



**INTERNATIONAL
STUDENT HANDBOOK**



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WELCOME – JOIN THE GLOBAL EXPERIENCE!

At London College, we understand that flexibility is important to you and your learning requirements, and this is why our courses have multiple start dates throughout the year. Our intake of students varies across the different courses provided to ensure maximum exposure to your teachers and trainers and to allow stress-free access to the College and its facilities.



London College's philosophy is to tailor the delivery of classes to provide a secure, comfortable and engaging student environment that encourages discussion and openness. We may be considered a boutique learning institution in an industry increasingly cluttered with providers trying to deliver.

The small classes that are a feature of the College mean you will have personalised feedback from our industry-experienced teachers. This will help you stay on track with your studies and enable you to adjust your learning focus as required.

We look forward to welcoming you to Australia and London College.

Jack Zhou

CEO

London College

ABOUT US

London College provides courses in the areas of Business, Leadership and Marketing. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, London College is a wise choice for your learning and future.

We have been a Registered Training Provider for over 15 years and delivered our first programs in 2008.

London College is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: <https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training>

As well as offering VET courses, we also offer English language courses (also known as ELICOS courses) which help you to develop your English language skills for everyday life, including work and study. To read more about English courses and the types of English language courses, follow the link: <https://www.studyaustralia.gov.au/en/plan-your-studies/english-courses>

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Outcome Standards for RTOs, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and the ELICOS Standards 2018.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents (VET courses only) once you have been found competent and with certification for ELICOS courses too. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the 'Complaints and Appeals' section of this handbook for information on how to do so.

OUR LOCATION AND STUDENT SUPPORT CONTACT DETAILS

Brisbane Campus: Level 1 108 Margaret Street, Brisbane City QLD 4000

Phone: +61 7 3012 9492 +61 7 3012 9390

Email - Student support and enquiries: infobri@london.edu.au

How to get to us: We are centrally located in the Brisbane city CBD

Visit <https://translink.com.au/> for local transport information

Sydney Campus: Level 15, 233 Castlereagh Street, Sydney NSW 2000, Australia

Phone: +61 2 9211 1415 +61 2 9260 5001

Email - Student support and enquiries: infosyd@london.edu.au

How to get to us: We are centrally located in the Sydney city CBD

Visit <https://transportnsw.info/> for local transport information

Melbourne Campus: Level 3, 259-263 Collins Street, Melbourne, 3000 VIC Australia

Phone: +61 3 9635 3002

Email - Student support and enquiries: infomel@london.edu.au

How to get to us: We are centrally located in the Melbourne city CBD

Visit <https://www.ptv.vic.gov.au/> for local transport information

EMERGENCY CONTACT DETAILS

London College Main Contact Details

Emergency Contact: CEO, Mr Jack Zhou, Ph: 0478 115 969

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA) - Dial 131 881

Overseas Students Ombudsman – Dial 1300 362 072 or lodge a query of complaint on the website - <https://www.ombudsman.gov.au/complaints/international-student-complaints>

Local Hospitals:

Brisbane:

<https://healthengine.com.au/find/public-hospital/QLD/Brisbane>

Sydney:

<https://healthengine.com.au/find/public-hospital/NSW/Sydney>

Melbourne:

<https://healthengine.com.au/find/public-hospital/VIC/Melbourne>

Medical Services:

Appointments should be made for consultations with doctors. There may be a charge depending on student's Health Insurance. We recommend you use

<https://www.hotdoc.com> auto locate the nearest medical practitioner to you.

COURSES WE OFFER

London College offers the following courses to international students:

COURSES	PRISMS CODE	DURATION
<i>ELICOS - General English</i>	<i>CRICOS Course Code: 082023C</i>	<i>Duration: 4 – 48 weeks, depending on the level</i>
<i>BSB30120 Certificate III in Business</i>	<i>CRICOS Course Code: 110334G</i>	<i>Duration: 52 weeks including holiday breaks</i>
<i>BSB40120 Certificate IV in Business</i>	<i>CRICOS Course Code: 110335F</i>	<i>Duration: 52 weeks including holiday breaks</i>
<i>BSB50120 Diploma of Business</i>	<i>CRICOS Course Code: 110336E</i>	<i>Duration: 78 weeks including holiday breaks</i>
<i>BSB60120 Advanced Diploma of Business</i>	<i>CRICOS Course Code: 110337D</i>	<i>Duration: 104 weeks including holiday breaks</i>
<i>BSB50420 Diploma of Leadership and Management</i>	<i>CRICOS Course Code: 104199D</i>	<i>Duration: 52 weeks including holiday breaks</i>
<i>BSB60420 Advanced Diploma of Leadership and Management</i>	<i>CRICOS Course Code: 110338C</i>	<i>Duration: 104 weeks including holiday breaks</i>
<i>BSB40820 Certificate IV in Marketing and Communication</i>	<i>CRICOS Course Code: 111476G</i>	<i>Duration: 52 weeks including holiday breaks</i>
<i>BSB50620 Diploma of Marketing and Communication</i>	<i>CRICOS Course Code: 111477F</i>	<i>Duration: 78 weeks including holiday breaks</i>
<i>Advanced Diploma of Marketing and Communication (BSB60520)</i>	<i>CRICOS Course Code: 111478E</i>	<i>Duration: 104 weeks including holiday breaks</i>
<i>Graduate Diploma of Management (Learning) (BSB80120)</i>	<i>CRICOS Course Code: 110199J</i>	<i>Duration: 104 weeks including holiday breaks</i>

For full information about our courses including entry requirements visit our website:

<https://london.edu.au/courses/>

Find out more about our CRICOS courses on the Australian Government Department of Education CRICOS register -

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03000J>

VISAS AND CONDITIONS

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>



Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify us of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Please note that if you are only studying an ELICOS course with us, you do not need a USI.

EDUCATION AGENTS

London College uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: <https://london.edu.au/enrol/our-agents/>

SELECTION AND ENROLMENT

London College accepts applications from all students who meet the entry requirements published in the course information on our website; <https://london.edu.au/courses/>

London College does not accept enrolments of students younger than 18 years of age.

Recruitment to the College is carried out in an ethical manner, in accordance with Access and Equity principles. All enquiries for participation are provided with the College's Information Pack. Access to the courses is open to all applicants; subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is ongoing – where places are available – and we will do our best to accommodate your needs.

Once an international student has enrolled at the College, they cannot defer commencement of their studies or suspend their studies except on the grounds of illness, supported by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student. For example, because of a family bereavement.

Procedure

1. Student accesses information regarding the College on the internet including advice on how to access information on the College, fees structure, refund policy and enrolment procedures;
2. Student completes an international student's application form and collects other documents relevant to the application i.e. Certified evidence of English language level etc;
3. The Admission Officer assesses student's enrolment documents;
4. On receipt of tuition fee deposit and enrolment fee the student's information is entered in PRISMS and an Electronic Confirmation of Enrolment (CoE) is created;
5. Student is given an identification number and a database record is established;
6. Student organises health insurance; and
7. Student applies for visa at Australian Embassy in country of departure

The **Pre-enrolment Information** pack will provide you with an in-depth understanding of what our courses involve and also other essential information for overseas students about living, studying and working in Australia.

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the 'Fees and Refunds' section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

COURSE ORIENTATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting.
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session.
- Assistance in creating your USI if you have not done so already (VET students only).



WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT (VET STUDENTS)?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

WHAT CAN I EXPECT DURING TEACHING AND ASSESSMENT (ELICOS STUDENTS)?

ELICOS courses help international students to develop their English language skills for a variety of purposes and you can find out detailed information about the English language courses we offer in our course information brochures.

When you enrol in our ELICOS course you will complete an English Placement Test and be placed in a suitable level for your current English skills.

All of your learning will take place in the classroom and you will complete a range of theoretical and practical activities. You will also have access to a variety of multimedia resources to help you too. You are required to undertake a range of assessment activities dependent on the course you are undertaking and your teacher will explain these to you, as well as timing of the assessments and the criteria against which you will be assessed and the marks you must achieve.

If you pass the course, you will be awarded a certificate.

REASSESSMENT ARRANGEMENTS

RE-ASSESSMENT (VET STUDENTS)

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. To pass each unit you must be deemed as satisfactory in all tasks. To gain your qualification, you must achieve a result of competent for each unit.

RE-ASSESSMENT (ELICOS STUDENTS)

Arrangements for reassessment will be arranged with you directly with your teacher if, and as, necessary. To pass the course you must achieve a minimum grade of 60% in reading, writing, speaking and listening.

RE-ASSESSMENT (ALL STUDENTS)

You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the 'Fees and Refunds' information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the 'Fees and Refunds' section for more information.

We can't guarantee that you will be awarded your qualification or certificate as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers/teachers, and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training/teaching and a relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

ACADEMIC INTEGRITY

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.

London College expects that all content generated in the course of undertaking studies with us will be your own original work.

Any use of AI will be for assistive purposes only, not to create substantive content for assessment.

London College has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.

The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.

Usage of text directly from AI or LLMs is plagiarism and is treated as such.

London College provides students with further information about academic integrity during orientation and your trainer and assessor will also discuss this with you in class.

SUPPORT AND WELFARE

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues, including your overall wellbeing.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.



- Information about external sources of support.

You may not have studied for a while, may have English as a second language or need additional assistance. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our 'Important information about Australia' section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

ISSUING CERTIFICATES (VET STUDENTS)

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

REISSUING CERTIFICATION DOCUMENTS

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our 'Fees and Refunds' section for more information.

ISSUING CERTIFICATES (ELICOS STUDENTS)

Once you have successfully completed the course you are enrolled in and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a partial completion certificate within 30 days of withdrawal for the number of weeks you have completed. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law.

FEEDBACK

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You may also receive surveys from us from time to time. Please complete these and return as advised.

If you are a VET student, you will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). We hope you will complete this as it's an important way of us getting feedback.



IF YOUR DETAILS CHANGE...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

WHAT'S REQUIRED OF ME AS A STUDENT?

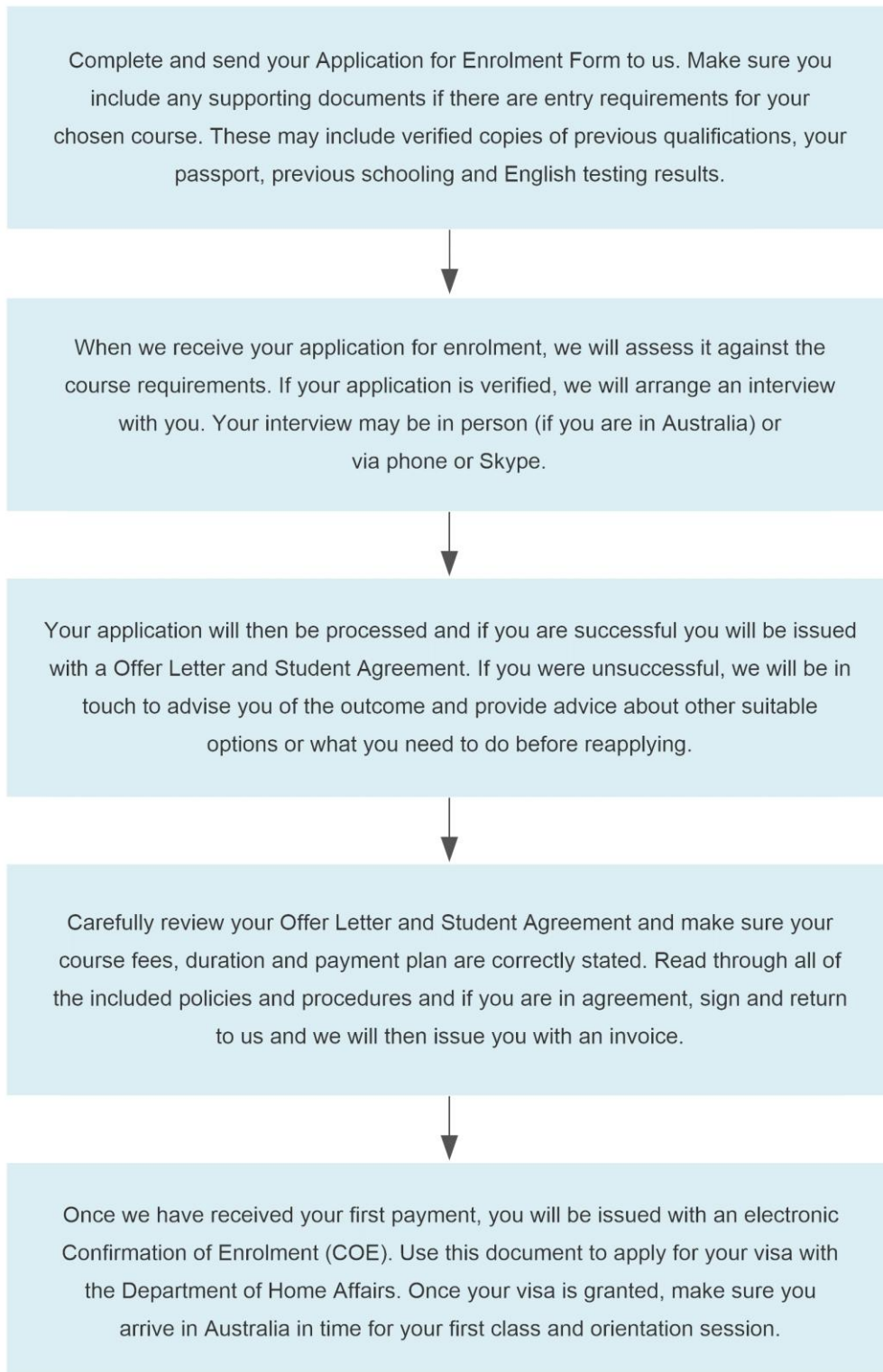
The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: <https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services/legal-rights-and-protections>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!

HOW CAN I APPLY?

The application process is outlined in the diagram below and please note if you are an ELICOS student you will also be required to complete an English Placement Test:



POLICIES AND PROCESSES

FEES, CHARGES AND REFUNDS

TERMS AND CONDITIONS

Fees & Charges

All fees are quoted in Australian dollars and are subject to change without notice. See the website for current information about course tuition fees, payment schedules and other fees and charges.

Payment Terms

An initial deposit is required at the time of enrolment for the enrolment fee and the course material fee. The enrolment fee is non-refundable.

Course tuition fee is collected on a quarterly basis each term in advance (after the commencement of the course). All term payments must be paid in full, 14 days in advance of the term commencing in order to maintain a valid enrolment.

Please note that our refund policy can be read in this International Student Handbook document. Our Letter of Offer document will also include all the important and essential information that you need to know before you make your final decision to enrol in any of our courses. We strongly advise our potential students to read carefully and understand it before they sign the Letter of Offer document.

Terms and Conditions

After the prospective student is offered a place in a course and signs London College Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and the College. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before term commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to London College.

Students may choose to pay more than 50 per cent of their tuition fees before their course commences. This is not required by the College.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into London College Student Fees Account. When the student commences their course, London College will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a London College course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise London College reserves the right to defer the student's start date until the next available course intake.

Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on London College's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that London College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

REFUNDS

Conditions

- All refund requests are conditional on the following:
 - The College must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
 - Any debts to the College must be paid in full or the outstanding amounts will be deducted from the refund.

Withdrawal from the course

- Where written notice of withdrawal is received by the College before the start date of the course, the College will refund the fees as per the table below less the non-refundable enrolment fee of \$250.

Notice of withdraw	Refund amount for any tuition fees paid for the first 3 months	Refund amount for tuition fees paid over for 3 months in advance
28 days or more prior to course commencement	80%	100%
Between 14 - 28 days prior to course commencement	70%	100%
Less than 14 days prior to course commencement	No refund	100%

- Refunds will be made available within 14 days (10 working days) of written notification being received by the College.

Special circumstances

- Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid less any administration fees will be refunded.

Refund procedure

- London College students must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documentations, such as (but is not limited to):
 - a letter from Department of Home Affairs advising of a rejection of the student visa application or a refusal to extend a student visa; or
 - proof of extenuating circumstances of a compassionate nature; or
 - an unconditional offer letter from another institution along with a Department of Home Affairs approved letter to transfer
- In case of London College default on the agreement, refunds will be made within 14 days of the default date.
- All other refunds will be made within 28 days (20 working days) of written notification from the student being received by the College. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian Dollars.

Payment of Refunds

- Payment of refunds to the applicant will be made in Australian dollars by a bank draft or telegraphic or electronic transfer (or other approved payment options).

Student's Rights to Appeal

- Any student who is refused a refund by the College may appeal within 14 days in writing to Student Administration.
- The College's appeal process does not circumscribe the student's right to pursue other legal remedies.

If the Australian Government refuses Visa Application

- If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the College.
- However, no refunds will be granted where:
 - An international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions; or
 - An international student, currently in Australia, has their student visa extension application refused by the Department of Home Affairs after the commencement of their studies, for not meeting visa requirements.

Provider default on delivery of qualification

- In an unlikely event that the College is unable to start or deliver the course (known as an College Default), students can choose to accept either:
 - a refund of the course fees, which will be issued to the student within 14 days; or
 - to be placed in an alternative course with the College or another provider.
- If the Student chooses placement in an alternative course, the student must sign a new written agreement to indicate the student accepted the placement.
- If the student chooses to receive a refund of the course fees, the College will calculate the unspent portion of the tuition fees paid to date (that is tuition fees the student has paid for but has not been delivered by the College). The refund will be paid within 14 days on which the course ceased to be provided.
- If the College is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

Reason for Refund	Notification Period	Refund	
Student's application for a student visa unsuccessful	Before semester commences	Full refund (less \$250 non-refundable enrolment fee) or less the amount specified under the student default provisions of the Commonwealth ESOS act and regulations (section 29(1b) and regulations 3.19(2))	
London College withdraws offer, fails to provide programme offered or terminates course (London College reserves the right to apply the provisions of the Commonwealth ESOS Act 2000)	Before Semester commences	If an alternative course is not available; Full refund of paid tuition fee, enrolment fee and materials fee	
	After Semester commences	Refund of unspent portion of tuition fees paid. No refund is granted for enrolment fee or materials fee.	
Student with a student visa withdraws (All withdrawals must be in writing; Agent must also be contacted by student and College)	Notice of withdraw	Refund amount for any tuition fees paid for the first 3 months	Refund amount for tuition fees paid over for 3 months in advance
	28 days or more prior to course commencement	80%	100%
	Between 14 - 28 days prior to course commencement	70%	100%
	Less than 14 days prior to course commencement	No refund	100%
If London College withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or London College policies and procedures.	Prior to course commencement	Full refund of tuition fees paid, and materials fees paid less any amount for materials already received. No refund of enrolment fee	
	After course has begun	No refund of the fees paid (students may apply for special consideration which will be assessed case by case)	
For onshore students, Visa extension/s not granted by Australian Government, but student already commenced his/her course OR student defaults or withdraws from course during visa processing but already commenced his/her course	Prior to course commencement	Full refund of tuition fees paid, and materials fees paid less any amount for materials already received. No refund of enrolment fee	
	After course has begun	No refund of fees paid (students may apply for special consideration which will be assessed case by case)	

