



# Higher Education Student Handbook

Sicop Education & Technology Pty Ltd (ABN 58 153 149 145) t/a Gateway Business College

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All information contained in this Student Handbook is current and accurate as at [01.12.2023](#). Any changes to the information will be communicated to students before taking effect.

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## **Welcome to Gateway Business College (GBC)**

Gateway Business College is a modern business school educating future leaders in business and accounting. The College prides itself on developing graduates who have the skills, knowledge and expertise to be able to move seamlessly into their chosen professional career.

We strive to ensure that the GBC Graduate is the employee of choice in our target industries.

### **Message from the Dean – Professor Roger Alexander**

It is my pleasure to welcome you to Gateway Business College. At GBC we aspire to become a leading global business school preparing graduates for active leadership roles in their profession. We focus on an organisational culture and teaching and learning philosophy which provides students with a quality education and the skills to ensure that each student can succeed both personally and professionally and make a significant contribution to their community and profession.

GBC offers students a modern and innovative curriculum and a learning and teaching philosophy that allows students to find the right balance to suit their learning styles and to develop industry knowledge and “work-ready” skills. We focus on the development of graduates for the new world of business in the 21st century and strive to ensure that our graduates have both the academic and practical skills required for success.

Our facilities are excellent. Each classroom is equipped with video and a data projector, our computer laboratories have full internet and email facilities and are available to students outside class times and our library provides study facilities, computer access and books, journals, magazines, and electronic resources and databases. We have an extensive student support network to provide help and advice at each stage of your journey with us.

Starting your degree is a life change that is both exciting and challenging. Each semester will bring a range of new experiences and challenges. You will:

- learn new things and make new friends.
- become more flexible and critical in your thinking.
- develop the skills and knowledge needed for your future career.
- become an independent and active learner - take the initiative; plan your workload; meet deadlines; organise your time.

But always remember that “independent” doesn't mean “alone”. It means that you will be in charge of your learning. To be 'in charge' also means to know when you require assistance from others and seeking it out when you need it. GBC provides extensive support for our students. Help, advice and support is available from your lecturers and tutors, the Dean and senior staff, the librarian, student services and our support staff and of course your fellow students.

GBC is a “community of learning” and through our supportive environment, individual attention in class and outside class times and our teachers who understand that everyone learns in different ways and at different speeds, you will develop skills and gain experience that will prepare you for your career.

We are here for you and to help you all along the way but remember that to get the full benefits from your time at GBC you must:

- work hard
- open your mind



- be prepared to do new things and old things in new ways
- focus on your ultimate goal - your degree and a successful career
- talk to your lecturers and ask questions
- seek help if you are finding the going tough

We will help you to learn about yourself; we will expand your worldview; we will give you the opportunity to try new ways of thinking and to develop the skills and knowledge for a successful career.

Welcome to GBC

## **1.0 About Gateway Business College ~~Higher Education~~**

### **1.1 Mission Statement**

GBC's mission is to:

- Hold freedom of intellectual inquiry as a core guiding principle;
- Develop and deliver outstanding, rigorous, and innovative curriculum at all levels;
- Build integrity and transparency into all GBC operations;
- Maintain GBC's commitment to continuous improvement across all higher education operations.

#### **Values**

Our values are:

- To maintain academic integrity across all aspects of the organisation and higher education operation;
- To ensure the quality of higher education and services are assured and continually monitored, reviewed and improved;
- To maintain a student-centred approach, which engages a broad range of perspectives and student learning needs and adapts teaching and learning methods accordingly;
- To promote a diverse and inclusive educational environment where everyone is treated with respect;
- To encourage student participation in decision-making and direction setting.

#### **Integrity**

GBC is committed to integrity across all of its operations. Operating in an ethical manner with integrity strengthens GBC's reputation as an Australian higher education institution.

## Quality

GBC's operating and organisational structure is designed to ensure that every aspect of our operations and services are quality assured, continually monitored, reviewed and improved. This commitment to quality not only ensures that GBC provides students with a high standard of education, but also strengthens the ongoing viability of GBC.

## Student-Centred Approach

Fostering an environment where student learning and wellbeing are prioritised is integral to the educational standard, academic integrity and reputation of GBC. Placing student needs at the centre of our higher education operations ensures that we provide a supportive environment for students to excel.

Teaching and learning at GBC is led by a student-centred, inquiry-based approach whereby students are empowered to critically engage, discover, problem-solve and innovate in their learning activities. Our academic staff will be expertly qualified, with knowledge of contemporary developments in the discipline and higher education teaching and learning expertise.

## 1.2 Our Organisation

GBC is a trading name owned by Sicop Education and Technology Pty Ltd which is privately owned and operated.

Key Personnel include: CEO, General Manager, Dean, Course Coordinators, Lecturers, Student Support Officers, Student Administration Officers, Academic Skills Advisors, Library and Information Resources Manager, Counsellors.

Students are supported throughout their course of study by GBC administrative, academic and welfare staff.

## 1.3 Contact

**Burwood Campus Address** Level 2, Suite 4B, 5A, 5B & 6A, 1-17 Elsie Street, Burwood NSW 2134

**Adelaide Campus Address** Level 3 / 27 Currie Street, Adelaide SA 5000

**Postal Address** PO Box 2389, Burwood NSW 2134

**Phone:** 61 (02) 9715 3048

**Email:** [info@gatewaycollege.edu.au](mailto:info@gatewaycollege.edu.au)

**Website:** [www.gatewaycollege.edu.au](http://www.gatewaycollege.edu.au)

## Location and Access

GBC is located across two campuses:

1. The Burwood campus is located in the Inner West of Sydney. The Inner West Sydney offers a wide range of accommodation and opportunities for visitors to experience a multi-cultural lifestyle. It is approximate 10 km from the CBD, and Darling Harbour.

Getting to GBC Burwood is easy due to the excellent public transport systems – trains, buses and well-constructed roads.

2. The Adelaide campus is located close to the centre of Adelaide. Adelaide offers a wide range of accommodation and opportunities for visitors to experience a multi-cultural lifestyle and the amenities of the centre of a major modern city.

Getting to GBC Adelaide is easy with Adelaide's excellent public transport systems. The campus is very well served by public transport with bus, main train lines and light rail having stops very near to the campus and Adelaide has an excellent road network.

## 1.4 Hours of Operation

Monday to Friday: 9am to 5.00pm

## 1.5 Campus Services and Facilities

### Academic Services

Academic services and advice can be accessed by students both online and in person on our campuses. Our staff will happily provide advice and information about anything you need to know, from admission to enrolment, the courses we offer, library facilities, teaching and learning facilities, safety, wellbeing and welfare support.

All GBC staff are friendly, supportive, experienced and highly educated. They have a deep understanding of industry needs and ensure that students are well prepared for their future careers.

### Campus and Facilities

The GBC campuses at Burwood and Adelaide are modern and well equipped, providing students with an environment conducive to learning and developing the skills and knowledge required to succeed. The campuses are air-conditioned and equipped with a library, student lounge, up-to-date teaching rooms and computer labs to support student learning.

All students enrolled in a course at GBC will have access to GBC's online network, free campus wi-fi, online Moodle Learning Management System, the on-campus and online Library, and computers. These resources will enable students to pursue their learning at any time, on

campus or off-campus.

## **Learning Resources**

### **Moodle Learning Management System (LMS)**

Each student has their own unique login to Moodle, an essential tool for learning and teaching at GBC. Through Moodle, students can:

- Check timetables
- Submit assessments
- Access subject outlines
- Access reading materials and learning resources
- Read announcements and updates from academic staff

Students will receive training on how to access and use Moodle during orientation, and throughout the semester on request.

### **Library**

The libraries at GBC are well stocked with both physical and digital resources to aid students in their research and study needs. Comfortable seating, a quiet atmosphere, and access to a range of academic journals and textbooks enable our students to engage in academic critical enquiry and learning to the best of their ability.

### **Computer labs**

We provide computer labs across both campuses for students to use in class, for private study, research and assessment completion and submission.

### **Student Support Services**

GBC is committed to providing students with the support and services they need to excel during their time at the College. At GBC we understand that the success students' study is dependent upon a range of support services that will assist them in growing personally as well as academically and professionally. All student support services are offered free of charge to students. To make use of these services, simply contact the campus by phone or speak to a Student Support Officer on campus.

### **Academic Support Services**

GBC provides the following academic support services to its students:

- Academic writing and research workshops
- Academic and general English workshops
- Library tours and information sessions
- Referencing, citation and academic integrity workshops
- Moodle workshops
- Exam preparation workshops
- Academic and career counselling
- Individual consultation appointments with teaching staff and academic skills advisors

Each "Subject Learning Guide" which is issued to students before the start of each semester contains details of the time and location of bookable individual consultation appointments with

academic staff. There are two (2) hours per week available with each academic staff member and consultation is also available before and after lectures and tutorials.

## **Orientation and Transition Programs**

GBC runs orientation programs for all commencing students as part of their transition into higher education. Orientation programs welcome students to GBC, introduce them to campus life, GBC staff and other students, provide information relevant to studying at GBC and include academic skills workshops.

Orientation programs are compulsory and include activities that range from welcoming, to informative, academic and social, including:

- A welcome by the GBC Dean
- An orientation welcome package
- Introductions to teaching and learning staff, the Academic Skills Advisor, student support services staff and the Library and Information Services Manager
- An overview of student responsibilities as per the student Code of Conduct
- Handy tips and advice from 2<sup>nd</sup> and 3<sup>rd</sup> year GBC students
- Campus tours of GBC, including the library, learning and teaching spaces, study spaces and amenities for students
- Social activities.

Orientation programs provide information on:

- Staying safe, well and happy as a GBC higher education student
- Academic skills support and the workshops available to GBC students
- Safety, welfare and wellbeing support services for non-academic issues affecting students' ability to learn
- Access to external support services for emergency, health, welfare, legal, and accommodation assistance
- Getting involved in decision-making and student representation at GBC
- Clear instructions on how to access student services
- A demonstration of how to access information on the student portal and GBC website
- An overview of key policy and procedure details, including complaints and appeals processes, academic integrity, academic misconduct penalties, non-academic misconduct penalties, inclusivity and anti-discrimination, sexual harassment and assault
- How to use the LMS (Moodle)
- Campus safety and security information, including critical incident response procedures
- Online safety and security information
- Information relevant to international students studying at GBC, including travel, accommodation, work, and international student visa conditions that govern course progress, attendance and academic and non-academic misconduct.

Orientation programs include academic skills sessions on:

- time management
- stress management

- note-taking
- maintaining academic integrity through good academic practice
- types of academic misconduct and penalties that apply for plagiarism, collusion, cheating, contract cheating
- referencing and citation skills
- academic reading and writing
- using the library and online catalogue and databases to access necessary learning resources

### **Welfare Support Services**

GBC provides the following welfare support services to its students:

- Orientation and transition programs for new students
- Non-academic counselling
- Social groups and activities
- International student visa and accommodation support

### **Administrative Support Services**

GBC provides support services to assist students in all administrative aspects of their studies. Support services will assist with:

- Admissions applications and enquiries
- Recognition of Prior Learning (RPL) applications
- Special consideration applications
- Course deferral applications
- Leave of absence applications
- Subject withdrawal applications
- Payment of course fees
- Student Complaints, Appeals and Grievances
- All enquiries regarding Overseas Student Health Cover (OSHC)

### **Accessibility support**

GBC is committed to ensuring that all students have equal access to learning and teaching resources, regardless of their background or needs. We offer services such as:

- Note-taking
- Translation
- Text-to-speech readers

### **Emergency support**

GBC has security staff on campus as required. If you feel unsafe for any reason, or an emergency occurs, do not hesitate to contact the help-desk.

If there is need for police, an ambulance, or fire emergency services, please call Triple Zero (000).

## Student representation and feedback

We encourage students to help us improve GBC for all students.

We welcome your feedback and contribution to direction-setting and decision-making at GBC.

Get involved in student representative elections and the Student Representative Committee (SRC).

### Student Representative Committee (SRC)

Student representation in higher education is important in ensuring effective communication between students and GBC governance and administration. The overarching function of the Student Representative Committee is to provide students with an opportunity to voice the views, suggestions and concerns of their peers through the most appropriate channels.

GBC also acknowledges the important role that an active Student Representative Committee has in fostering a vibrant academic and social network.

For further information, see the *Student Representation and Feedback Policy* and *Student Representative Committee Guidelines* available online at:  
<https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## GBC Policies and Procedures

### Policy Bank

All GBC policies and procedures are available for download online at our policy library, <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

Below is a summarised selection of the many policies available for your reference.

Student Complaints and Grievances Policy	This policy outlines the avenues through which students can submit complaints and grievances. It establishes the rights of students, and the procedure GBC will follow in this situation.
Anti-Discrimination Policy	This policy establishes the rights of each student to study in a safe and non-discriminatory environment, and the responsibilities of GBC in maintaining such an environment.
Admissions Policy	This policy details the principles and procedures involved in the GBC admissions process.
Academic Integrity Policy	This policy establishes the importance of academic integrity in all GBC operations and summarises the relevant responsibilities of both GBC and its students.
Teaching and Learning Policy	This policy outlines the ways in which a high standard of education is upheld at GBC, in course design, delivery, and monitoring processes.
Recognition of Prior Learning Policy	Details the instances in which students may be able to claim course credit for past study, work or life experiences.
Student Academic Misconduct Policy	GBC promotes and upholds high standards in student academic conduct in teaching and learning contexts, assessments, scholarship and research activity. Penalties apply for academic misconduct, including cheating, contract cheating and plagiarism.

## Recognition of Prior Learning

GBC recognises prior formal and informal learning. This could include previous education or industry experience. If you wish to gain credit towards your course from prior learning, please complete the Recognition of Prior Learning application available online. This can be completed on application for admission to a course of study or on enrolment.

More information is available at:

<https://www.gatewaycollege.edu.au/Highereducation/policy.php>

## Deferral, temporary suspension, and cancellation of enrolment

Deferment or temporary suspension of your studies may be granted under circumstances that affect your wellbeing and progress in the course, such as:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted the student's studies; or
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident
  - Witnessing or being a victim of a serious crime

You may cancel enrolment in a subject or course free of charge **prior to census date**.

To initiate any of the above procedures, please contact a Student Support Officer or complete the form available online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

Application for deferment or suspension of course/s after visa grant will only be approved under the terms of the International Student Deferral, Suspension or Cancellation of enrolment Policy on <https://www.gatewaycollege.edu.au/Higher-education/policy.php>.

### Definitions:

**Change of enrolment:** A change in student's study plan. This includes withdrawal from a subject, enrolment in an additional subject, or changing the period in which they will study a subject.

**Credit points:** Points allocated for successful completion of a subject. A student must complete a predetermined number of credit points to be awarded their degree.

**Deferral:** Postponing the commencement of study.

**Department of Home Affairs (DHA):** A department of the Government of Australia that is responsible for immigration, citizenship and border control.

**Education Services for Overseas Students Act 2000 (ESOS Act):** Australian federal legislation establishing legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.



Orientation: A scheduled program that occurs twice per year, in which students are provided information face-to-face about the services GBC offers, the roles and responsibilities of staff as well as other important information such as staff contact details.

Recognition of Prior Learning (RPL): An assessment process that involves assessment of a student's relevant prior learning (including formal, informal and non-formal learning) to determine the academic credit outcomes of a student's application for academic credit.

Withdrawal: Un-enrolling from a course or subject.

## 1.6 Bachelor of Business (Accounting)

### Quick facts

Course duration:	3 years Full-time 6 years Part-time
Domestic student course fee:	Annual: \$15,000 Total Course Fee: \$45,000
International Student course fee:	Annual: \$18,000 Total Course Fee: \$54,000
Location:	1. GBC Burwood Campus Level 2, Suite 4B, 5A, 5B, & 6A 1-17 Elsie Street, Burwood NSW 2134  2. GBC Adelaide Campus Level 3 / 27 Currie Street, Adelaide SA 5000
Semester dates (please visit):	<a href="https://www.gatewaycollege.edu.au/Highereducation/">https://www.gatewaycollege.edu.au/Highereducation/</a>
Study Pattern:	3 Semesters per year 2 Semesters of 12 weeks teaching on-campus 1 Summer Semester 6 weeks teaching on campus
Qualification to be awarded on completion of the course	Bachelor of Business (Accounting)
Australian Qualifications Framework (AQF) level:	7
Accreditation:	TEQSA PROVIDER NO. : PRV14297 CRICOS PROVIDER NO. : 03383M

### Course Overview

The Bachelor of Business (Accounting) is designed to prepare students in the fields of business and accounting to meet industry requirements.

In accordance with standards identified by the CPA membership board, the GBC Bachelor of Business (Accounting) provides a comprehensive practical background in the micro and macro areas of accounting and finance, cross-referencing global economics and markets with the daily performance requirements of the accounting profession.

Students will undertake foundational subjects in ethics, accounting, marketing and management, and partake in core Information Technology and Information Systems subjects to excel in contemporary accounting practices and the communication of accounting as meaningful information to informed and uninformed stakeholders. Students will learn how to act as accountants and advisors by assessing the financial positions of a business in both local and global contexts and making recommendations.

Upon completion of the GBC Bachelor of Business (Accounting), graduates will have both the experience and qualifications to operate as professional accountants in Australia. They will have a strong practical and theoretical understanding of the impact of technological innovation on businesses as well as the microeconomic and macroeconomic impacts on business and the financial positioning of an organisation. They will also have practical experience in the foundations of accounting for financial services, analysis, governance, and leadership. Finally, through self-directed coursework, graduates will have developed a commitment to lifelong learning and ongoing professional development as well as linking broader global themes to daily business activities to optimise results.

## Course Structure

Year & semester	Subject Code	Subject Name	Prerequisites	Credit Points	Core or Elective
Year 1 Semester 1	ACC101	Introduction to Accounting	None	12.5	Core
	STA101	Business Statistics	None	12.5	Core
	ECO101	Microeconomics	None	12.5	Core
	MGT101	Introduction to Management	None	12.5	Core
Year 1 Semester 2	ACC102	Financial Accounting	Introduction to Accounting	12.5	Core
	ACC103	IT in Accounting	Introduction to Accounting	12.5	Core
	COM101	Business Communications	None	12.5	Core
	1 Business Elective				Elective
Year 1 Elective	MKT101	Marketing Fundamentals	None	12.5	Elective
	MGT102	Organisational Behaviour	None	12.5	Elective
Year 2 Semester 1	ACC201	Management Accounting	Introduction to Accounting	12.5	Core
	FIN201	Financial Management	None	12.5	Core
	LAW101	Business Law	None	12.5	Core
	1 Business Elective				Elective
Year 2 Semester 2	ECO201	Macroeconomics	Microeconomics	12.5	Core
	ACC202	Corporate Accounting	Financial Accounting	12.5	Core
	ACC203	Information Systems for Accounting	Introduction to Accounting	12.5	Core

	1 Business Elective				Elective
Year 2 Elective	LAW201	International Trade Law	Business Law	12.5	Elective
	MGT201	Human Resource Management	Introduction to Management	12.5	Elective
	BUS202	Business Analytics	Business Statistics	12.5	Elective
	MKT201	Digital marketing	Marketing Fundamentals	12.5	Elective
Year 3 Semester 1	ACC301	Advanced Financial Accounting	Corporate Accounting	12.5	Core
	ACC302	Strategic Management Accounting	Management Accounting	12.5	Core
	FIN301	Financial Statement Analysis	Corporate Accounting	12.5	Core
	1 Business Elective				Elective
Year 3 Semester 2	LAW301	Taxation Law	Business Law	12.5	Core
	ACC303	Strategic and Sustainable Accounting	Corporate Accounting	12.5	Core
	ACC304	Auditing and Assurance	Corporate Accounting	12.5	Core
	1 Business Elective				Elective
Year 3 Elective	BUS310	Global Business	Introduction to Management	12.5	Elective
	BUS311	Innovation and Entrepreneurship	Introduction to Management	12.5	Elective

<b>Number of Subjects:</b>	24
<b>Credit points per subject:</b>	12.5
<b>Full Course Credit Points</b>	300
<b>Number of core subjects</b>	19
<b>Number of elective subjects</b>	5

## Delivery Mode

The Bachelor of Business (Accounting) is delivered at the GBC Campus: Level 2, Suite 4B, 5A, 5B & 6A, 1-17 Elsie Street, Burwood NSW 2134.

<b>Full-time</b>	Yes
<b>Part-time</b>	Yes
<b>Face-to-Face</b>	Yes
<b>Online</b>	No

## **Course Rules for Progression:**

Students must achieve a pass or above grade in all 24 subjects (300 credit points) to be eligible to graduate. To remain in the course, students must not fail half of their subjects in a given semester. Students must not fail 8 core subjects in total at any given time during the course. Students must complete the course in 6 years (full-time) or 8 years (part-time). Students also need to satisfy prerequisite requirement to enrol in a subject.

## **Work-Integrated Learning**

There are no Work-Integrated Learning components for this course.

## **Course Learning Outcomes**

### **Knowledge:**

Discern the nature of a business and determine the principles and techniques to solve problems or make judgements

Be able to discuss ethical responsibilities of organisations, exemplify a commitment to sustainability in social and professional practices

Explain the variance between micro and macroeconomics, and utilise models associated with determining demand and supply fluctuations

Describe the concept of sustainability accounting and examine the influence of current trends in sustainable development.

### **Skills:**

Demonstrate an ability to identify and synthesise organisational processes, and develop basic administrative skills

Demonstrate an ability to collaborate with media stakeholders, practise professional communication, and carry out negotiation strategies to achieve mutually beneficial business decisions

Evaluate conditions affecting assurance of sustainability reports.

### **Application of knowledge and skills:**

Demonstrate how to utilise technology accepted within industry to record and present accounting and financial information

Investigate research capabilities that assess accounting and marketing information, analyse statistics provided by authoritative sources, and perform marketing campaigns that respond to stakeholder demands

Discuss the role of auditing standards, detail where auditing practices comply with accounting accreditation, and carry out auditing procedures in adherence to the Australian Auditing and Assurance Standards Board

Demonstrate an ability to develop implement and evaluate staff recruitment, training and development programs

Be able to apply basic accounting skills, analyse accounting information for income tax purposes, and perform financial statement analysis for the purpose of forecasting financial performance

Demonstrate knowledge of IS technology and apply computational techniques required to make informative statistical inferences

Be able to differentiate between contract types, examine issues of international trade and their justification or proposed legal action, and perform assessment duties ensuring strict compliance with Australian and international taxation legislation

Be able to outline structure and agency of market participants, identify benefits and issues of investment appraisal techniques, and execute procedures that identify key influences affecting commodity and operational risks within a business

Outline contemporary methodologies for product and labour costing, analyse accounting management systems' impact upon organisational behaviour, and carry out performance management and evaluation methods for business decision making.

## **Career outcomes**

Graduates of this course will have the experience to perform a range of professions within the fields of accounting and finance. These include:

- Consultancy
- Management Accountant
- Accounts Clerk
- Auditor
- Accounts Receivable/Payable Officer
- Taxation Advisor
- Financial Accountant
- Finance Systems Administrator
- Corporate Finance Analyst
- Risk Manager
- Credit Officer
- Data Analyst
- Forensic Accountant

## 1.7 Bachelor of Information Technology

### Quick facts

Course duration:	3 years Full-time 6 years Part-time
Domestic student course fee:	Annual: \$15,000 Total Course Fee: \$45,000
International Student course fee:	Annual: \$18,000 Total Course Fee: \$54,000
Location:	1. GBC Burwood Campus Level 2, Suite 4B, 5A, 5B, & 6A 1-17 Elsie Street, Burwood NSW 2134  2. GBC Adelaide Campus Level 3 / 27 Currie Street, Adelaide SA 5000
Semester dates (please visit):	<a href="https://www.gatewaycollege.edu.au/Highereducation/">https://www.gatewaycollege.edu.au/Highereducation/</a>
Study Pattern:	3 Semesters per year 2 Semesters of 12 weeks teaching on-campus 1 Summer Semester 6 weeks teaching on campus
Qualification to be awarded on completion of the course	Bachelor of Information Technology
Australian Qualifications Framework (AQF) level:	7
Accreditation:	TEQSA PROVIDER NO. : PRV14297 CRICOS PROVIDER NO. : 03383M

### Course Overview

The Bachelor of Information Technology is an award at AQF Level 7. It is a tightly integrated specialist degree with both a theoretical and practical focus that prepares graduates for careers in information technology. There is an emphasis on career-focused learning and developing technological understanding and skills that are in high demand worldwide.

The degree first develops the core knowledge and understanding required by all IT professionals and then provides for a choice of specialist study in two high-demand areas of Information Technology - Application Development and Cyber Security.

The Subject Learning Outcomes (SLOs) scaffold to develop the Course Learning Outcomes (CLOs) and together these learning outcomes progressively ensure the GBC Graduate Attributes and ensure graduates meet the requirements of IT professionals as expressed through the Seoul Accord, the ACS Core Body of Knowledge for IT Professionals, and the Skills Framework for the Information Age (SFIA).

To satisfy the requirements of the Bachelor of Information Technology, a student must successfully complete 300 credit points, or 24 subjects. The Bachelor of Information Technology (BIT) is a specialist degree with both a theoretical and practical focus that aims to develop technological understanding and skills that are in high demand worldwide.

## Course Structure

### 100 Level

Subject Code	Subject Title	Pre-requisite	cp
ICT102	Introduction to Programming	None	12.5
ICT103	Database Systems	None	12.5
ICT104	Mathematics for Computing	None	12.5
STA101	Business Statistics	None	12.5
ICT106	Object-Oriented Programming	ICT102 - Introduction to Programming	12.5
ICT107	System Analysis and Design	None	12.5
ICT108	Introduction to Cyber Security	ICT102 - Introduction to Programming	12.5
COM101	Business Communications	None	12.5

### 200 Level

Subject Code	Subject Title	Pre-requisite	cp
ICT202	Operating Systems	ICT102 - Introduction to Programming	12.5
ICT203	Computer Networks	None	12.5
ICT205	IT Project Management	None	12.5
ICT206	Professional Ethics	None	12.5

### Specialisation Core Subjects

#### Application Development Specialisation

### 200 Level

Subject Code	Subject Title	Pre-requisite	cp
ICT211	Web Design and Development	None	12.5
ICT212	Human Computer Interaction	ICT211 - Web Design and Development	12.5

### 300 Level

<b>Subject Code</b>	<b>Subject Title</b>	<b>Pre-requisite</b>	<b>cp</b>
ICT311	Mobile Application Development	ICT102, ICT106, ICT211	12.5
ICT312	Selected Topics in Application Development	None	12.5
ICT313	Cloud Application Development	ICT102, ICT106, ICT203, ICT211, ICT311	12.5
ICT314	Advanced Web Application Development	ICT211, ICT212	12.5
ICT318	Capstone Project 1 – Application Development	ICT211, ICT212, ICT205	12.5
ICT319	Capstone Project 2 - Application Development	ICT311, ICT312, ICT318	12.5

## **Cyber Security Specialisation**

### **200 Level**

<b>Subject Code</b>	<b>Subject Title</b>	<b>Pre-requisite</b>	<b>cp</b>
ICT221	Information Security	None	12.5
ICT222	Cyber Security Management	None	12.5

### **300 Level**

<b>Subject Code</b>	<b>Subject Title</b>	<b>Pre-requisite</b>	<b>cp</b>
ICT321	Digital Forensics	ICT221 - Information Security and ICT222 - Cyber Security Management	12.5
ICT323	Ethical Hacking	ICT221 - Information Security and ICT222 - Cyber Security Management	12.5
ICT324	Cyber Security Analytics	ICT321 - Digital Forensics and ICT323 - Ethical Hacking	12.5
ICT325	Network and System Security	ICT221 - Information Security and ICT222 - Cyber Security Management	12.5
ICT328	Capstone Project 1 – Cyber Security	ICT203, ICT206, ICT221, ICT222	12.5
ICT329	Capstone Project 2 – Cyber Security	ICT315, ICT321, ICT323, ICT328	12.5

### **Electives**



Subject Code	Subject Title	Pre-requisite	cp
General Elective	Any subject chosen from the list below subject to pre-requisite requirements and course completion rules:  1.ACC 101 Introduction to Accounting 2.ACC103 IT in Accounting (ACC101) 3.LAW101 Business Law 4.ACC203 Information Systems for Accounting 5.BUS201 Business Analytics (STA101) 6.MKT101 Marketing Fundamentals 7.MKT201 Digital Marketing 8.MGT101 Introduction to Management 9.BUS311 Innovation and Entrepreneurship (MGT101) 10.BUS301 Global Business (MGT101)	As specified	12.5
IT Elective	Any IT subject offered by Gateway Business College not specified as core in the student's chosen specialisation subject to pre-requisite requirements and course completion rules	As specified	12.5

<b>Number of credit points:</b>	300
<b>Number of core subjects:</b>	12 common core subjects 8 specified specialist subjects
<b>Number of elective subjects:</b>	4
<b>Specialisation requirements:</b>	To complete a specialization a student must complete all thirteen (12) common core subjects, four (4) electiv3s and all eight (8) specified specialist subjects.
<b>Work Integrated Learning requirements:</b>	N/A

## Delivery Mode

The Bachelor of Information Technology is delivered at the GBC Campus: Level 2, Suite 4B, 5A, 5B & 6A, 1-17 Elsie Street, Burwood NSW 2135.

<b>Full-time</b>	Yes
<b>Part-time</b>	Yes
<b>Face-to-Face</b>	Yes
<b>Online</b>	No

## Course Rules for Progression:

Students must complete a total of 24 subjects (300 credit points) over 6 semesters (full-time) with a pass or higher grade in each subject to be eligible to graduate.

- Each student must complete all core subjects (12 core subjects or 150 credit points) common
- Each student must choose a specialization which commences in year two. To complete a specialization, students must complete 8 specified specialist subjects from their chosen specialization (100 credit points).
- Each student must complete two (2) IT Electives and two (2) IT or General Elective (50 credit points).

Students must maintain a satisfactory rate of academic progress.

Students are expected to complete a minimum of eight (8) subjects per calendar year.

Students must satisfy all subject pre-requisite requirements.

Subjects may be taken in any sequence in accordance with course progression rules (pre-requisites) and availability.

A minimum of six (6) subjects (75 credit points) must be completed at Level 3.

A maximum of 10 subjects (125 credit points) may be completed at Level 1.

## **Work-Integrated Learning**

There are no Work-Integrated Learning components for this course.

## **Course Learning Outcomes**

Graduates of the Bachelor of Information Technology should be able to:

CLO1. Integrate and apply a broad and coherent knowledge of information technologies with depth in selected areas of study and apply this knowledge to solve a range of practical problems.

CLO2. Demonstrate a broad understanding of theoretical and technical information and processes and analyse and adapt the latest information technologies with intellectual independence, self-learning capabilities and creativity to identify and solve real-world ICT problems with sound decisions and judgement.

CLO3. Demonstrate theoretical and operational skills to solve problems in creative, appropriate, and effective ways that exhibit critical analysis, sound judgment and intellectual independence and communicate IT knowledge and ideas clearly and coherently to technical and non-technical audiences.

CLO4. Apply disciplinary knowledge and skills to produce effective, ethical, socially responsible, and collaborative solutions that consider internal and external stakeholder perspectives, relevant contextual information, and professional and industry standards and expectations.

CLO5. Demonstrate the ability to work collaboratively and demonstrate initiative on complex IT projects using a range of technical, analytical, managerial, leadership and interpersonal skills and the responsibility and accountability as a lifelong learner for own learning and professional practice.

CLO6. Apply evidence-based and theoretical disciplinary and contextual knowledge, problem solving and creative thinking skills to anticipate challenges and produce solutions to contemporary IT problems.

## **Career outcomes**

Graduates will have many occupations available to them (both generally in IT and within their specialization) including:

- IT Manager
- Account Manager
- Application Programmer
- Analyst Programmer
- Database Administrator
- IT Customer Support Technician
- IT Support Engineer
- Security Analyst
- Systems Administrator
- Systems Analyst
- Web Developer
- Project Manager
- Quality Assurance Engineer
- Support Engineer
- Cyber Security Analyst
- Systems Engineer
- Vulnerability Analyst
- Computer Forensics Analyst
- Ethical Hackers

## Entry Requirements

<b>Student cohort</b>	<b>Educational and other qualifications, skills, prerequisite occupation(s)</b>	<b>Special or alternative admission arrangements</b>
<b>General entry</b>	<p>Completion of HSC / VCE or equivalent Australian or international qualification. Minimum study score of 25 in Units 3 and 4 English (or equivalent) or 30 in EAL; and 25 in a mathematics unit or equivalent scores for other Australian or international qualifications.</p> <p>Domestic students whose first language is not English are required to provide evidence of satisfying GBC's English language requirement.</p>	<p>Completion of at least 1 year of an approved tertiary qualification, which is equivalent to AQF Level 5.</p>
<b>School leavers</b>	<p>Completion of HSC / VCE or equivalent Australian or international qualification. Minimum study score of 25 in Units 3 and 4 English (or equivalent) or 30 in EAL; and 25 in a mathematics unit or equivalent scores for other Australian or international qualifications.</p> <p>Domestic students whose first language is not English are required to provide evidence of satisfying GBC's English language requirement.</p>	<p>N/A</p>
<b>International students</b>	<p>Completion of HSC / VCE or equivalent Australian or international qualification. Minimum study score of 25 in Units 3 and 4 English (or equivalent) or 30 in EAL; and 25 in a mathematics unit or equivalent scores for other Australian or international qualifications.</p> <p>International students whose first language is not English are required to provide evidence of satisfying GBC's English language requirement.</p>	<p>Completion of at least 1 year of an approved tertiary qualification, which is equivalent to AQF Level 5.</p>
<b>Special and/or alternative entry: non- school leavers (mature-age applicants and/or those who do not hold their HSC or equivalent)</b>	<p>Applicants without a formal qualification but with appropriate years of relevant work experience will be considered.</p>	<p>Skills and knowledge gained through work experience, life experience and/or formal training are assessed on a case-by-case basis.</p>
<b>Special and/or alternative entry: Articulation pathway admissions</b>	<p>Diploma of IT or equivalent</p>	

## Recognition of Prior Learning (RPL) and Credit Transfer

Recognition of Prior Learning (Credit) for recently completed higher education studies may be granted for completed awards or subjects that are at a similar level and are equivalent in content and learning outcomes. Each application will be considered on its merits under the Gateway Business College Recognition of Prior Learning Policy and Procedures.

Applicants may apply for RPL in cases where they can demonstrate significant experience and/or knowledge of the course or subject for which they are applying for RPL credit. This may include, but is not limited to:

- Prior study in a similar discipline
- Professional experience within their proposed field of study

Applications for RPL must include supporting documentation, which may include:

- A detailed CV
- Professional references
- Certificates, reports, testimonials or affidavits relating to the applicant's learning, skills, competency or knowledge
- Certified copies of certificates and diplomas

Credit granted for prior learning will be recorded as 'credit granted through recognition of prior learning' on the student's academic record. Credit granted for prior learning will not exceed one third of the overall credit to be gained in the course upon successful completion. The result of an RPL application will be communicated to the student in writing, and a record of the application and outcome will be kept.

Applications for RPL on the basis of prior work/life experience, including applications based on experience with particular hardware and software products, may be considered but all such applications are assessed rigorously against the standard, content, length, learning outcomes and assessment in any GBC subject for which credit is applied. Applicants will be required to demonstrate that they have both equivalent theoretical and practical skills and knowledge in any subject considered. See GBC RPL Policy for details.

### 1.6 English Language Proficiency Requirements

All courses at GBC are presented in English. Students will be required to possess a high level of English language proficiency for admission to a higher education course of study.

Applicants who have international academic qualifications, or are from non-English speaking backgrounds, must submit English language test results with their application for admission to a GBC higher education course of study. The English language test results must meet the admissions criteria requirements for entry to a course of study as per the table below, and have been completed no more than two (2) years prior.

Original documentation of the English language test certificate, or a certified copy must be provided.

GBC will only accept English language proficiency test results from a recognised provider.

English Language Test	Score required for entry to an undergraduate course at GBC
<b>Academic IELTS</b>	6 overall with at least 5.5 in each component
<b>TOEFL Internet based test</b>	Listening – 11 Speaking – 17 Reading – 12 Writing – 20 Overall – 60
<b>Cambridge English CAE Advanced CPE Proficiency</b>	180 overall with at least 169 in all other components
<b>PTE Academic</b>	50 overall, with a minimum of 42 in all sections

Further information on GBC's English language proficiency requirements are contained within the English Language Entry Requirements Policy available online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## International Students

### Visa Requirements

All individuals who do not hold citizenship in either Australia or New Zealand require a student visa to study in Australia.

There are a range of visas available for students who wish to study in Australia. All visas are listed on the Department of Home Affairs (DHA) website, which students can access by visiting: <http://www.homeaffairs.gov.au/Trav/>

International students who wish to study at GBC are responsible for obtaining their own student visa and must ensure that they familiarise themselves with their obligations under the visa, and furthermore abide by these obligations during their time in Australia.

For more general information regarding visas students should access the DHA website at: <http://www.homeaffairs.gov.au>

### More information

Contact us during business hours (9:00am – 5:00pm Monday to Friday) by telephone: +61 2 9715 3048 or email: [info@gatewaycollege.edu.au](mailto:info@gatewaycollege.edu.au)

### Important dates

Please check GBC website for up-to-date details in conjunction with your course offer (letter of offer).

## 1.8 Introduction to Australia

### The Country

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre.

Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal.

Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none.

### Culture and Customs

The culture and customs consist of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

### Language

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.

### Tipping

Tipping is not generally expected or practised in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 5%) should you feel you have received exceptional service.

## 1.9 Sports & Recreation

### Clubs & Organisations

A wide variety of clubs and organisations exist in Sydney. Belonging to a club or organisation is a great way to meet new friends. Maybe you would like to consider getting involved in a new sporting activity. The friendly staff in Student Support Services will be happy to help you find a club that could suit you.

### Eating Out

There are restaurants to cater for all tastes – the international cuisine in Southwest Sydney is extensive. Go to <http://www.diningout.com.au> for ideas of where to go either for a quick snack or a dinner party with friends.

## **Religion & Faith**

Because of its cosmopolitan population, Inner West Suburbs provide an extensive range of options.

Remember, the friendly staff members at GBC are always happy to help with your enquiries. If they don't know the answer, they will make it their business to find out and get back to you.

## **Sun Safety**

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. is; minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

## **Sun Protection**

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

- Minimise your time in the sun between 10 am and 3 pm
- Seek shade
- Wear suitable clothing that provides good sun protection
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

## **Beach Safety**

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

## **States and Territories**

Australia is made up of six states and two territories.





## Time Zones

Sydney clocks are set on Australian Eastern Standard Time and are changed for Daylight Savings Time between October and March each year.

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.

## 1.10 ESOS Legislative Framework

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for higher education institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

### Legislation

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

<https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-StudentsESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

### Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service for international students. The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund. Visit <https://tps.gov.au/> for more information.

## National Code

The National Code is a legislative instrument of the ESOS Act and applies to higher education providers who enrol international students on student visas in all sectors. National Code requirements are in addition to the standards for specific sectors.

[National Code and Explanatory Guide "https://aei.gov.au/](https://aei.gov.au/)

## Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service

## 2.0 For International Students

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code) states certain requirements must be met before you can be accepted for enrolment into a course. It is necessary for many of these requirements to be met in order for you to be granted an International Student Visa.

Some of the conditions which you will need to meet include a minimum level of English language proficiency and educational qualifications for the course of study in which you wish to enrol. A determination also needs to be made as to whether course credit (Recognition of Prior Learning) can be applied for previously gained educational qualifications or work experience that may be relevant to your chosen course. Amongst other things you will need to have an understanding of the course content, length of time it will take to complete the chosen course, as well as the method of course delivery and assessment methods.

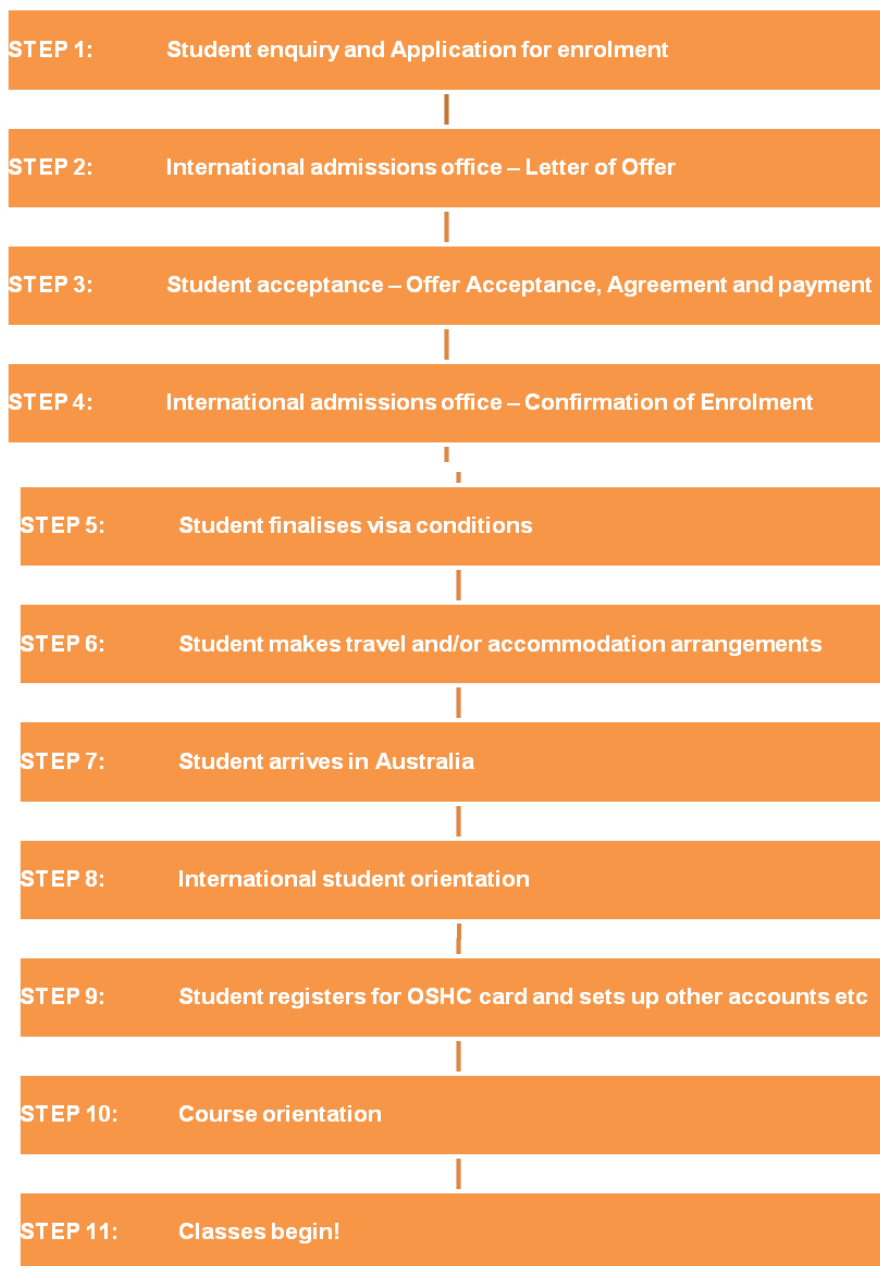
You need to be aware that not all countries have the same requirements for the granting of student visas. Your country will have a numerical assessment made such as Level 1, 2, 3 for example and this will determine how quickly the application process occurs.

Before you can lodge your application, you will need a letter from your Australian higher education provider offering you a place in a course as well as confirmation of enrolment certificate issued by that provider if you are requested to do so.

### 2.1 Step by Step International Student Visa Application

To assist you in the process of applying for an International Student Visa to study in Australia please work your way through the Step-by-Step process outlined on the next page to ensure you have covered all tasks necessary to achieve a successful application.

### 2.1.1 Application Step-by-Step Process Model



### 2.2 “Things to Do “Checklist

The following checklists have been prepared to assist in your preparations for studying in Australia.

#### Before Leaving Home:

Arrange student visa

Make contact with institution

- Arrange for immunisations and medications from my doctor
- Arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange insurance
- Advise institution of travel details
- Arrange accommodation
- 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
- CoE
- 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.

**Upon arrival in Australia:**

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend course specific orientation sessions
- Get textbooks and any other equipment
- Start classes
- Get involved in student life and associations (e.g. music, sporting and cultural clubs).

## 2.3 International Student Visa Information

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for Australian student visa, you will need a valid passport, a Confirmation of Enrolment (CoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. You must ensure you allow enough time for processing

between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

### **Department of Home Affairs (DHA)**

The Australian Government's Department of Home Affairs (DHA) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit: <http://www.homeaffairs.gov.au/>

**IMPORTANT:** Once you arrive in Australia you must ensure GBC has your current address at all times. If, for any reason, DHA (Department of Home Affairs) wishes to contact you they will rely on the address GBC has for you.

### **Dependent's visas for family members**

Some students bring their family (spouse/partner and children) with them to Australia. You can apply to bring your family on a dependent's visa if you are enrolled in a formal tertiary course which lasts for at least one year. If you are planning on bringing your family with you, you should seek information from the Australian Consulate or Embassy in your country about visa requirements. Dependent's visas are issued by DHA.

Usually, your family members will need to have a health examination and you will need to provide supporting documents, such as marriage and birth certificates, passports and proof of sufficient income to support your family in Australia. You will also need to pay the family rate of health cover to ensure your family has health insurance while in Australia.

A dependent visa will allow your family members to stay with you in Australia for the duration of your course. If your course of study is shorter than one year, or if you want other family members (such as parents or siblings) to visit you, each of them will need a visitor's visa (not a dependent's visa). A visitor's visa is usually issued for three months.

### **Migration Agents**

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

### **Education Agents**

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

## 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 specified in the CoE
- Maintain satisfactory academic progress and attendance requirements
- 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
- If you change your education provider, you must inform your current education provider within seven days of issue of an CoE
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- You must not work unless you have been granted permission to do so • You must leave Australia before your visa expires

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

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

## 2.4 Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 12 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jetlag.

### 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
- Confirmation of Enrolment (CoE)
- 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 license
  - Medical records and/or prescriptions

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](http://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.

### **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 Sydney 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. In Sydney nights can be cold during winter, on occasion getting as low as 4 degrees, however the days during winter are usually in the low 20's and sunny. Obviously, there are rare exceptions to these temperatures. Summer on the other hand can be very hot, with our hottest days reaching 39-42 degrees, though the extremely hot days are usually the exception.



### **Clothing**

On campus, 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. On campus and on work placement however, clothing must meet minimum requirements in terms of workplace health and safety legislation, in that it must provide safe covering, in particular footwear in certain circumstances must be protective.



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.

Other items you might need to include (most can also be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillowcases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

The standard voltage for electrical items in Australia is 240V 50 cycles. 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.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

### **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 allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU\$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 before making any purchases.

<http://www.acma.gov.au>

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 Austel Approved in order to function in Australia.

## 2.5 Arranging Accommodation

When you arrive in Burwood where are you going to stay the night? It is much better to know the answer to this question before you leave home. There are two types of accommodation to consider: temporary and permanent.

### 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. Sydney's cultural diversity caters to many different lifestyles and the costs of transport, food and entertainment is very competitive and often better than most other Australian capital cities. The Sydney lifestyle can be enjoyed, even on a student budget.

### Types of Accommodation

Our objective is to strive to offer the best training and education programs possible. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment. GBC is not a residential College and therefore does not offer on campus accommodation; however, there is a range of other accommodation options from which students can choose such as homestay, student housing and rental accommodation.

### Homestay

Homestay accommodation provides a homely, safe environment in a range of settings such as host families, share houses and units in single or shared rooms. They are often close to transport and shops. Visit the following websites to see some of the homestay accommodation available in Sydney and Adelaide.

- Home Stay Experience <http://www.ozhomestay.com.au>
- Home Family Stay Sydney Student Accommodation <http://www.auzziefamilies.com>
- Home Family Stay Adelaide <https://www.homestaynetwork.org/adelaide-pricing/>

## Student Housing

There are a number of purpose-built homes in Sydney and Adelaide that accommodate students only. For an example of what is currently available you can access the following website where you can specify your individual requirements.

- Accommodation for Students [www.studyaccommodation.com](http://www.studyaccommodation.com)
- Casual Accommodation New South Wales <http://easy-apartments-to-rent.com/>
- Accommodation for Students

<https://www.unilodge.com.au/student-accommodation-adelaide/>

## Rentals

Private rental arrangements can be made through local real estate agents where you will be able to rent modern, self-contained and furnished apartments to suit your budget.

## Rental Rates & Weekly Living Expenses

Weekly rental rates will be determined by whether you are simply renting a room in share house, or you are renting an entire house or apartment and for a single person could range from say \$140 to \$250 for a single room in rental accommodation to \$600 per week for a house or a large apartment.

## Temporary accommodation

If you have not already arranged permanent accommodation, you will need temporary accommodation for a few days or weeks while you look for something more permanent. Contact International Student Services for assistance with this.

## Permanent accommodation

It takes a student, on average, between two and four weeks to find suitable accommodation. There is a variety available for you choose e.g. share housing, homestay, etc. it is easier for you to make this choice once you arrive in Australia, though you will need temporary accommodation at first, as noted above. It is important to inspect rental accommodation before signing a rental agreement.

## Things to Keep in Mind When Renting:

### Security Deposits/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 AUD \$1,000. 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.

The landlord/agent must give you a 'Bond Lodgement' form with details about how much bond you have paid. This should be signed by both you and the landlord/agent. The landlord/agent must lodge this form and your bond with the Office of Fair Trading (OFT) Renting Services within 7 days.

Renting Services will send you an advice slip and a rental bond number. Keep these in a safe place with your residential tenancy agreement.

If you do not receive an advice slip, contact Renting Services (phone 133 220) to find out if the bond has been lodged. It is an offence for the landlord/agent not to lodge the bond – they can be fined up to \$2,200.

### **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.

### **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?

**We strongly recommend that you inspect any permanent accommodation before you sign a lease.**

### 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.

### Restrictions

The lease may contain restrictions, such as not permitting animals 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.

### 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.

It's important to establish ground rules which everyone agrees upon at the beginning. If you do, it will make life much easier as studies begin, and pressures increase. If everyone agrees to the ground rules, everyone knows each other's expectations and it is easier to address small issues early.

Some questions you could ask are:

### **Food**

- Do you and your roommates expect to share the costs of buying everyday items such as toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?
- Will you have a general kitty for food, or will each person look after themselves
- If you are buying food as a group, who will take care of the preparation, washing up, etc.?
- 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?
- Does anyone in the group have specific food needs (allergies, preparation 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?
- If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

### **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.**

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.

## **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 every one to 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 misuse 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.

### **Home Fire Safety**



International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

## **Plan Your Escape**

### **In a Fire:**

- Get down on the floor. Crawl to the door. (In Australia we say – get down low and go)
- Get out of your room.
- Close the door. This prevents smoke and fire from spreading
- Alert others.
- When outside stay out.
- Call 000.

## **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 these usually operate as follows:

- Mornings: 7:30am - 8:45am and Afternoons: 3:30pm-6:00pm).
- Children who need these programs must be registered with the school.

## **2.6 Schooling in Australia**

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

- It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st August of that calendar year are eligible to start school the following year. Children whose birthday is after the 1<sup>st</sup> August must wait one more year. 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. GBC will issue Confirmation of Enrolment (CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

## **Social Activities**

To help you settle into life in Australia and make new friends, we strongly suggest you join a local sporting, recreational, church or other group. Please talk to our Student Services representative about various groups available in this area.

## **Experiencing Culture Shock**

What is culture shock?

Firstly, it is important to recognise and accept that culture shock is a normal but unpleasant and at first negative

Experience but handled well it can have positive effects such as:

- learning experience
- increase intercultural understanding
- enhancement of self-efficacy

### Calling Emergency Services

In Australia dial **000** from any phone (including mobiles) for fire, police or ambulance services. 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. Be ready to respond to such questions as: – where are you? (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.

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. **Emergency 000 lines should not be used for general medical assistance.**

### Calling Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a nonemergency situation you can contact the local police station directly.

The contact details for **Burwood Police** are:

9 Belmore St  
BURWOOD 2134  
Phone: 02 9745 8499  
Fax: 02 9745 8411  
Open 24 hours

The contact details for **Adelaide Police** are:

Adelaide Police Station  
176 Grenfell St, Adelaide SA 5000  
Hours: Open 24 hours  
Phone: (08) 7322 4800

### **Calling Fire**

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

### **Ambulance**

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial **000**

### **State Emergency Service**

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

### **Public Telephones**

Australia has an extensive network of Public Phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. Calls from public phones in Australia are free for calls within Australia. International 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. PrePaid 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.

### **Making Phone Calls within Australia**

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

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT



Visit [www.whitepages.com.au](http://www.whitepages.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 9999 3662

### Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority 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:

[www.mobiles.com.au/mobile-phone-plans](http://www.mobiles.com.au/mobile-phone-plans)

### Computer & Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

### 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.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.

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.

### **Road**

The trip from Burwood to Sydney Coast is a 15-minute journey.

The trip from the Adelaide campus to the nearest beach – Glenelg – takes about 35 minutes by light rail from the campus.

### **Taxis**

There are numerous taxi services from which to choose and taxi stands exist all around the campus areas.

### **Buses and Trains**

Buses services, trains and light rail are also available from one suburb to the other in both Sydney and Adelaide.

### **Airlines**

Both Sydney and Adelaide have frequent domestic services from to domestic and international destinations.

### **Ferries and water taxis**

There are a number of ferries and water taxis operating in Sydney, providing a unique transport service for visitors and residents of the Sydney.

### **How to Shop**

### **Bargaining/Haggling**

When shopping in Australia you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price.

However, there are exceptions to this rule.

There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include:

- at garage sales
- community markets
- second hand dealerships
- at electrical goods' stores
- furniture shops
- when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price

If you are paying by **CASH** and, if you are buying more than one item, you may have more bargaining power. Begin the bargaining process by asking:

"What's the best price you can give me?"

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

"I'll offer you \$30 for all of these."

### **Purchasing an Item**

The most common methods of purchasing items are by cash or **EFTPOS**. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 165,000 merchants across Australia.

Just swipe your key card through the EFTPOS card reader, select your account type and enter your PIN. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

### **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 OSHC?**

You can choose to take out OSHC with the provider preferred by GBC, or with the Australian OSHC provider of your choice. As at July 2008, there are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management: ["http://www.ahm.com.au/"](http://www.ahm.com.au/)
- BUPA Australia: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private: [www.medibank.com.au](http://www.medibank.com.au)
- Allianz: [www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers
- International travel insurance,
- General treatment cover with any Australian private health insurer.

You can find a list of these providers and search for the one that suits you best at: <http://www.privatehealth.gov.au> & ["http://www.iselect.com.au/"](http://www.iselect.com.au/)

### **What am I covered for?**

OSHC provides a safety net for medical expenses for international students, similar to 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.

How do I make a claim?

This information will be provided at the time of joining.

### **Other Health-Related Services**

#### 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.

## **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. Depending upon your cover 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'.



## **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.

### **What should I do if I'm sick?**

Choose a doctor from the list of medical centres in and around Burwood 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 e.g.: 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.

## **Medical Centres in and around Burwood**

Burwood Park Medical Centre  
90 Burwood Rd  
Burwood, NSW, 2134  
(02) 9744 5454

Victoria Street Medical Centre  
51 Burwood Rd  
Burwood, NSW, 2134  
(02) 9747 6611

AMCL Burwood  
185a Burwood Road, Burwood, NSW 2134  
Burwood GP / Medical Centre  
(02) 9744 5133

### **Medical Centres near the Adelaide campus:**

City Medical Centre  
1/80 Grote St · Near the Adelaide Central Market · (08) 8120 1888

Adelaide Health Care  
43 Carrington St · (08) 8410 0774

City Clinic  
160 Grote St · (08) 8241 1199

### **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. 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 exactly 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.

## Maintaining Your 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 behaviour. 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)

## Physical Health

A big part of staying healthy involves eating healthy foods and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [To inspire and empower healthy eating for all Australians | Nutrition Australia](#)

Exercise – do at least 30 mins of moderate exercise a day

- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Eliminate Binge drinking – limit your consumption of alcohol and avoid binge drinking.

Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

## Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner’s health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

## Mental health

Be prepared to discuss concerns with a trusted friend or counsellor earlier rather than later. If you believe you need help, you may wish to contact the Mental Health Association contact Sydney Health.

## 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 [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or phone 131 450

## 3.0 Managing Finances

### Initial Expenses

This is an example of some of the expenses you might encounter when you first come to Australia:

Expenses	Example of a student living in shared accommodation off-campus	Example of a family living off-campus (two adults and one child)
<b>Establishment</b>		
Temporary accommodation (8 nights)	\$350	\$740
Furniture & household items (if renting unfurnished or partly furnished home)	\$1500 per month	\$3000 per month
Electricity/gas/phone – connection	\$250 per month	\$250 per month
Rental bond (refundable)	\$600	\$1500
Two weeks' rent in advance	\$700	\$1480
<b>Total (Establishment)</b>	<b>\$3,400.00</b>	<b>\$6970</b>

Accommodation, food & utilities	per academic year (36 weeks)	per year (52 weeks)	per year (52 weeks)
Off-campus rent - ongoing**	–	\$7800 (\$150 per week)	\$19,500 (\$375 per week)
Electricity/gas – ongoing	–	\$728 (\$14 per week)	\$1456 (\$28 per week)
Food, groceries, incidentals	\$2028 (\$39 per week)	\$5720 (\$110 per week)	\$13,750 (\$265 per week)
Residential College fee, meals and utilities (36 weeks during semester)	\$13,200 (\$367 per week)	–	–

Residential College – Internet, Orientation activities, student club fees, etc.	\$828 (\$23 per week)	–	–
<b>TOTAL (Accommodation, food and utilities)</b>	<b>\$15,432 (36 weeks)</b>	<b>\$14,248 (52 weeks)</b>	<b>\$34,706 (52 weeks)</b>
Residential College – summer vacation and Orientation accommodation (Dec-Feb, approx. 11 weeks, fully catered)	\$4620 (\$60 per night)	–	–
<b>TOTAL (including summer vacation &amp; orientation accommodation in a residential College)</b>	<b>\$20,676</b>	<b>\$14,248</b>	<b>\$34,706</b>

Ongoing additional costs	per year	per year	per year
Phone (includes Internet) – ongoing	\$520 (\$10 per week)	\$1040 (\$20 per week)	\$1560 (\$30 per week - includes internet)
Public transport	\$416 (\$8 per week)	\$832 (\$16 per week)	\$2080 (\$40 per week)
Health (dental/medicine not covered by OSHC)	\$500	\$500	\$1250
Recreation/entertainment	\$1040 (\$20 per week)	\$1040 (\$20 per week)	\$2600 (\$50 per week)
Photocopying/printing/stationery	\$520 (\$10 per week)	\$520 (\$10 per week)	\$520 (\$10 per week)
Textbooks/course materials***	\$850	\$850	\$850
Contents insurance	\$280	\$280	\$560
Clothing/personal	\$600	\$600	\$1500
Emergency/unexpected	\$500	\$500	\$1000
<b>TOTAL (Ongoing additional)</b>	<b>\$5226</b>	<b>\$6162</b>	<b>\$11,920</b>
<b>TOTAL (Accommodation and living, and Ongoing expenses)</b>	<b>\$25,902</b>	<b>\$20,410</b>	<b>\$46,626</b>
<b>TOTAL (Excluding Residential College Summer vacation &amp; Orientation)</b>	<b>\$19,890 (36 weeks)</b>		

**NOTE:** Prices are subject to change. They are to provide you with a guide only

## 4.0 Working in Australia

### Gaining 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 Australian 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

You are not permitted to start work until you have commenced your course of study. You can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.

The Department of Home Affairs (DHA) 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.

For a full list of mandatory and discretionary student visa conditions please visit [www.homeaffairs.gov.au](http://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. However, there are many different ways to find a job in Australia:

### Newspapers

Job Boards on campus at often al local shopping centres

Online - try these online companies:

- <http://www.seek.com.au>
- <http://www.careerone.com.au>
- <http://mycareer.com.au>

### Earning an Income

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 [www.ato.gov.au](http://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 <http://www.ato.gov.au/>

For a registered tax agent visit <http://www.tpb.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 9.5% 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.

To check your eligibility to claim your superannuation and to apply for your payment, visit: <http://www.ato.gov.au/superfunds>

You will need to provide the details of your superannuation fund.

You can find a comprehensive outline of Australian law and the legal system at: ["http://australia.gov.au/"](http://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.

## **Child Protection Laws**

The New South Wales Department of Communities (Child Safety Services) is dedicated to protecting children and young people, and ensuring they are safe from abuse. Their contact details are: New South Wales Department of Community Services

6 Cavill Ave  
Ashfield NSW 2131

Locked Bag 4028  
Ashfield NSW 2131

Telephone: 02 9716 2222

Facsimile: 02 9716 2999

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 having 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 have security screens or locks; doors should have dead-bolts, a security chain and a peep hole.

## **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



## Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.

If you are going out at night remember:

- 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 at all times.
- 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 - move 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.
- Don't leave your drink unattended

If you are 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. Using personal stereos could mean not hearing 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

**Very important:** 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.

## Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security

officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

### **Waiting for a bus**

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits.

### **Riding on the bus**

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you • If you see any suspicious activity, inform the driver

### **Trains**

Many of the same safety tips when travelling by bus apply for trains. In addition:

- 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
  - Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
  - 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:
    - 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 fleet number and advise the driver you will report him/her if they don't stop

## **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 10 metres)! 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 and potentially fatal if it's not hands-free. This applies to sending or receiving text messages as well as making or receiving calls. If you operate a mobile phone while driving, you are 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 point's 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.

## 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.

When driving in and around Sydney you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. If you are a temporary overseas visitor and you wish to obtain an Australian licence, seek advice from your local Police Station.

The more you drink, the higher your BAC (blood alcohol content). 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 affects you, please see the Australian Drug Foundation website:

[www.drugininfo.adf.org](http://www.drugininfo.adf.org)

### **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!**

Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

## **Smoking**

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products.

Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. In New South Wales there are restrictions regarding smoking in public area. Make sure you read any signs before lighting up. Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

## **Drink 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 (zero zero zero) immediately to report it and get help.

## **Hitchhiking**

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. 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). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

**HOWEVER:** Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: **DON'T HITCHHIKE!** It simply is not worth the risk.

## **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.

## **Sexual Assault and Harassment**

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. Leaving drinks unattended 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.
- Respect your intuition.
- 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. If calling the police from a public phone dial 000.

It is important that you:

- 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.

Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Police officers are aware that when a person has been assaulted, sexually or otherwise, they are likely to be suffering from emotional shock. The police 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 or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

### **Keeping in Contact:**

Before you leave home, you should provide your family and friends, and GBC in Australia, 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.

### **Pack what you need**

Most items you will need during your stay are available in Australia, though the cost may be higher than in your home country. So, it pays to do some sensible packing, and in particular to have enough money when you arrive.

### **Animal or plant items**

If you want to take any animal or plant items (which could potentially carry disease) into Australia, you must complete a form and also declare the items to Quarantine at Sydney Airport. Some items are prohibited and you generally cannot take these into Australia; however, it may be possible to do so if you obtain approval before you leave home.

### **Document Folder**

It is a good idea to prepare a folder containing all of the important documents you may need to access quickly. This folder could contain the following. We suggest you keep the following documents. You may think of others.

- valid passport (including photocopies)
- student visa (including photocopies)



- letter of Offer of Admission and other material sent to you by GBC
- receipts of payment for all GBC fees
- certified copies of personal papers, such as academic transcripts, educational or work qualifications, scholarship award letter (if applicable)
- identification (ID) papers, such as birth certificate, proof of citizenship, driver's licence from your own country, international driver's permit (if needed – see below)
- papers relating to any study that may earn you credits for the course you are enrolling in at GBC. (If you want credit for study already completed you will need to bring detailed information – course outlines, syllabus outlines, texts used, course assessment information, number of teaching hours, etc.)
- credit cards, bank keycards, traveller's cheques, etc
- medical records, immunisation records and school records for you and all
- accompanying family members
- proof of marriage (if relevant)
- receipts for goods you are bringing to Australia, to assist with assessing Customs duty and sales tax (e.g. computers, cameras)
- reference letters (for finding accommodation or employment) including rental references
- this handbook

## Money

Australia has decimal currency with 100 cents to the dollar. Australian bank note denominations are \$100, \$50, \$20, \$10 and \$5, and coins are \$2, \$1, 50 cents, 20 cents, 10 cents and 5 cents. The exchange rate for the Australian dollar (AUD) is a floating rate based on the foreign exchange market. 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.

## 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.

## How much should I carry?

You must have some money for immediate use when you arrive in Australia. You will need to pay for transport from the airport, as well as accommodation, food, telephone calls, postage and other expenses. You should bring at least AUD \$300 in cash and have easy access to at least \$1,200 more (e.g. with a bank keycard or in traveller's cheques).

Do not bring all your funds in one cheque that needs to be cashed at a bank. It can take several weeks for cheques from some countries to be cleared for cashing by the banks here. This could leave you in a difficult situation with no money for accommodation or other necessities.

If you are a scholarship student, you should not rely on the first scholarship payment for immediate use as it may take some time before the money can be placed in your bank account.

### **Bank accounts**

You will be able to open a bank account straight away. In the first six weeks after you arrive, you need only your passport as proof of identity when opening a bank account. Once you have opened an account, further funds can be transferred from your home country directly into your account in Sydney.

Some banks in your country may be able to open an account for you in Burwood before you leave home – ask at your bank first. Credit cards accepted in Australia include American Express, Diners Card, Visa and MasterCard.

Banks also issue bankcards for use in Australia.

### **Useful websites:**

<http://www.travelex.com.au>

- traveller's cheques and money transfers <http://www.xe.com/>
- universal currency converter <http://www.google.com.au> and type in related terms (e.g. 'Australian banks')

### **What if I am sending items to Australia?**

If you send items to Australia by post or a freight service, they will need to be cleared by Australian Customs. You can clear the goods yourself or have a nominated person, such as a relative or

Customs broker, do it for you. You will need to complete an 'Unaccompanied Effects Statement' (available from all Australian Customs offices and Customs brokers), produce your passport and a detailed packing list.

If you do not use the services of a broker, you should contact the Australian Customs office nearest to the location of the arriving goods to arrange your own clearance. Customs may inspect the goods on arrival in Australia. Duty free concessions will not apply to goods sent to Australia. Please read the booklet 'Guide to Travellers - Know Before You Go'

<http://www.homeaffairs.gov.au/> in your Pre-Departure Package for further information or contact:

### **Customs Information Centre**

Phone: 1300 363 263 (in Australia) +61 2 6275 6666 (outside Australia)

Email: [information@homeaffairs.gov.au](mailto:information@homeaffairs.gov.au)

Web: <http://www.homeaffairs.gov.au/>

### Complete your pre-departure checklist:

- organised travel arrangements (visa, air tickets, etc.)
- had medical/optical/dental check glasses/contact lenses and packed spare pair of
- prescriptions for medicines, etc., in my luggage)
- organised at least temporary accommodation, either on campus or off campus.
- packed my document folder of important documents, as well as placing immediately
- needed items (passport, air ticket and other valuables) in my hand luggage
- checked Customs and Quarantine regulations and separately packed items
- I will need to declare (e.g. food, computer), as well as ensuring there are
- no sharp objects in my hand luggage
- at least \$1,500 available for use on arrival in Sydney  
(including approximately \$300 in cash)
- packed some of my personal items such as photos, address book with contact
- details of family, friends, my country's embassy in Australia
- packed this booklet on the plane. – Your Road to Success – in my hand luggage for reading
- purchased padlocks for my luggage and applied them to my bags

**If any of these items are not ticked and you require further assistance, please contact GBC.**

### Should I bring my family to Australia?

There are arguments for and against bringing your family while you are studying in Australia. On one hand, you will not be separated from them, you will not be anxious about their welfare in your absence, and you will have someone near and dear to share your experiences.

On the other hand, families make demands on your time and energy and this can affect your study. Also, you may make less effort to meet new people if you have your family with you. You will need to discuss these advantages and disadvantages carefully with your spouse or partner and other family members and reach a decision, which is best for all.

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children. However, before bringing your family to Australia, you will have to prove that you can support them financially.

Rather than bringing the family together with them to Australia, some students have found 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. 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

- 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

For more information visit: <http://www.homeaffairs.gov.au> for advice on any family related concerns.

### 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.

For security reasons, all knives, sharp objects or cutting implements of any kind and any length, whether or metal or other material, knitting needles, and sporting goods, must be packed in checked luggage. They cannot be carried in your hand luggage. If they are, the articles will be removed and not returned. If you are carrying hypodermic needles for medical reasons, you must declare them. Medication should have a professionally printed label identifying the medication, or a manufacturer's name or a pharmaceutical label attached. When possible, carry documentation of identification to confirm your medical condition. You should check any other restrictions concerning hand luggage with your travel agent or the airline you are travelling with.

## Upon Arrival in 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.

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 <http://www.australia.gov.au/information-and-services/> 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 (32kg) 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.

### 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 <http://www.homeaffairs.gov.au/>

### **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 a number of 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.

### **Visa Conditions**

Once 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):

- completion of the course within the duration specific in the CoE
- maintaining satisfactory academic progress
- maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- remain with GBC for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notifying GBC 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 <http://www.homeaffairs.gov.au/>

### **Getting from the Airport:**

For information about transport services available from Sydney Airport, go to <https://www.sydneyairport.com.au/parking> options include: trains, buses, taxis, hire cars, shuttle services.

## Services

GBC provides a number of support services, which will assist you in your first few weeks in Australia. These services are provided to ensure that you have access to information, which will help you settle into life in Sydney and student life as quickly as possible.

### Daily Arrival Information Sessions & Housing Information Sessions

GBC conducts induction session each week-day morning for the first two weeks of each semester.

Daily Arrival Information Sessions are held daily at the beginning of each semester to provide students with useful information, such as:

- public Transport
- health cover
- security
- tax
- banking
- enrolment

### Semester Timetable

Semester timetables are made available at the time of enrolment; however, it is always advisable to check with Student Services for any changes.

## 5.0 General Administration

Students should familiarise themselves with the fees and charges outlined below. Payment options are to be discussed prior to enrolment.

### 5.1 Tuition Protection Service

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.

Australia has a well-established international education sector with over 1200 education providers delivering a high-quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

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.

## **For Domestic students:**

### **5.1.1 Payment Plans**

If a payment plan has been negotiated:

- payments must be in advance of the pending unit of competence or term. Where a student has negotiated to pay by the unit, payment in full must be received before any resources will be provided; once resources have been provided, no refund will be given;
- the total payment charge for a payment plan section is required to be finalised at least fourteen days prior to the end of the designated period of study;
- cancellation of enrolment does not cancel the obligation to make all payments under the payment plan (refer to - Refund policy)

## **5.2 Change to Enrolment/Personal Details**

It is important that our records are accurate and up to date. Should you change your name, address, mobile or other details during your period of study, please notify a GBC Student Administration Officer as soon as possible. Each time you use your student log in you will be prompted to update your contact details if they have changed. GBC will also email you every six months to request confirmation of your contact details.

## **5.3 Accessing Policies and Procedures**

Students can access policies via the GBC website or by contacting the Student Support Officer.

## **5.4 Bullying Prevention**

GBC has established a bullying prevention culture in which the wellbeing of students and staff is fostered and protected through courtesy, respect and support for all.

All staff and students at GBC must:

- Treat each other with courtesy and respect.
- Promote a culture of courtesy and respect
- Identify, mitigate and report bullying.

GBC does not tolerate bullying behaviour and disciplinary measures apply.



Bullying behaviour is identified as repeated behaviour that threatens, intimidates, humiliates or demeans an individual or group.

Students receive guidance on bullying prevention during Orientation and in teaching and learning contexts. This includes guidelines on what constitutes bullying, how to identify bullying, how to report bullying and the support services available to them if they experience bullying. GBC provides counselling and ongoing support for students affected by bullying.

For more information, see the *Bullying Prevention Policy* online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.5 Sexual Harassment and Assault

GBC is determined to provide a safe and secure environment for all students and a range of support services for students who experience sexual harassment and/or assault. The prevention of sexual harassment and assault, and appropriately and sensitively addressing any instances of sexual harassment and assault are crucial to GBC's determination to ensure the safety, respect and wellbeing of staff and students.

Sexual harassment and assault are a criminal offence.

GBC's primary responsibility and commitment, at all times, is to support and protect victims/survivors of sexual harassment and assault. GBC encourages victims/survivors to report incidents regardless of whether they would like to involve police, as GBC will confidentially provide support services appropriate to their needs and requirements.

GBC takes disclosures of sexual harassment and assault seriously even if they occur off campus, for example while travelling to campus, while on a GBC-affiliated trip or social event, or any context where the alleged perpetrator is a student or staff member at GBC.

If the incident or perpetrator is not connected with GBC in any way, GBC will provide appropriate support to the victim/survivor.

GBC will not tolerate sexual harassment and assault perpetrated by a student or staff member.

Any behaviour that constitutes sexual harassment and assault is in direct contravention of the GBC Code of Conduct.

Students and staff who engage in this behaviour will find themselves facing GBC misconduct procedures, including disciplinary action. Students and staff who are accused of sexual harassment or assault will be protected in line with the principles of procedural fairness.

The victim/survivor may report the matter to the police, in which case the perpetrator may face legal repercussions.

### Definitions of consent, sexual harassment, and sexual assault

#### *Consent*

GBC operates on an understanding of *positive consent*. Positive consent to sexual activity is defined by the Australian Institute of Family Studies as follows:

“Positive consent means that: there is a free agreement between all parties involved, with no coercion, force or intimidation of any kind; and an individual will actively display his/her willingness to participate and consent to sexual activity.

Consequently:

- submitting to sexual activity, or not actively saying "no", is not enough to demonstrate consent; and
- the consent of the other party in a sexual encounter should never be assumed, and should be actively sought after and affirmed.”

Australian Institute of Family Studies: [www.aifs.gov.au](http://www.aifs.gov.au)

### *Sexual harassment*

GBC abides by the Australian Human Rights Commission definition of sexual harassment:

“Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual.

Sexual harassment is a type of sex discrimination.

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation.

Sexual harassment may include:

- staring or leering
- unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- suggestive comments or jokes
- insults or taunts of a sexual nature
- intrusive questions or statements about your private life
- displaying posters, magazines or screen savers of a sexual nature
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- requests for sex or repeated unwanted requests to go out on dates
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.”

AHRC: [www.humanrights.gov.au/our-work/sex-discrimination/guides/sexual-harassment](http://www.humanrights.gov.au/our-work/sex-discrimination/guides/sexual-harassment)

### *Sexual assault*

GBC abides by the definition of sexual assault in the law of New South Wales, Australia:

“Sexual assault occurs when a person is forced, coerced or tricked into sexual acts against their will or without their consent, or if a child or young person under 18 is exposed to sexual activities. Sexual assault is a crime.”

Victim Services NSW:

[http://www.victimsservices.justice.nsw.gov.au/sexualassault/Pages/sexual\\_assault\\_victims.asp](http://www.victimsservices.justice.nsw.gov.au/sexualassault/Pages/sexual_assault_victims.asp) **Support options available to victims/survivors**

### *Counselling for students*

The GBC Counsellor is trained in best practice responses to disclosures of sexual harassment and assault. Students are encouraged to attend an appointment with the counsellor even if they aren't sure if an incident that occurred constitutes sexual harassment or assault. The student counsellor will be open to discussing their concerns and how to proceed.

### *Support for students prior to disclosing an incident*

The following support services can be accessed at any point in the semester, by all students.

All students can access information, including the *Sexual Harassment and Assault Policy*, via the GBC website on various topics surrounding sexual harassment and assault. All students at GBC have access to medical, counselling, financial, housing, and legal support.

Students may book appointments with the GBC counsellor using the following contact details: 02 9715 3048

Victims/survivors can also access counselling and support external to GBC such as Abuse and Neglect Service (VAN) for crisis, medical and counselling support (1300 792 755), St John of God Burwood Hospital (02) 9715 9200 and Burwood Police Station (02) 9745 8499 or Adelaide Police Station, 176 Grenfell St · (08) 7322 4800

Additionally, victims/survivors can access various other phone helplines:

1800 RESPECT (National Support Line) 1800 737 732

NSW Rape Crisis (NSW) 1800 424 017

For more information, see the *Sexual Harassment and Assault Policy* online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## **5.6 Critical Incidents**

GBC security procedures apply to all critical incidents. Should a serious critical incident that threatens the safety of students occur on the GBC campus, those in the critical incident area must evacuate that area immediately, if it is safe to do so. At the same time, a senior staff member of GBC will make an immediate response assessment and act accordingly.

If the incident is potentially dangerous or life threatening or someone is injured, emergency services (Police, Fire or Ambulance) must be contacted immediately on Triple Zero (000).

## 5.7 Students at Risk and Unsatisfactory Progress

GBC is committed to the delivery of high quality academic outcomes for students through the regular monitoring and review of student attainment and progress and through the provision of high quality support. Standard 9 of the *National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2018* requires higher education providers to “systematically monitor students’ course progress” and be “proactive in notifying and counselling students who are at risk of failing to meet course progress requirements”.

GBC provides academic and non-academic support for students who are identified of being at risk of unsatisfactory attainment and progress.

### Student at risk category

Students are identified as ‘at risk’ if:

- They have shown poor achievement in assessment tasks that may lead to failing a subject
- They have failed more than 50% of their available credits for one semester of study
- They have failed a compulsory subject.

Students who are identified as at-risk will be notified of their status in writing by the Course Coordinator. The letter will contain:

- Notification that they are at risk of unsatisfactory progress
- The reasons why they have been identified as at-risk
- Advice on where to find the *Students at Risk and Unsatisfactory Progress Policy* and other useful information.
- Instructions to discuss their situation, future study plans and appropriate support services with the course coordinator.

Students may also identify themselves as at-risk and seek support by contacting an academic member of staff, the Academic Skills Advisor, a Student Support Officer or the GBC Counsellor.

For more information, see the *Students at Risk and Unsatisfactory Progress Policy* online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.8 Student Complaints, Appeals, Grievances

GBC provides prospective and current students with access to mechanisms that allow for grievances, complaints and appeals to be made, addressed and resolved. Prospective and current GBC students can lodge formal grievances against any aspect of their experience with GBC, education agents or related parties. This includes complaints and appeals against academic and administrative decisions.

GBC’s framework for addressing and resolving grievances, complaints and appeals ensures confidentiality, transparency, fairness, robust internal review processes, and the provision of independent review, advocacy and support if required. The management of grievances, complaints and appeals includes effective communication with the complainant or appellant and timely resolution.

### GBC Student Complaints, Grievances and Appeals Process

Step One	<p>If the complaint or appeal cannot be resolved by speaking with the person involved, or the complainant or appellant is not comfortable doing this, then the complainant or appellant is to progress to Step Two to complete a Complaints and Appeals Form.</p>
<p>The Student Complaints and Appeals Form is available on the GBC website.  <i>A Complaints and Appeals Form</i> must be lodged within a six (6) month period. The exception is reports of sexual harassment and assault, discrimination, or bullying which are not subject to a time limit.</p>	
Step Two	<p>Complete the Complaints and Appeals Form and lodge it with the Student Support Officer.</p> <p>The Student Support Officer will register the Complaints and Appeals Form and initiate the investigation process.</p> <p>The staff member appointed to investigate the complaint or appeal will request a meeting with the complainant or appellant to discuss the complaint or appeal. Depending on the nature of the complaint or appeal, this may be the Course Coordinator, Dean or CEO.</p> <p>The meeting request will be made in writing, via email.</p> <p>The meeting should take place within ten (10) days of the lodgement of the Complaints and Appeals Form.</p> <p>The complainant or appellant may nominate a support person to accompany them to the meeting.</p>
Step Three	<p>An investigation will commence within ten (10) days of the lodgement of the Complaints and Appeals Form.</p>
Step Four	<p>The complainant or appellant will be advised in writing of the outcome of the investigation within twenty (20) days of lodgement of the Complaints and Appeals Form unless an extension is agreed to in writing by all parties to affect an outcome.</p>
<p><b>If this does not solve your problem then go to Step Five</b></p>	
Step Five	<p>The complainant or appellant has the right to appeal the resolution decision and outcome of a complaint or appeal process.</p> <p>The appeal should be lodged in writing with the Student Support Officer within thirty (30) days of receiving notification of the resolution decision and outcome. The appeal should include the reason and grounds for the appeal.</p> <p>The Registrar will investigate non-academic appeals and the Dean will investigate academic appeals. The initial grievance, complaint or appeal will be re-reviewed, including the details of the investigation, evidence, supporting documentation and the resolution decision and outcome. If new evidence has been provided as part of the resolution appeal, this must be considered.</p> <p>The Registrar or Dean may establish an Appeals Committee of two or three relevant members. Committee members may include academic and general staff of the College and/or members of Academic Board or its sub-committees.</p> <p>Any staff member who has been involved in the complaints process before this stage may not be nominated to be part of the Appeals Committee. In the course of this investigation, the Registrar or Dean, and</p>

	<p>any staff designated to be involved in the investigation, has the discretion to:</p> <ul style="list-style-type: none"> <li>• consult with relevant academic and administrative staff, as well as students of the College, on matters pertaining to the case; and/or</li> <li>• request the complainant or appellant to meet with the Committee in person or via teleconference to discuss the case. The meeting request must be made in writing. The meeting should take place within ten (10) working days of appeal lodgement.</li> </ul> <p>The complainant or appellant will be advised in writing of the appeal resolution decision and outcome within twenty (20) working days.</p> <p>The letter will include information for further avenues for resolution if the complainant or appellant is dissatisfied with the appeal resolution decision. As per the <i>External Grievance Resolution Policy</i>.</p>
<b>Step Six</b>	<p>The complainant or appellant has the right to appeal the appeal resolution decision and outcome and should do so as outlined in the <i>External Grievance Resolution Policy</i>.</p>

For more information, see the *Student Complaints and Appeals Policy* online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.9 Student Academic Misconduct

GBC promotes an academic culture that respects the scholarly work of others, intellectual property rights and copyright.

GBC students are expected to maintain academic integrity and good practice in academic conduct in teaching and learning contexts, assessments, scholarship and research activity. Academic misconduct will be mitigated and addressed through educational guidance, investigative procedures and the application of penalties.

Teaching and learning activity and academic skills support provides students with strong guidance, instruction and feedback on maintaining academic integrity and academic misconduct awareness.

Teaching and learning activities support students in the achievement of good academic practice and maintaining academic integrity in assessment tasks.

GBC runs academic skills workshops for students during orientation and throughout the semester on academic integrity standards, academic misconduct and the penalties that apply, correct referencing and citation.

GBC has mechanisms to identify academic misconduct in assessment tasks submitted by students including plagiarism detection software and marker scrutiny.

The assessment task a student submits to be marked must demonstrate their own original, independent work, supported by established research and scholarship which is correctly referenced and identified.

Students are expected to identify any material that is not their own original, independent scholarly activity including: the words and ideas of others be they published or unpublished, web material, visual material including photographs, images, research data, audio material.

Paraphrased material must also be identified and correctly referenced.

### **Types of academic misconduct**

Types of student academic misconduct that occur in assessment tasks include:

- Plagiarism
- Collusion
- Cheating
- Contract cheating
- Falsifying data and research results
- Submitting work for an assessment task that has been submitted for a previous assessment task in another subject
- Not complying with examination rules.

### **Plagiarism**

Plagiarism occurs when a student presents the scholarship, research, ideas or words of another as their own original work. There is no acknowledgement of the original source or author.

Plagiarism occurs when material is copied, included in an assessment task, and the original author or source is not acknowledged or referenced.

Plagiarism occurs when material is paraphrased, reworded, included in an assessment task, and the original author or source is not acknowledged or referenced. Even paraphrased, reworded, material must be referenced.

Referencing includes identifying the original author or location of the material, through in-text citations or footnotes or endnotes and the addition of a reference list or works cited list at the end of the assessment task.

Material from the internet must be referenced, even if the author cannot be identified. The URL (web address) must be provided and the access date.

Material that should not be plagiarised includes:

- Written material
- Visual material (photographs, images, film stills, ads)
- Audio material
- Graphs, diagrams
- Formula
- Software codes
- Web content, including text, images and audio, social media, app data, podcasts, interviews, presentations, blogs
- The work of other students
- Material produced by a commercial site, service or business that is purchased by a student for the purposes of the assessment task (contract cheating)
- Lecture and tutorial content
- Research data and results
- Conversations and discussions.

Plagiarism may be identified as inadvertent or intentional.

**Inadvertent plagiarism:** occurs when a student lacks an understanding of good academic practice in acknowledging sources, referencing and citation. Inadvertent plagiarism is

identified by the demonstration of incorrect or insufficient referencing skills, coupled with a genuine attempt to identify sources used within the assessment task submitted.

**Intentional plagiarism:** is identified as a deliberate attempt to deceive. When a student presents the scholarship, research, ideas or words of another as their own original, independent work. There is no acknowledgement of the original source or author.

Poor referencing and citation skills will be addressed through correction, instruction, guidance and feedback in the classroom and on assessment tasks.

Students whose assessment tasks demonstrate a lack of understanding of good academic practice, referencing and citation, will be referred to academic skills workshops or one-on-one learning sessions with the GBC Academic Skills Advisor.

Plagiarism is detected and identified through text-matching software used during assessment submission or by the marker of the assessment task.

Disciplinary measures and penalties apply to plagiarism.

### **Collusion**

Collusion is when an assessment task demonstrates that students have worked together on an assessment task when the criteria for the assessment task required the submission of individual work.

Collusion is identified when the similarity between student assessment tasks is high or sections of the assessment tasks are identical.

Collusion is classified as a form of cheating.

Group work or collaborative work, when it is a condition of the assessment task, will not be identified as collusion.

Students may be encouraged to engage in collaborative study activity but the assessment tasks they submit must demonstrate their own original, independent work, supported by established research and scholarship which is correctly acknowledged and referenced.

Disciplinary measures and penalties apply to collusion.

### **Contract Cheating**

Contract cheating is a serious offence and will be penalised.

Contract cheating is identified as a student submitting an assessment task as their own work, when it has been written by another and purchased from another. This includes purchasing one that has been pre-prepared or specifically written in response to the set assessment task. Purchasing work from another includes another student, a commercial site, service or business.



## Disciplinary penalties for academic misconduct

### Minor incidents of academic misconduct

Minor incidents of academic misconduct are less serious breaches to academic integrity that occur due to inexperience or a lack of understanding of the principles of academic integrity, referencing and citation. While such breaches may be classified as inadvertent, they are still identified as academic misconduct.

The repetition of minor incidents of academic misconduct will be treated as more serious and may be escalated to a major classification and penalty.

**Inadvertent plagiarism in the first semester of study:** inadvertent plagiarism detected in an assessment task, as demonstrated by incorrect or insufficient referencing skills and a genuine attempt to identify sources, will be dealt with through feedback and instruction. The student must correct their referencing errors and have the assessment task reviewed by the marker in order to pass the assessment task. The student must attend a compulsory Academic Skills workshop on referencing and citation, or one-on-one academic support sessions with the Academic Skills Advisor.

**Repeat incidents of inadvertent plagiarism:** a repeat incident of inadvertent plagiarism will be classified as a major incident and penalties will be applied.

**Inadvertent collusion in the first semester of study:** if the collusion is determined to be inadvertent, the student(s) must revise the assessment task. The mark awarded for the revised assessment task will be no more than 50%.

**Inadvertent collusion after the first semester of study:** if it is the first incident, a mark of zero may be awarded for the assessment task, depending on the level and extent.

**Repeat incidents of inadvertent collusion:** a repeat incident of inadvertent collusion will be classified as a major incident and penalties will be applied.

**Minor incidents of plagiarism in the first semester of study:** the student must revise the assessment task, correcting their referencing errors and have the assessment task reviewed by the marker in order to pass the assessment task. A mark of no more than 50% will be awarded. The student must attend a compulsory Academic Skills workshop on academic integrity, referencing and citation, or one-on-one academic support sessions with the Academic Skills Advisor.

**Repeat incidents of minor plagiarism:** will be classified as major incidents and penalties will be applied.

### Major incidents of academic misconduct

Major incidents of academic misconduct are a serious breach to academic integrity. Such breaches usually indicate deliberate academic misconduct and the intention to deceive. Major incidents of academic misconduct are identified as:

- Contract cheating
- Plagiarised material of more than 20% in an assessment task
- Collusion
- Cheating in an examination
- Falsifying research data or research results.

**First major academic misconduct incident:** a mark of zero will be awarded for the assessment task. The student must revise the assessment task, correcting academic misconduct errors in order to pass the subject.

**Second major academic misconduct incident:** a fail grade will be awarded for the subject.

**Third major academic misconduct incident:** the student will be suspended from studying at GBC and may be ineligible for re-enrolment.

Academic misconduct incidents and penalties will be recorded on the student's file.

### **Student rights and appeals**

A GBC student who is involved in an alleged academic misconduct investigation may remain enrolled until the investigation is complete.

A GBC student has the right to be treated fairly and the right to respond to the academic misconduct allegation.

A GBC student has the right to appeal academic misconduct investigation outcomes and disciplinary penalties as per the *Student Complaints and Appeals Policy*.

An appeal in response to an academic misconduct penalty may be made if the academic misconduct investigation process was not followed by GBC as per policy guidelines.

The Dean will assess all academic misconduct appeals and advise the student of the outcome within ten (10) working days.

If the appeal is denied, the student has the right to pursue an appeal as per the *External Grievance Resolution Policy*.

### **International students and academic misconduct**

If the enrolment of an international student is affected by an academic misconduct penalty, students may contact the Overseas Student Ombudsman (OSO) and seek a review of the administrative processes and decisions made by GBC. If the OSO finds that GBC did not follow due process GBC will review the decision. GBC will: ensure the student receives written notification that they have twenty (20) working days in which to lodge a complaint with the Overseas Student Ombudsman and allow the student to remain enrolled pending completion of the complaint process.

For more information, see the *Student Academic Misconduct Policy* online at:

<https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## **5.10 Diversity and Equity**

GBC acknowledges the diversity of its students and the importance of providing a higher education learning environment in which diversity is expected, identified and supported throughout the delivery of higher education courses. Appropriate and equitable support and opportunities are provided for all GBC students, especially students from underrepresented and / or disadvantaged backgrounds such as Aboriginal and Torres Strait Islander peoples and students from lower socio-economic backgrounds.

GBC recognises its legal obligations under the following Australian legislation and regulatory frameworks:

- *Higher Education Standards Framework (HESF) 2015*
- Racial Discrimination Act 1975 (Commonwealth [Cth])
- Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Workplace Gender Equality Act 2012 (Cth)
- Age Discrimination Act 2004 (Cth)
- Anti-Discrimination Act 1977 (NSW)

Specific consideration and support will be given to groups of students identified as underrepresented and / or disadvantaged. This may include students who:

- have a disability or long-term illness
- have been unduly affected by socio-economic circumstances
- completed secondary school in a regional or isolated area
- identify as women
- identify as part of the LGBTI+ community
- identify as ethnicities and nationalities that are under-represented in the GBC student cohort
- identify as Aboriginal or Torres Strait Islander.

GBC:

- Supports diversity in its admissions processes and entry pathways
- Ensures that all prospective students have access to information about the requirements of GBC courses
- Actively supports the recruitment and admission of Aboriginal and Torres Strait Islander students
- Ensures that all prospective students have access to information about course requirements, facilities and resources
- Ensures that all applicants have the capacity to fulfil the requirements of the course

GBC supports students throughout their course to ensure they have access to equitable opportunities for academic progress, success and course completion.

Planned student support measures include:

- Academic and non-academic student support services that are tailored to each cohort, taking into account its diversity
- Academic and non-academic student support services that can be tailored to the needs of individual students
- Student access to timely and accurate advice about and referrals to external services
  - Student access to transition support programs and ongoing academic skills support throughout the duration of their degree.

Furthermore, students will be empowered to stand up for their right to be safe and respected through the following measures:

- All students will be fully informed of their rights
- All students will have full access to GBC policies and procedures and the student Code of Conduct
- All students will be informed of, and have full access to, the student complaints and appeals mechanism through which they are able to report instances of discrimination
- GBC supports and encourages student representation in decision-making and direction setting.

For more information, see the *Diversity and Equity Policy*, *Anti-Discrimination Policy*, *Admissions Policy* online at <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.11 Indigenous Education

In 2009, the Australian Government formally endorsed the United Nations Declaration on the Rights of Indigenous Peoples. This endorsement was an acknowledgement by Australia that Aboriginal and Torres Strait Islander peoples had sovereign rights over their heritage, their present and their future, which were to be aided and supported by the Australian Government and community.

Central to this Declaration are the rights of Indigenous peoples to education without discrimination (Article 14) and to have Indigenous cultures and aspirations reflected in education (Article 15).

GBC is determined to encourage and facilitate Indigenous education through its courses and programs.

We acknowledge Indigenous Australians as the original Australians and ongoing custodians of 'Country' who occupy a unique place within Australian society. GBC will take pride in, and actively seek to identify with, Indigenous Australia.

We endorse the principle of equity for Indigenous peoples and we will deliver appropriate and effective educational services for Indigenous students and ensure our staff are flexible and innovative in educational and service delivery.

We are committed to the provision of the resources required to support Indigenous education and will consider the provision of Indigenous scholarships at the appropriate time.

We will ensure Indigenous consultation in planning and implementing this policy.

We will, where appropriate and practical, strive to have Indigenous membership on all significant committees, advisory groups and working parties. We will endeavour to ensure that Indigenous education issues are specifically included in all major strategies and plans.

We will be accountable to the Indigenous community regarding our plans, activities and achievements for Indigenous education.

We are committed to an environment which is non-discriminatory and free of harassment for Indigenous people. For more information, see the *Indigenous Education Policy* online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.12 Assessments

The implementation of effective assessment strategies in all higher education courses of study at GBC plays a crucial role in the achievement of strong student outcomes and the assurance of academic integrity. Course design ensures that assessment tasks are constructively aligned with learning outcomes and the development of demonstrable graduate attributes.

Assessment tasks are aligned with standards and criteria that are clear to students and markers.

Assessment as a measure of student work is designed to be fair, valid, equitable and consistent.

Students are responsible for:

- Ensuring they are aware of assessment task requirements, due dates and submission methods
- Accessing the academic support they need to complete assessment tasks from relevant teaching staff or the Academic Skills Advisor
- Contacting a relevant academic staff member should they feel they are unable to fulfil course requirements and/or assessment task requirements
- Undertaking all assessment tasks required in order to satisfactorily complete a subject
- Adhering to all assessment task requirements and relevant policies, including the *Academic Integrity Policy* and *Student Academic Misconduct Policy*.

### **Assessment task submission**

Assessment tasks must be submitted by the due date, unless the student has an extension in writing from their subject coordinator.

Extensions can only be granted in advance of the submission date, and the student must provide a valid reason and evidence for the request for extension.

Late submissions incur penalties at a rate of 10% per day.

Assessment tasks are to be submitted online through the link provided on the Moodle site for the subject.

Plagiarism detection software must be used for the submission of assessment tasks.

### **Appealing assessment outcomes**

Students are entitled to appeal an assessment task mark. In the first instance, they should speak to the Subject Coordinator.

If an assessment task has been marked by two academic staff members as part of the appeals process, the second mark will be recorded as the final mark.

If a student remains unsatisfied, they may further their appeal according to the *Student Complaints and Appeals Policy*.

### **Special consideration**

Should a student encounter extenuating or exceptional circumstances that may affect their ability to complete an assessment task, they should contact the Subject Coordinator or Course Coordinator for advice on deferment, or an extension to the assessment task due date. Special consideration may apply in instances of cultural or legal significance, illness, family bereavement or misadventure. Subject Coordinators must make all reasonable attempts to accommodate students who experience unexpected circumstances. GBC will ensure the provision of adequate support for students requiring special consideration.

For more information, see the *Assessment Policy*, *Examinations Policy* online at:

<https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.13 Award of Grades

GBC is committed to ensuring the grading system provides accurate reports of student learning achievements that are valid and reliable representations of each student's capabilities in relation to clearly articulated learning outcomes, assessment criteria and standards.

We are committed to ensuring these grades are consistent with national and international benchmarks and that grades are comparable across the institution and its various courses.

### Marks and grades awarded for individual assessment tasks in a subject

Marks and grades for individual assessment tasks in a subject are awarded as described below.

GRADE	NOTATION / NOMENCLATURE	MARK	DEFINITION
HD	High Distinction	85 to 100	Student has demonstrated outstanding achievement of the criteria and standards for the assessment task
D	Distinction	75 to 84	Student has demonstrated superior achievement of the criteria and standards for the assessment task
C	Credit	65 to 74	Student has demonstrated good achievement of the criteria and standards for the assessment task
P	Pass	50 to 64	Student has demonstrated satisfactory achievement of the criteria and standards for the assessment task
F	Fail	0 to 49	Student has demonstrated unsatisfactory achievement of the criteria and standards for the assessment task.
AF	Absent Fail	0	Student did not submit the assessment task

### Final marks and grades awarded for an individual subject in a course of study

Final, Interim and Administrative grades for an individual subject in a course of study are awarded as described below.

The award of a Final grade will be accompanied by the student's accumulated total mark / 100 for all assessment tasks for the subject.

To be awarded a Final grade a student must have: remained continuously enrolled in the subject for the duration of the teaching semester; and completed all assessment tasks for the subject – formative, summative and hurdle tasks.

Students who have not completed one or more of the assessment tasks for a subject may be awarded the Administrative grade of 'Absent Fail'.

GRADE	NOTATION / NOMENCLATURE	MARK	DEFINITION
HD	High Distinction	85 to 100	Student has demonstrated outstanding achievement of the relevant assessment criteria and standards in the subject
D	Distinction	75 to 84	Student has demonstrated superior achievement of the relevant assessment criteria and standards in the subject
C	Credit	65 to 74	Student has demonstrated good achievement of the relevant assessment criteria and standards in the subject
P	Pass	50 to 64	Student has demonstrated satisfactory achievement of relevant assessment criteria and standards in the subject
PS	Pass-Supplementary Assessment	50	Awarded after passing an approved supplementary assessment
F	Fail	0 to 49	Student has demonstrated unsatisfactory achievement against the assessment criteria and standards in the subject. In exceptional circumstances students who achieve a final mark of 45-49 may be granted a Supplementary Assessment at the recommendation of the Academic Board. This result also applies where a student is awarded a fail in a subject because of academic
			misconduct. A 'Disciplinary fail' will be recorded on the student's file and a Fail result reported on the transcript. (See the Student Academic Misconduct Policy).
AF	Absent Fail		Student did not submit all required assessment tasks for the subject.
E	Exempt	N/A	Indicates that a student has achieved the learning outcomes for the subject through recognition of prior learning.

### Interim grades

Interim grades will be awarded when a student's final grade and mark in a subject cannot be confirmed at the time of the Academic Board grades review meeting for the relevant teaching semester. All Interim grades will be converted to an appropriate Final grade or Administrative grade (as required) no longer than three months after the Academic Board grades review meeting for the relevant teaching semester.

GRADE	NOMENCLATURE	DEFINITION
RP	Result Pending	Used as Interim grade when a student's final grade and mark in a subject cannot be

		confirmed due to a Deferred Examination or Supplementary Assessment being approved by the Academic Board.  'Result Pending' may also be used when a student's final grade and mark in a subject cannot be confirmed due to other circumstances beyond the control of the Course Coordinator.
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### Administrative grades

Administrative grades are awarded without an accompanying mark / 100

GRADE	NOMENCLATURE	DEFINITION
W	Withdrawn (without academic penalty)	Evidence is provided by student of serious illness or misadventure experienced after the relevant census date warranting withdrawal and/or deferral without academic penalty.
WF	Withdrawn Fail	Indicates that a student has formally notified GBC of their withdrawal from the subject after the census date and prior to the final day of teaching in that semester
AF	Absent Fail	Student has not officially withdrawn from the subject and cannot be assessed as having completed the subject due to the non-submission / completion of an assessment task.

For more information, see the *Award of Grades Policy* online at:

<https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.14 Information Technology

GBC provides online resources and IT to support student learning this includes free campus wifi, online learning resources, student email, online access to the GBC library, policies, forms and subject Moodle sites.

Students have access to computer labs on campus and software programs that support teaching and learning activities, student learning and development.

GBC provides online resources that meet accessibility standards for best practice.

GBC promotes an environment of appropriate use of online information communication technology.

GBC ensures students are informed of their rights and responsibilities when using online information communication technology, including education on best practice standards and the penalties for online misconduct.

GBC students are expected to act responsibility when using online resources. This includes ensuring the privacy and confidentiality of their personal information.



GBC students must not share their online login or password details with anyone and must ensure they log out of the system when using public computers or on campus.

GBC students must comply with the rules that govern online use of library and learning resources, including e-books, databases, digital subscriptions, software programs.

GBC students must comply with federal and international copyright law when using online resources.

GBC students must act lawfully when using online resources provided by GBC.

Online use is subject to the relevant Australian federal and state legislation.

Online use that breaches the *Online Usage Policy* is classified as misconduct. Disciplinary penalties apply for breaches of this policy.

For more information, see the *Online Usage Policy* online at:  
<https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.15 Privacy

In delivering higher education courses GBC may collect information from students or prospective students, either electronically or in hard copy format, including information that personally identifies individuals. GBC may also record various communications between individuals and GBC.

In collecting personal information GBC complies with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

For more information, see the *Privacy Policy* online at:  
<https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.16 Graduation, Transcripts and Testamur Policy

GBC provides all graduating students with certification documentation that accurately outlines the record of their academic achievement in a timely manner.

### Awarding Degrees and Qualifications

GBC complies with the Australian Qualification Framework (AQF) and the *Higher Education Standards Framework 2015* which specify the requirements for the awarding of degrees and qualifications.

Qualifications are awarded where two conditions are fulfilled:

- Where a higher education course of study delivered by GBC has been accredited as leading to the award of that qualification by all necessary accrediting bodies (internally, this is Academic Board, externally, this is TEQSA)
- When a higher education student enrolled at GBC has demonstrated satisfactory completion of all requirements necessary for the degree.

## Student rights

All students who complete the requirements of course will be issued a testamur by GBC.

GBC ensures the authenticity of all of its certification documentation issued to students.

All higher education courses offered by GBC will be aligned with all AQF requirements and regulations.

All prospective graduates will be informed of all GBC graduation processes and procedures.

All students that complete one or more subjects of a program of study are eligible to obtain an academic record of results.

All graduates are entitled to a replacement testamur if the original copy is damaged, destroyed, stolen, lost or otherwise misplaced.

If the student decides to leave the course for any reason, unfinished at any stage during their study, then they will be issued with a Record of Results for the subjects they have been assessed as being competent after paying outstanding dues/fees if any.

For more information, see the *Graduation, Transcripts, Testamur Policy* online at:

<https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.17 Refund Policy

If GBC receives fees paid in arrears, then the refund policy is not applicable. For those students who pay their fees in advance the following applies:

If an applicant accepts a place offered by GBC and pays the fees, it means a binding contract is created between the student and GBC.

Under current legislation, there are a number of circumstances where a student may be in default.

Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to GBC.

In the case of cancellation/withdrawal, the cancellation fee will be calculated as shown at [Table 1](#).

GBC offers the following information in relation to refunds of course money in the case of student and provider default:

- amounts that may or may not be repaid to the student;
- processes for claiming a refund;
- a plain English explanation of what happens in the event of a course not being delivered; and
- a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

A total or partial refund is applicable when:

### International Student Default

Under the legislation, there are a number of circumstances where a student may be in default. In the situation where a student has breached their visa conditions or does not pay fees or in cases of student misbehaviour, a student default situation is triggered when Gateway refuses to provide or continue providing the course to the student. However, in terms of the student default notification and reporting obligations under the ESOS Act, the student default is not confirmed until any internal or external complaints and appeals process is completed. Additionally, a provider cannot cancel a student's CoE without giving the student access to complaints and appeals processes.

Once any complaints and appeals processes are complete and the student default is confirmed, GBC has:

- five business days to notify the Secretary and the TPS Director (via PRISMS) of the student default;
- 28 days to report cancellation of the student's enrolment to DHA (via PRISMS) (i.e. a section 19 report);
- 28 days to finalise the student default obligations as set out in the written agreement with the student; and
- a further 7 days to report the outcome of the student default (via PRISMS).

Refunds in the case of student default visa refusal are not part of the written agreement and therefore cannot be covered by section 47D of the ESOS Act which relates to written agreements.

Instead refunds in the case of visa refusal must be calculated in accordance with the legislative instrument under subsection 47E(4). The reason for this is so that visa refusal refunds are calculated in the same way across all providers.

The calculation under subsection 47E(4) is as follows:

**Table 1**

<b>Withdrawal Reason</b>	<b>Amount Refunded</b>
If a student's visa application is rejected before commencement, and the DHA official rejection advice is provided to GBC.	A refund equal to 100% of the tuition fees less enrolment fee & resource fee
If written notice of cancellation of enrolment is received by GBC at least 4 weeks prior to course commencement date	A refund equal to 80% of the tuition fees less enrolment fee & resource fee
If written notice of cancellation of enrolment is received by GBC prior to 2 weeks of course Commencement	A refund equal to 50% of the tuition fees less enrolment fee & resource fee
If a student requests cancellation of enrolment or seeks variation of course 2 weeks prior to course commencement.	No refund

## **GBC Default**

This policy applies to a student or an intending student in relation to a course if:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on GBC; and
- The student has not withdrawn before the default day.

GBC will make a refund within four (4) weeks of Provider default or receiving a written claim by the student in accordance with the Terms and Conditions as outlined on the Enrolment/Application Form – this forming the written agreement with the registering student.

All refund considerations will be strictly limited to the total of monies, which GBC has actually received. The refund calculation will not include:

- Application/enrolment fees are non-refundable;
- registration/processing fee;
- No refunds will be given for notification of withdrawal which occurs 14 days before the start of the program
- the part of expenses for travel, bank charges, accommodation and other domestic services that cannot be offset by providing the services to someone else;
- compulsory union fees;
- the cost of books, equipment and other materials needed for the course;
- proportion of course money received for the proportion of the course provided to the student before the default date;
- agents commission paid either directly by the student or through the college on behalf of the student whether the commission was paid before or after monies were received by GBC; and
- If a student notifies GBC of their intention to withdraw before the original start date and are eligible for a refund as per paragraph three (3) above, then the refund will be paid within four (4) weeks of GBC receiving your request for refund.
- No academic penalty will be incurred if a student notifies GBC of their intention to withdraw from individual units or a program before the end of week four (4) of the semester.
- All fees and charges are payable upon invoice and will cover a period of the impending study period. Students may be precluded from sitting exams, receiving results or attending classes if tuition fees are not paid by the date specified on the invoice.
- Any refund will be paid to the person or entity that originally paid the course fees and, where possible, in the same currency in which the fees were paid.
- In the case of provider default, refunds cannot be covered by a written agreement. Such situations are covered by the ESOS Act 2000 and the ESOS Regulations 2001.
- Fees may be subject to change without notice.

In all circumstances GBC will provide a statement and an explanation of how the refund was calculated and make fully available access to GBC Grievance Policy. This agreement and the availability of GBC complaints and appeals process does not remove the right of the student to take action under Australia’s consumer protection laws.

### Refund Circumstances

- GBC reserves the right to exclude students from class when fees are not paid;
- This agreement and the availability of the complaints and appeals procedure does not remove the students’ rights to take action under Australia’s consumer protection laws;
  - The GBC dispute resolution process does not circumscribe the student’s right to pursue other legal remedies; and
- Refer to GBC’s complaints and appeals procedure if you wish to appeal the refund policy.

Tuition fees are not transferable to another person or institution.

GBC reserves the right to change, alter or amend curricula, syllabi, course structure, fees and/or any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.

If GBC has to change any of the above conditions for any reason, all students will be notified of the change in writing.

Refunds will be paid to the party who originally paid the fees. Fees will not be refunded directly to a student if it was not them who originally paid the fees.

Refunds will be paid no later than four (4) weeks after the application for refund is made.

Refunds will only be paid to the person who enters into the contract with GBC unless GBC receives written direction to pay the refund to somebody else.

## 5.18 GBC Student Code of Conduct

### Student Rights, Principles, and Responsibilities

Rights of students, staff, and other members of the GBC community	GBC core principles	Student responsibilities
To be treated with respect at all times	<input type="checkbox"/> Fairness <input type="checkbox"/> Equality <input type="checkbox"/> Valuing diversity and individuality <input type="checkbox"/> Free expression and critical inquiry <input type="checkbox"/> Establishing a supportive environment	Students <b>must</b> : <ul style="list-style-type: none"> <li>• Respect the differing views and opinions of others</li> <li>• Communicate positively, openly and honestly with others</li> <li>• Respect and embrace diversity</li> <li>• Respect people from Aboriginal and Torres Strait Islander backgrounds</li> </ul>

<p>Freedom from discrimination, bullying and harassment</p>	<p>Fairness Equality Valuing diversity and individuality</p>	<p>During any activities at or associated with GBC, students <b>must not</b> engage in or incite any of the following:</p> <ul style="list-style-type: none"> <li>• Discrimination against a person or group of persons due to:</li> <li>• Race, nationality, ethnicity, or descent</li> <li>• Sex, intersex identity, gender and transgender identity, or sexual orientation</li> <li>• Marital status, breastfeeding and pregnancy, parent or caretaker status</li> <li>• Religious or political belief</li> <li>• Employment or industrial activities</li> <li>• Age or physical traits</li> <li>• Irrelevant criminal activity</li> <li>• Disability or medical or mental health issues</li> <li>• Association with individuals with the attributes listed above.</li> <li>• Violent or threatening behaviour, verbal or physical</li> <li>• Use of offensive language, jokes, and behaviour</li> <li>• Any kind of physical harm to any person</li> </ul>
<p>Freedom to engage in work, study and research without undue disruption</p>	<p>Academic integrity Respect for the work, study and research activities of others. Respect for GBC facilities and resources</p>	<p>Students <b>must</b> avoid unfairly disadvantaging or giving an advantage to others, by:</p> <ul style="list-style-type: none"> <li>• Remaining aware of the environment they are in and acting courteously</li> <li>• Upholding the principles of academic integrity in all activities and contexts</li> <li>• Conducting themselves with professionalism in all dealings with academic staff, both during and outside class time</li> <li>• Treating GBC facilities and resources with respect to ensure they remain accessible</li> </ul> <p>Ensuring they do not engage in violent or disruptive activities, particularly activities that may compromise the safety or well-being of any person at GBC.</p>

<p>To benefit from consistently high quality course delivery at GBC</p>	<ul style="list-style-type: none"> <li>☐ Academic integrity</li> <li>☐ Respect for GBC course and subject requirements</li> </ul>	<ul style="list-style-type: none"> <li>☐ Students <b>must:</b></li> <li>☐ Ensure they understand the structure and requirements of their course and subjects Complete all assigned tasks and assessment tasks in a way that reflects the principles of academic integrity <ul style="list-style-type: none"> <li>• Take on constructive criticism in good faith</li> </ul> </li> <li>☐ Read all written correspondence received from GBC</li> <li>☐ Be aware of key policies and know how to access them <ul style="list-style-type: none"> <li>• Remain aware of key dates and deadlines</li> </ul> </li> <li>☐ Provide reasonable and respectful feedback in the Student Feedback Survey</li> </ul>
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The Student Code of Conduct applies to all students and all student activities associated with GBC, including online activities as well as course delivery provided by a third party.

