

ORIENTATION PROGRAM

2021



Sydney Metropolitan Institute of Technology Pty Ltd
Trading as SYDNEY MET College

2 – 4 Marmaduke Street | Burwood
NSW 2134 | AUSTRALIA

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WELCOME TO STUDENT ORIENTATION PROGRAM 2021

- On behalf of the college, its management and staff, I would like to welcome you to our Student Orientation Day. This is an important starting point for your study at the college and for your stay in Australia. We congratulate on you choosing to study and hope that you will learn from and enjoy your time here.
- The orientation session runs at the college as follows. You have four (4) different options to choose from depending on your preferred day and time, but you must attend the orientation session before classes commence. You only have to attend one (1) of the sessions below unless you require further information or to refresh your information.

Day	Time
Tuesday	9.30am to 12.30pm
Tuesday	1.30pm to 4.30pm
Wednesday	9.30am to 12.30pm
Wednesday	1.30pm to 4.30pm

Contact Person	XXXXXXX
Location	<u>2 . 4 Marmaduke St, Burwood</u> <u>College classroom 3</u>
What to bring along	Pen or pencil, your enrolment details and a note pad
Refreshments Provided	Soft drinks, water, coffee and tea
Email for queries regarding the orientation	admin@sydneymet.com.au
Phone number regarding queries	(02) <u>9744 1356</u>

Orientation Topics

Morning Session

- Arrival 9.20am
- Start 9.30am
- