
- peacefulness
- a spirit of egalitarianism that embraces tolerance, mutual respect, and compassion for those in need. Australia also holds firmly to the belief that no one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief.

Public Holidays & Special Celebrations

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is one of the best in the world. **January 1** is a public holiday.

Australia Day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a

longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

Easter Traditions

- **Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however, in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday; however stores start stocking Easter treats well before the Easter holiday period.

- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter

seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "TWO-UP". A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

Labour Day

Labour Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labour Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

Queen's Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different

dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the “race that stops a Nation” due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory “Cup Day Breakfast”, lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a “Cup Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.

Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in

Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race:** the “Sydney-to-Hobart” is Australia's most prestigious yachting race and on the calendar of international yacht racing and begins 26 December in beautiful Sydney Harbour. (Source:

Australian Government – Culture and Recreation Portal



Returning Home

www.jti.edu.au

City Campus CRICOS No. 03373B

You may be surprised to learn that students can suffer another culture shock when they return to their own country. For some people, readjusting to life back home can be even more challenging than when they first tried to settle into life in Australia. The reasons you may have problems re-adjusting when you return home include:

- you have changed during your stay here, while the people and customs at home may have remained the same
- your friends and family may want you to be exactly as you were
- you may have difficulty accepting the “rules” at home now that you have become accustomed to a new lifestyle
- stereotyped male and female roles may present a challenge to you
- your old social network may have changed during your long stay overseas
- new mannerisms and ways of expressing yourself may be misinterpreted by others
- you might worry that your education is irrelevant to your home situation
- you may not be able to find employment in your chosen field
- you may not be able to communicate what you learned overseas because of resistance to change from colleagues
- being perceived as a threat by supervisors and fellow workers
- there might be changes in political conditions or national policies

Although you may not be able to prevent some of these situations occurring, research has shown that students who are prepared and informed about what to expect when they return home, can reduce some of the stress and confusion associated with those experiences.

Here are some suggestions to help you prepare for your return home:

- think about your arrival in Australia: recall one positive impression and one negative impression
- think about ways in which you have changed since you arrived in Australia
- what are your hopes for yourself when you return to your home country?

- what are your fears and apprehensions about going home?
- in what way do you think changes in yourself may impact on your relationship with your family, your friends, your professional relationships?
- organise the practical details of your departure and return home by using the following checklist of 'things to do'
- be prepared for a period of adjustment when you arrive home
- be patient, be flexible and keep your sense of humour
- be sensitive to other people's feelings
- try to keep in contact with other students who have returned home so that you have someone to talk to about your experiences
- remember that you are skilled in cultural adjustment – you demonstrated it by adapting to life in Australia
- be gentle in your expectations of yourself and others during this re-entry period.

(Source: University of Wollongong)

Education Services for Overseas Students Act 2000 (ESOS)

Australia has a reputation as a safe, progressive and dynamic place to study, and we maintain this reputation by providing quality education and consumer protection specifically developed for overseas students.

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act and the National Code 2018.

The Education Services for Overseas Students (ESOS) Act and associated legislation are the legal framework governing the responsibility of education institutions towards overseas students.

The ESOS laws benefit two groups:

- They protect overseas students coming to Australia on student visas. They do not cover overseas students on other kinds of visas, nor do they cover students studying at Australian institutions based in other countries.
- They set out clear roles and responsibilities for education institutions wanting to teach overseas students.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course - including its location - match the information on CRICOS.

Your right

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider (JTI) and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated if your provider is unable to teach your course.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. Visit the TPS for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you

study and what support is available if you are not progressing well

- if attendance will be monitored for your course
- A complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider (JTI)
- inform your provider (JTI) if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy,
- seek permission from JTI if you wish to transfer to another institution before you have completed six months of the principal course of study,

Who?	Why?	How?
Your Provider	For policies and procedures that affect you	<ul style="list-style-type: none"> ➤ Speak with your provider ➤ Go to your provider's website
Department of Education (DOE)	For your ESOS rights and responsibilities	<p>https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx</p> <ul style="list-style-type: none"> ➤ ESOS Helpline +61 6240 5069
Department of Home Affairs (DHA)	For visa matters	<ul style="list-style-type: none"> ➤ https://www.homeaffairs.gov.au/ ➤ Phone 131 881 in Australia ➤ Contact the DHA office in your country

**RETURNING HOME CHECKLIST FOR INTERNATIONAL STUDENTS**

When	What	Task	Tick Box
Start planning early	Graduation	Apply to graduate the semester before your final semester	<input type="checkbox"/>
	Visitors' visa	If your visa expires before your graduation ceremony in Australia, apply for a visitor's visa	<input type="checkbox"/>
	Transcript	If you need a copy before graduation, buy a transcript using WES or from a student service centre	<input type="checkbox"/>
	Passport	Ensure your passport and visa are valid. Have the right visas if stopping over in other countries	<input type="checkbox"/>
	Flights	Book your flight home and confirm travel arrangements	<input type="checkbox"/>
	Packing	Allow 6 weeks to sort through and pack your belongings	<input type="checkbox"/>
	Tax	If you have earned an income and paid tax, lodge a tax return	<input type="checkbox"/>
	Children	Notify the school or childcare centre when you are leaving	<input type="checkbox"/>
	Pets	Organise to take pets with you or give them away to a good home	<input type="checkbox"/>
	Renting	Notify your landlord or estate agent in writing at least 4 weeks before you plan to move out of your house/flat	<input type="checkbox"/>
About a month	Freight/shipping	Check freight costs and organise how to send your things home	<input type="checkbox"/>
		Check customs and quarantine rules to see what you can take home	<input type="checkbox"/>
	Fees	Submit any outstanding Overseas. Student Health Cover (OSHC) claims or apply for a refund	<input type="checkbox"/>
	Postgraduate research students	Organise how thesis corrections and binding will be handled	<input type="checkbox"/>
	Telephone	Ask your phone company to disconnect your phone at least a week before departure so you can pay any debt or receive a refund before you leave	<input type="checkbox"/>
	Renting	Book professional cleaners or hire carpet-cleaning equipment to clean your rented property	<input type="checkbox"/>
		Organise the landlord or estate agent to inspect the house/flat before you return the keys. Request the return of your bond	<input type="checkbox"/>
		Arrange to have the phone, gas, water and electricity disconnected. Pay all outstanding bills	<input type="checkbox"/>
Last few days	Contact details	Update JTI with your overseas address, contact number, email.	<input type="checkbox"/>
	Mail	Ask the post office to forward your mail. Fee applies	<input type="checkbox"/>
	Keep in touch	Register your details with the International Department	<input type="checkbox"/>
	Bank accounts	Close your bank accounts. Make sure all bank payments are settled.	<input type="checkbox"/>
	Borrowed items	Return borrowed items (eg. Library books, videos, household items, etc)	<input type="checkbox"/>
	Goodbyes	Make time to say goodbye to friends and JTI staff	<input type="checkbox"/>

CITY CAMPUS (Head office)

Melbourne Campus:

Physical address: Level 4, 259 Collins Street, Melbourne, VIC 3000

Email address: contact@jti.edu.au

Telephone Number: 03 9055 5007

Dandenong Campus

Physical address: Level 3/ 237 Lonsdale Street Dandenong Vic 3175

Email address: info@jti.edu.au

Telephone Number: (03) 9212 3535

WELCOME TO JTI!

Always lifting you to the next level.

JTI Main Contact Details:

The International team is committed to guiding and supporting you through your time at JTI. Some members of the International team are permanently located at the Dandenong Campus and can be contacted at any time within the working hours.

The international office is open Monday to Friday from 9am to 5pm.

(03) 9055 5007/ (03) 9212 3535

IMPORTANT INFORMATION AND EMERGENCY CONTACT:

JTI Main Contact Details:

Level 4,259 Collins Street Melbourne VIC 3000 Australia

Tel: +61392123535 | +61390555007

Email: contact@jti.edu.au

Website: www.jti.edu.au

(Orientation and study of all international Students will be conducted at all locations with International students)

After-hours Service

When campuses are closed, JTI international students can call the BUPA after-hours telephone **hotline** which will be given to you upon getting the overseas health cover from BUPA Health Cover (OSHC). Sometimes your question can be resolved over the phone or you can [make an enquiry](#) on JTI website or email international@jti.edu.au for assistance. Also, you can contact any of our **ISST** members in case of an emergency on the given numbers.

Calling Emergency Services: DIAL 000

Position	Name	Contact No.
Student Support Officers	Tabby & Maria (City Campus)	03 9055 5007
Enrolment Manager/ Admin & Student Support Officer	Nyree Dawn (Dandenong)	+61434378860 / 03 9212 3535
Operations Manager	Sumita Bagchi	+61392123535/ 03 9055 5007
CEO	Lovleen Chawla	03 9055 5007/ 0424 819 117

There are a few Student support officers. Call any JTI campus and ask to talk to one.