Students must remain aware of the above information, and seek assistance for clarification as required.

Students may also refer to the GBC website to find relevant policies such as:

- *Academic Integrity Policy*
- *Academic Misconduct Policy*
- *Anti-Discrimination Policy*
- *Academic Critical Inquiry Policy*
- *Bullying Prevention Policy*
- *Diversity and Equity Policy*
- *Indigenous Education Policy*
- *Online Usage Policy*
- *Sexual Harassment and Assault Policy*

### **Breaches of the GBC Student Code of Conduct**

Students are expected to report any breaches of the Student Code of Conduct that they are party to or witness.

Penalties for breaches of the Student Code of Conduct are determined based on the nature of the misconduct, and may include:

- A disciplinary meeting with the Dean or Course Coordinator
- An official warning being issued
- Education on how to avoid the incident recurring, which may include:

- Compulsory participation in education programs such as anti-discrimination or anti-sexual harassment and assault programs
- Compulsory consultation with the Student Support Officer or Academic Skills Advisor to clarify expectations of student behaviour
- A penalised mark awarded for an assessment task in instances of academic misconduct
- A fail grade for the subject
- Restriction of access to facilities, e.g. suspension of online access to the student portal, student email or discussion boards on the LMS
- Permanent re-arrangement of timetable
- Temporary suspension from course
- Expulsion from GBC
- Awards or degrees issued by GBC may be redacted.

Where appropriate and necessary, incidents will be reported to the authorities and to regulatory bodies.

For more information on the penalties and procedures applicable to breaches of the Student Code of Conduct, refer to the relevant policy.

### **Use of Communication and Information Devices**

Use of mobile phones, iPods, MP3 players or cameras in classrooms is not permitted. Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at GBC only, and should not be used for unlawful or irresponsible reasons.

## **5.19 Student Academic and Non-academic Misconduct**

Academic and non-academic misconduct will be penalised and may result in your enrolment with GBC being suspended or cancelled.

Non-academic misconduct includes:

- Disrespecting others including discrimination for any reason;
- Intimidating students or staff;
- Bullying behaviour;
- Damaging or misusing GBC or other students' property;
- Criminal actions;
- Failure to pay fees when due;
- Failure to make satisfactory progress
- Sexual assault or harassment.

Academic misconduct includes:

- Plagiarism;
- Cheating;
- Contract Cheating.

For more detailed information consult the *Student Code of Conduct* (above) and *Student Academic Misconduct Policy* online at:  
<https://www.gatewaycollege.edu.au/Highereducation/policy.php>



## 5.20 Student Welfare, Support Services and Guidance

GBC will assist students in their adjustment to study and life in Australia.

GBC has qualified personnel who have a capacity to assist students in all matters of a personal and professional nature and will refer students to appropriate agencies and resources for issues that are beyond GBC's capabilities.

Students are able to present and discuss any issue with the Student Support Officer, GBC Counsellor, Academic Skills Advisor or teaching and learning staff.

There are no charges for internal welfare and support service referrals. Some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.

**First Point of Contact** – Any GBC staff member can act as a first point of contact although it is preferred that students approach a Student Support Officer. Other staff members will provide comfort support only until the Student Services Officers can take control of the situation.

**Emergency Contact** – Telephone – This number will be advised at Orientation and will be printed on the reverse side of the Student ID card. A GBC representative will be available on the contact number.

### External Support Agencies (local Sydney area)

The following list is not exhaustive but is considered appropriate for current issues.

#### Burwood Community Welfare Services (includes Multicultural Services)

**Telephone:** 02 9744 1866

**Email:** [BCWSINC@bigpond.com](mailto:BCWSINC@bigpond.com)

**Address:** 2 Wyatt Avenue Burwood NSW 2134. **Website:** [www.bcw.org.au](http://www.bcw.org.au)

#### Sydney Multicultural Referral Agency

**Telephone:** 02 9663 3922

**Email:** [info@sydneymcs.org.au](mailto:info@sydneymcs.org.au)

**Address:** 3 General Bridges Crescent, Daceyville, NSW 2032 Australia

**Website:** [www.sydneymcs.org.au](http://www.sydneymcs.org.au)

Problem	Website	Phone no
Alcoholism	<a href="http://www.aa.org.au/">www.aa.org.au/</a>	938 777 88
Anxiety (including phobias & Obsessive Compulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.a.u">www.ada.mentalhealth.asn.a.u</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au">www.serenitynsw.com.au</a>	9740 9539
Asthma	<a href="http://www.asthmansw.org.au">www.asthmansw.org.au</a>	1800 645 130
Consumer credit and debt	<a href="http://www.cclcnsw.org.au">www.cclcnsw.org.au</a>	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org">www.lifelinesydney.org</a>	9951 5522/13 11 14
Depression	<a href="http://www.sjog.org.au/">www.sjog.org.au/</a>	

Depression (National Initiative)	<a href="http://www.beyondblue.org.au">http://www.beyondblue.org.au</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au">www.ideas.org.au</a>	1800 029 904
Domestic violence	<a href="http://www.wlsnsw.org.au">www.wlsnsw.org.au</a>	8745 6999
Domestic violence	<a href="https://maryshouse.org.au/">https://maryshouse.org.au/</a>	1800 656 463
Drug addiction: Narcotics anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au/">www.naranon.com.au/</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com">www.thewaysidechapel.com</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org">www.arafmi.org</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au">www.edf.org.au</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au">www.eczema.org.au</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au">www.epilepsy.org.au</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au">www.fpahealth.org.au</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.a.u">www.wesleymission.org.a.u</a>	9951 5566
G-Line (gambling)	<a href="https://youthsolutions.com.au">https://youthsolutions.com.au</a>	1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au">www.glccs.org.au</a>	8564 9596
Grief support	<a href="http://www.solace.org.au">www.solace.org.au</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au">www.hepatitisc.org.au</a>	9332 1599
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au">www.sesiahs.health.nsw.gov.au</a>	9332 9700
Telephone Interpreter Service	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>	131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au">www.mentalhealth.asn.au</a>	9816 5688
Poison Information Centre	<a href="http://www.firstintervention.com.au">www.firstintervention.com.au</a>	131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au">www.pregnancysupport.com.au</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au">www.interrelate.org.au</a>	9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au">www.sfnsw.org.au</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.can-survive.org">www.can-survive.org</a>	1300 364 673
Smoking - Quit line	<a href="http://www.quitnow.gov.au/">www.quitnow.gov.au/</a>	13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au">www.suicideprevention.com.au</a>	1300 360 980
Victims of crime support	<a href="http://www.victimsservices.justice.nsw.gov.au/">www.victimsservices.justice.nsw.gov.au/</a>	1800 633 063
Women's refuge referral service	<a href="http://www.turmanisandassociates.com/">www.turmanisandassociates.com/</a>	9560 1605

## 5.21 Legislative Requirements

Vocational education and training legislative requirements of the state and federal government, including but not limited to the following Acts, as well as GBC rules and regulations, must be met by GBC staff and students. GBC staff is conversant with these Acts, a full text of which can be accessed at the College or online at the College website.

### Workplace Health & Safety

**Work Health and Safety Act 2011** <http://www.legislation.nsw.gov.au>

## **Work Health and Safety Regulation 2011** <http://www.legislation.nsw.gov.au/>"

Students are required to observe any lawful directions given by GBC staff members in order to ensure the safety of individuals and the orderly conduct of teaching and learning in line with the Workplace Health and Safety Act.

Evacuation Procedures - During an emergency evacuation, authority rests with the evacuation personnel whose directions must be followed. They are identifiable as wearing coloured safety helmets and/or reflection vests.

## **Tobacco and Other Smoking Products NSW**

[www.health.nsw.gov.au/Pages/default.aspx](http://www.health.nsw.gov.au/Pages/default.aspx) In NSW, smoking is prohibited inside an enclosed place and within 5m of any part of an entrance to an enclosed place. The GBC smoking area is located across the road in the Park. Students wishing to smoke must use this area.

## **Weapons, Firearm License** "<http://www.police.nsw.gov.au/firearms>"

Under the act a person must not unlawfully possess a weapon nor be in possession of a weapon in a public place or educational facility except where the weapon is used for legitimate educational purposes such as a knife in a cooking class. Unlawful possession or use of a weapon by students or staff will be reported to police.

## **New South Wales Anti-Discrimination Act 1977** [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)

GBC takes very seriously the right of all people to be treated fairly which is enshrined in this Act. It is illegal to treat people unfairly because of their sex, relationship or parental status, race, age, impairment, religious or political beliefs, union activities, gender identity, sexuality, lawful sex work, pregnancy, and breastfeeding or family responsibilities. It is also illegal to sexually harass another person or to publicly show hatred for another person because of their race, religion, sexuality or gender identity and a person who perceives they have been treated unfairly because they have been treated illegally. A person who perceives they have been treated unfairly because they were involved in a complaint has been treated illegally. GBC will support any students through its Complaints and Appeals process who believes themselves victim to any discriminatory behaviour.

The Anti-Discrimination Commission administers the Anti-Discrimination Act and can be accessed via its website: [www.austlii.edu.au/au/legis/nsw/consol\\_act/aa](http://www.austlii.edu.au/au/legis/nsw/consol_act/aa)

## **Disability Council of NSW** [www.disabilitycouncil.nsw.gov.au](http://www.disabilitycouncil.nsw.gov.au)

All students and staff, in particular those working with people with a disability, should have an understanding of the Disability Services Act which protects the rights of people with a disability. In brief this act states, people with a disability should have the same human rights as other members of society and should be empowered to exercise those rights.

## **Commonwealth Privacy Act 1988** [www.austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/)"

The privacy act regulates the use of confidential material and as such GBC has developed a privacy policy based on the New South Wales Government's Information Privacy Principles. These principles allow for the collection of personal information by fair means only, directly related to the activities of an agency, as well as storage and security and use and disclosure of this information. Full details of the policy can be accessed at GBC or online at GBC website.

**Copyright Act 1968** [www.austlii.edu.au/au/legis/cth/consol\\_act/ca1968133](http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133)

Students should be aware of their responsibilities in relation to copyright and should note in particular that the Copyright Act applies to all published materials including those obtained electronically, on the internet for example. It is permissible to make limited copies of materials for educational purposes, for example to make one copy for personal use of 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. Check with GBC library staff for a more detailed guide to what is allowable and certainly the full details of the Copyright Act are published at the above web address. The *Copyright Policy* is available online at: <https://www.gatewaycollege.edu.au/Higher-education/policy.php>

## 5.22 Work Health and Safety

GBC is committed to achieving and maintaining the highest practicable standards of Work Health and Safety for its staff, students, contractors and visitors.

GBC accepts its responsibility to be aware of and enforce the provisions of all relevant Acts, Regulations, College Policy and Procedures and such local rules and work procedures as may be formulated within their areas of responsibility.

GBC has the responsibility under its “Duty of Care” to provide as far as is practicable:

- A safe place of work
- Safe systems of work
- Safe tools and equipment
- Ongoing training in safe methods of work
- Safe, positive supervision at all levels
- Periodic inspection of all GBC physical assets and activities
- The investigation of all accidents, the reporting of all hazards and the implementation of all practicable control measures to protect people and property
- To encourage staff and students to implement sound health and safety principles in all their activities

Students have the following obligations at GBC:

- to comply with instructions given by GBC for workplace health and safety at GBC;
- to use any personal protective equipment provided by GBC;
- not to interfere with or misuse any health and safety equipment wilfully or recklessly;
- not to place at risk the health and safety of anyone at GBC wilfully; and
- not to injure themselves wilfully.

If you see any item or procedure or any incident which has caused or has the potential to cause injury to people or damage to property, and it cannot be immediately rectified, you must inform a College staff member as soon as possible. **If you are injured or involved in an incident contact a member of staff immediately.**

## 5.23 Student Transfer Policy

GBC will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original registered provider has provided a written letter of release;
- 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; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

GBC will assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.

GBC has a documented Discontinuation of Studies Form, which is available to staff and students. This form specifies:

- The circumstances in which a transfer will be granted;
- The circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student; and
- A reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

GBC will grant a letter of release only where the student has:

- provided a letter from another registered provider confirming that a valid enrolment offer has been made.

A letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

Where GBC will does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and Appeals).

GBC will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

### Grounds for Granting a Letter of Release

A Letter of Release will be granted at no cost to an international student where the student has already completed 6 months of their Principal Course of study with GBC or the student's government sponsor considers the change to be in the student's best interest and has provided written support for that change.

Provided that there are no grounds for denying a request, as listed below, a Letter of Release will also be granted if the following circumstances exist:

- compassionate and compelling circumstances that are beyond the control of the student;
- the new provider's offer is for a higher level tertiary qualification;
- the student has successfully completed an award at GBC previously;
- the other registered provider offers support for particular needs of the student, where that support is not available at the GBC campus. Support services may include, for example, access to a cultural support network, learning support or counselling services; or
- the student provides evidence that they were misled by a GBC staff member or an official agent of the College regarding GBC or the course in which they are enrolled.

### **Grounds for Denying a Letter of Release**

A Letter of Release will not be granted in the following instances:

- the student has outstanding course fees for the current study period;
- where a valid enrolment offer from another Registered Provider is not provided;
- A Letter of Release will not be granted if a transfer is assessed as being detrimental to the student's welfare or their Gateway Business studies after taking into account all relevant factors such as:
  - Where the transfer may jeopardise the student's progression through a package of courses;
  - Where a student has not accessed the GBC available support services for assistance with their studies and/or personal problems, for example, they have not sought assistance from GBC support or counselling services following a referral; or
  - The scheduled date for commencing classes at the other Registered Provider has passed at the date of lodging the request for a Letter of Release.
- A Letter of Release will not generally be granted if the only reasons provided with the request are that the student changed their mind or wants to live somewhere else.

### **Calculating six months' completion of the Principal Course**

The start date for calculating the six-month limitation period is when the student starts, or is scheduled to start, their Principal Course. Where a student has had a break from their studies due to a deferment or suspension, that break is not counted for the purpose of determining if the student has completed six months of the Principal Course.

### **Requesting a Letter of Release**

Students must submit a written Request for a Letter of Release and supporting documents to:

- The Training Manager for GBC; or

To be eligible to receive a Letter of Release the student must:

- Pay all outstanding fees to GBC; and
- Provide supporting documents including a valid enrolment offer from another Registered Provider;

### **Outcome**

Where the request is approved, GBC will issue a written Letter of Release. The Letter of Release will be issued within ten (10) working days of receiving the request and will be sent together with separate advice to the student on:

- Students are required to contact the Department of Home Affairs (DHA) directly to determine the effect of the transfer on their student visa.

Any course tuition fees or refunds will be determined in accordance with the College's Fee Collection Policy for students.

Where the request is unsuccessful, GBC will notify the student in writing of the decision, including the reasons for the decision and the avenues for internal or external appeal as appropriate.

## **Records**

Records of requests for letters of release and the process used to make a decision in relation to the request will be documented and retained on the student's file.

## **Appeals**

Where a student's request for a Letter of Release is denied, the student has the right to appeal the decision.

## **5.24 Duration of Study**

### **Minimum Requirements**

A standard full time academic load is defined by an overall enrolment load of 100% of the published program taken over the two (2) semesters of an academic year with an optional summer semester.

International students must enrol in a full-time load in each year of study.