Refund Policy Special Conditions:

- London College reserves the right, at the discretion of the CEO - should particular circumstances arise - to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where their reasons are deemed to be reasonable and genuine.
- Refunds will be made payable to the student who is transferring.
- In the case of a student not continuing studies, refunds will be made to the student's home account and are to be made immediately following the student's departure from Australia.
- London College will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or London College policies and procedures.
- Once the Student is advised formally of non-compliance, they are advised they can access London College, Complaints and Appeal process within 20 working days and that Department of Home Affairs will be informed.
- In the unlikely event that London College is unable to deliver a course in full; the student will be offered a refund of all the tuition fees they have paid to date and in advance. The refund will be paid within two weeks of the day on which the course ceased being provided.

Additional Fees and Charges

London College has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

Item	Cost
Re-issuance of COE	\$AUD 100
Re-issuance of Certificates, Statement of Attainments	\$AUD 50 per Statement or Attainment or qualification
Re-issuance of Transcript (Record of Results)	\$AUD 25 per Statement or Attainment or qualification
Copies of existing record of student- e.g., COE	\$AUD 25 per page
Recognition of Prior Learning (RPL) Fee	\$AUD 150 per unit of competency
Student Identification Card Replacement	\$AUD 10
A late payment fee applies to students with delayed payments for their tuition fees	\$AUD 10 per term
Credit card surcharges	2% for all credit cards
Overseas Bank Transfer Fee	\$AUD 30
Unit of competency assessment resubmission Fees (where a student is not deemed competent in a unit of competency, after 3 attempts)	\$AUD 25 to resubmit an assessment after three attempts
Unit Re-sit Fees (for a student to re-sit a unit of competency/ module.	\$AUD 250
Photocopy fee	\$AUD 5 per page
Change of course - post commencement	\$AUD 200
Fees for accessing your student records.	\$AUD 25

COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of London College, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by London College. An appeal is a request for London College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception
- submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal in writing within 3 working days of receipt.

We will commence reviewing your complaint or appeal within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, London College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If at any time during the process you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, if the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

Information about London College's complaints handling, including a copy of the complaints and appeals policy and complaints and appeals form will be published on the website.

INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO)**.

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by London College
- incorrect advice given by an education agent
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Online Complaints Form: <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-complaints-hotline-complaints-form>

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

COURSE PROGRESS AND MONITORING

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all of your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and is maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process; or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed:

- if you can provide evidence of compassionate or compelling circumstances
- where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

DEFERRING YOUR COURSE

London College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

SUSPENDING YOUR COURSE

London College allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

TRANSFERRING COURSES

If you wish to transfer to another RTO, English course provider or university within the first six months of your main course of study, you will need to apply for release from London College. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form – see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the [CRICOS course and institution search](#).

London College will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy
- you can prove that you need the transfer because of compassionate or compelling circumstances
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by London College, or by an education or migration agent, regarding the London College or the course, and the course is therefore unsuitable.

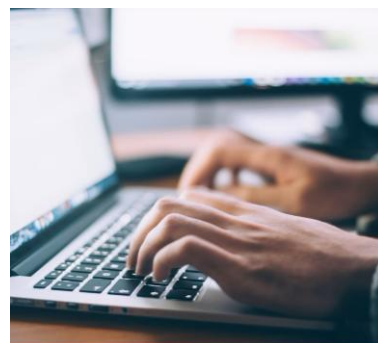
London College will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances
- you cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

HOW TO APPLY

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or English course provider or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.



APPEALING THE DECISION

If your application is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

TRANSFERRING COURSES WITH LONDON COLLEGE

London College offers students the options to transfer to other courses within London College.

London College *will* approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

London College *will not* approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements
- you have unpaid course fees for the current study period.

HOW TO APPLY

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

APPEALING THE DECISION

If your application for internal transfer is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

STUDENTS WHO ARE STUDYING A PRINCIPAL COURSE WITH ANOTHER PROVIDER

In certain situations, international students in Australia holding a student visa can pursue extra courses alongside their main study program. If a student decides to take courses at London College

alongside their primary study program from another CRICOS-registered provider, several conditions must maintain satisfactory attendance and course progress requirements in both courses.

London College will not admit students for concurrent study within their first six months of their principal course.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

PRIVACY AND ACCESS TO RECORDS (VET STUDENTS)

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

We may be required to provide your personal information to the Tuition Protection Scheme (TPS). The TPS may disclose your personal to third parties in accordance with their privacy policy, including but not limited to:

- a contracted service provider engaged by the TPS Director to assist in the performance of the TPS Director's statutory functions;
- education providers to facilitate replacement course arrangements;
- government departments, including the Service Delivery Office within the Department of Finance (Finance), the department, Department of Home Affairs, Services Australia, Overseas Student

Ombudsman, VSL Ombudsman, Tertiary Education Quality and Standards Agency, Australian Skills Quality Agency and the Australian Government Actuary.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, you may contact London College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

PRIVACY NOTICE (ELICOS STUDENTS)

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a CRICOS provider, we collect your personal information so we can process and manage your enrolment in a ELICOS course with us. If you do not provide this information, we will be unable to process your enrolment.

HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver ELICOS courses to you, and otherwise, as needed, to comply with our obligations as a CRICOS provider. We also use your personal data to help us comply with the law.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

Your personal information may be shared with Australian government agencies as required. However, we will not disclose your personal information unless you have given written consent or we are required to provide the information under law.

CONTACT INFORMATION

At any time, you may contact London College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.

YOUR RESPONSIBILITIES

POLICIES AND PROCEDURES

You are expected to:

- read and follow our policies as documented in this Handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

LEARNING AND ASSESSMENT

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

CLASSROOM CONDUCT

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

RESPECT AND ETHICS

You are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

YOUR RIGHTS

POLICIES AND PROCEDURES

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

LEARNING AND ASSESSMENT

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.

CLASSROOM CONDUCT

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

RESPECT AND ETHICS

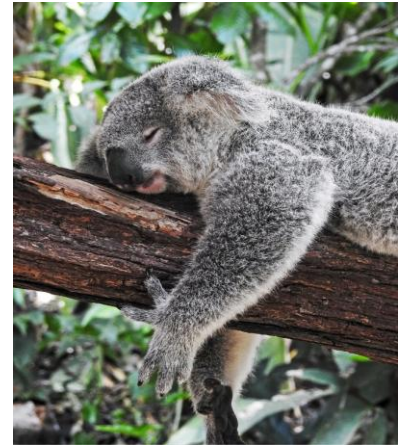
You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- respect for yourself and your property.

IMPORTANT INFORMATION ABOUT AUSTRALIA

LIVING AND STUDYING IN AUSTRALIA

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.



This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyaustralia.gov.au/en>

COST OF LIVING

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> and make use of the cost of living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>.

ACCOMMODATION

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>.



TRANSPORT

Australia has great public transport options including trains, buses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.



HEALTH AND SAFETY

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

WORKING ON A STUDENT VISA

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit: <https://www.studyaustralia.gov.au/en/work-in-australia>.

OVERSEAS STUDENT HEALTH COVER (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>.

EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

EMERGENCY SERVICES

Dial 000 and advise whether you require:

- police
- fire
- ambulance.



TRANSPORT SERVICES

<insert state public transport name and link e.g.:

Victoria Public Transport: <https://www.ptv.vic.gov.au/>

NSW Public Transport: <https://transportnsw.info/>>

Brisbane Public Transport: <https://translink.com.au>

TAXI COMPANY

Black and White Cabs

Phone: 133 222

Website: <https://www.blackandwhitecabs.com.au>

CRISIS SUPPORT

LIFELINE 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



BEYOND BLUE 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.