In Australia dial **000** from any phone for **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need, tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which

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

City Campus:

Level 4, 259 Collins Street, Melbourne, VIC 3000
Tel: 03 9005 5007

Emergency Telephone Numbers:

POLICE, EMERGENCY AMBULANCE, FIRE BRIGADE	000
LIFELINE COUNSELLING	13 11 14
AUSTRALIAN HEALTH MANAGEMENT 24-HOUR EMERGENCY HELP	1800 006 745
VICTIMS OF CRIME HELPLINE	1800 819 817
INTERNATIONAL STUDENT CARE SERVICE (ISCS) FOR VICTORIA STUDENTS	1800 056 449



BEFORE LEAVING HOME CHECKLIST

Passport
Student VISA
Make contact with JTI
Arrange for immunisations and medications from your doctor
Apply for a credit card and/or arrange sufficient funds
Confirm overseas access to your funds with your bank
Make travel arrangements
Arrange travel insurance
Advise institution of travel details
Arrange transport from airport to accommodation
Pack bags being sure to include the following:
Name and contact details of an institution representative
Enough currency for taxis, buses, phone calls etc. in the event of an emergency
Important documents:
THIS HANDBOOK!
Passport
Letter of offer
eCoE
Certified copies of qualifications & certificates
Travel insurance policy
ID cards, drivers licence, birth certificate (or copy)

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Health and Medicine

You are advised to have medical, optical and dental check-ups before you leave home. Remember, Overseas Student Health Cover (OSHC) does not include dental and optical services and such costs can be quite high. You may like to bring spare eye glasses or contact lenses with you. If you have a pre-existing medical condition or are taking medication, have a letter or prescription from your doctor describing these using the generic drug name. You will need to declare all drugs and medicines including prescription medications, alternative, herbal and traditional medicines, vitamin and mineral preparation formulas to Customs when you enter Australia. It is important that you keep all medicines in their original prescription packaging.

Other useful information

Australian Education International, an Australian Government agency, publishes a very useful pre-departure guide for international students coming to Australia. While it is written primarily for North American students, it is a very useful introduction to studying in Australia for all international students. View it online at www.studyinaustralia.gov.au/en/Living-in-Australia



Checklist on Arrival

Have you:

- Contacted your family to let them know that you have arrived safely?
- Finalised your long-term accommodation?
- Organise insurance?
- Opened a bank account?
- Obtained a tax file number?
- Ordered your OSHC membership card?
- Explored public transport options in your area?
- Found your local supermarket, doctor's surgery, chemist and shopping centre?
- Organised furniture and whitegoods for your home (if required)?
- Mad arrangements for your children?

Have you:

- Completed your enrolment?
- Attended Orientation?
- Updated your residential address with International Student Coordinator (ISC)
- Explored and familiarised yourself with the campus?
- Found a place of worship?
- Familiarised yourself with the emergency numbers?

DEFINITIONS

Acknowledgement of policy means that the student or prospective student has been provided a copy of the fees, charges and refund policy and acknowledges and agrees to the terms and conditions of the fees, charges and refund policy on signing the student acceptance agreement

Amendments to policy means that JTI reserves the right to amend this policy at any time, the amendments will be for the purpose of continuous improvement of RTO operations and will not affect the student in any way, shape or form

CEO approval means that the CEO is the only person authorised to approve transfers out of the pre-paid tuition fees account (unless delegated)

Confirmed place is contingent upon the student completing student enrolment application, supplying requested documentation (must be certified copies of originals), acknowledging acceptance of offer, completion of and signing the student acceptance agreement for final approval and paying initial fees & subsequent fees as detailed in the student acceptance agreement and letter of offer.

Course means a course of education or training, as detailed in the Letter of Offer

Designated initial pre-paid fees account, this is the Approved Deposit Taking Institute account (Pre-paid ADI account) that we deposit all pre-paid tuition fees, and this is a holding account

Default of Provider means that the registered provider has defaulted in relation to an overseas student or intending overseas student and a course at a location if **either** of the following has occurred:

- (i) The provider fails to start to provide the course to the student at the location on the agreed starting day;
- (ii) The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and the student has not withdrawn before the default day. (Refer to provider default Section 46A)

The exception to the rule is detailed in ESOS Act Section 47A(1)(c)

Default of Student means that the overseas student or intending overseas student has defaulted in relation to a course at a location if:

- (a) The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- (b) The student withdraws from the course at the location (either before or after the agreed starting day); or
- (c) The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (ii) The student breached a condition of his or her student visa;
 - (iii) Misbehaviour by the student.

(Refer student default Section 47A)

For an exception to paragraph (a), see ESOS Act Section 47A (2)

For an exception to subparagraph (c) (iii), see ESOS Act Section 47A (3).

A student also defaults if they have been **refused a student visa**; and the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:

- the student's failure to start the course at the location on the agreed starting day;
- the student's withdrawal from the course at that location;
- The student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location. (refer ESOS Act Section 47D (5))

Default notification inclusions means the notification will include the following details:

- The circumstances of the default;
- The details of the student(s) in relation to whom the provider has defaulted;
- Advice as to:
 - Whether the provider intends to discharge its obligations to those students under section 46D; and
 - (If appropriate) how the provider intends to discharge those obligations.

The provider must also notify, in writing, the secretary and TPS director of the default and the students in relation to whom the provider has defaulted.

This section continues to apply to a provider if the provider ceases to be a registered provider. (Refer to Section 46B)

DHA Department of Home affairs

DOE Department of Education

Discharge of obligations outcome notifications means that the defaulting provider will notify the Secretary and the TPS Director (via PRISMS) **within 7 days** after the end of the provider obligation period (refer Section 46F). The notice must include the following:

- Whether the provider discharged its obligations to the students in accordance with section 46D;
- If the provider arranged alternative courses:
- Details of the students the provider arranged alternative courses for; and
- Details of the courses arranged; and

- Evidence of each student's acceptance of an offer of a place in an alternative course;
- If the provider provided refunds:
- Details of the students the provider provided refunds to;
- Details of the amounts of the refunds provided.

This section continues to apply to a provider if the provider ceases to be a registered provider.

eCoE means the electronic Confirmation of Enrolment. This is the only accepted evidence of enrolment for processing [Australian student visa](#) applications. The CoE is needed to apply for a student visa.

Enrolment fee means the fee that covers the cost of processing the application of prospective students – this fee is paid in advance of commencement of course and is not refundable.

Funds release means that funds will be removed from the pre-paid tuition fees account after the student has commenced course, or a refund is requested and approved, or by law.

Letter of Offer means the document offering a place at JTI and also sets all the fees applicable to stated course.

No Refund means that the circumstances warrant that **no refund** will be paid to the student.

Notification of provider default means that the registered provider must give notices in accordance with this section if the provider defaults in relation to one or more overseas students or intending overseas students and a course at a location. The provider must notify, in writing, the Secretary and the TPS Director (via PRISMS) of the default **within 3 business days of the default occurring**. (Refer to Section 46 of the Act)

Notification of student default means that the provider must notify in writing, the Secretary and the TPS Director (via PRISMS) of the default **within 5 business days of default occurring**. (Refer to Section 47 of the Act). This section continues to apply to a provider if the provider ceases to be a registered provider.

Obligations on registered provider's means where the provider has defaulted in relation to an overseas student or intending overseas student and a course at a location. The provider must discharge its obligations to the student, in accordance with Section 46D subsection (3), within the period (the provider obligation period) of **14 days after the default day**.

The provider discharges its obligations to the student if:

- Both of the following apply:
 - The provider arranges for the student to be offered a place in a course in accordance with subsection (4) (at the providers expense);
 - The student accepts the offer in writing; or
- The provider provides a refund in accordance with subsection (6) (unspent pre-paid fees).

OSHC means Overseas Student Health Cover

OSTF means Overseas Students Tuition Fund.

Other fees means any additional fees excluding Enrolment fee, Tuition fees. All fees will be detailed fully in the Letter of Offer.

Pre-paid fees means tuition fees received by a registered provider in respect of an overseas student or intending overseas student, in relation to a study period for a course to be provided by the provider, before the student begins the study period.

Recognition of Prior Learning means the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system, and the process of mapping prior knowledge and experience against the unit of competency in which student wishes to enrol.

Refund means the refund payable to the student, which may be a part or full refund depending on the circumstances.

Semester is two study periods. There are two semesters in a year which include four study periods.

Study period means the study period for the course set out in our written agreement. The written agreement will also detail the holiday period which is not included in the study period.

Sufficient funds mean that at all times we will ensure there are sufficient funds in the Pre-paid ADI account to repay all tuition fees of non-commenced students.

Tuition fees means fees directly related to provision of a course. Tuition fees do not apply to OSHC or other similar costs not directly related to the provision of the course. (For more information refer definitions in ESOS Act 2000 below) Note: The initial pre-paid fees account will not be used to pay other debts.

Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. In the case of provider or student default, and in the unlikely event that we are unable to discharge our obligations to those students affected by the end of the provider obligation period, the Secretary and TPS Director will be contacted in writing. The TPS Director must provide the student with options for suitable alternative courses (if any such courses are available) or provide a refund for unexpended tuition fees – the TPS director will use a legislative instrument to calculate the unspent portion of pre-paid fees.

Unexpended tuition fees where the Provider has defaulted, means the tuition fees for a study period that has been paid for but not delivered by JTI.

Written agreement means that the provider must enter into a written agreement with each overseas student or intending overseas student that:

- Sets out the refund requirements that apply if the student defaults in relation to a course at a location; and
- Meets the requirements (if any) set out in the national code. (Refer Section 47B).

Please Note: Some of the above definitions are taken from the ESOS Act 2000. They are current at time of writing this document.

[Note: JTI must ensure they review applicable legislation and regulatory requirements to maintain currency with requirements]

'Course Credit' is defined by the National Code 2018 as follows:

Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.

'Recognition of Prior Learning' (RPL)

The acknowledgment of skills and knowledge that have been gained through training, work, or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the units of competency (elements and performance criteria) as described in the relevant endorsed Training Package. To support this type of application evidence of where and how the skills were obtained are required i.e. a certificate where the codes do not match but are of similar skills and knowledge would require an ability to assess the learning outcomes against the learning outcomes of the current course.

'Credit Transfer' (CT)

The granting of exemption or credit by a Registered Training Organisation (RTO) to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit.

'Cancel enrolment' means to cancel the student's enrolment

'CoE' means Confirmation of Enrolment which is a document, provided electronically, issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider

'Compassionate or compelling circumstances' are reasons why a student's enrolment status may be changed. These are generally those situations beyond the control of the student. The following are examples of compassionate or compelling circumstances:

- Unavailability of units in the enrolled course
- Inability to commence study on commencement date due to student visa delay
- Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class)
- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)
- A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)
- A major political upheaval in the student's home country which requires emergency travel that will effect student studies
- A natural disaster in the students home country which requires emergency travel that will effect student studies

'Defer studies' means to defer commencement of studies

'DOE' Department of Education

'DHA' Department of Home Affairs

'Extenuating circumstances' means circumstances relating to the welfare of the student which may include, but are not limited to the following, the student:

- Threats of violence against staff or students or others
- Sexual assault against staff or students or others
- Being under the influence of drugs or alcohol to the point which creates an unsafe environment for staff or students or others and oneself
- Refuses to maintain approved care arrangements (only for students under 18 years of age)
- Is missing
- Is deceased
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence
- Other actions deemed unsuitable by the CEO.

'Misbehaviour' means circumstances relating to the actions of the student which may include, but are not limited to the following; these are grounds for suspension or cancellation of enrolment:

- Violence against staff or students or others
- Psychological issues with student which lead us to fear for safety of student and staff
- Sexual harassment against staff or students or others
- Racial discrimination, vilification or bullying
- Intimidating staff or students or others
- Defaming our college or staff or students or others
- Criminal actions or is a risk of committing a criminal offence

- Bringing our college into disrepute
- Cheating
- Plagiarism
- Refusing to work in a safe, clean, orderly manner
- Being under the influence of drugs or alcohol to the point which creates an unsafe environment for staff or students or others and oneself
- Smoking on college property
- Failure to pay fees when due
- Student did not re-enrol (student has inactively advised they will not be continuing studies)
- Failure to maintain appropriate class attendance levels
- Failure to maintain appropriate course progress levels
- Other actions deemed unsuitable by the CEO.

‘PRISMS’ means the Provider Registration and International Student Management System, which the RTO uses to notify DOE of changes (when a student’s enrolment is deferred, suspended or cancelled) to a student’s enrolment.

‘Suspend studies’ means to suspend studies, this may be requested by a student for compassionate or compelling circumstances. RTO may also choose to temporarily suspend a student’s enrolment if we deem the student’s behaviour to be unacceptable for an educational setting.

In Australia, the quality of your education is guaranteed. In fact, the wellbeing of all international students, the quality of their educational experience, and the provision of up-to-date and accurate information is protected by law – under the Education Services for Overseas Students (ESOS) Act 2000. On top of this, a national VET Regulator – [Australian Skills Quality Authority \(ASQA\)](#) – ensures the quality of our education to more than 1.2 million students – including some 230,000 international students involved in vocational education and training.

JTI Application Form:

Visit <http://www.jti.edu.au/cart/internationalform.php> for JTI International Student Application of Enrolment Form.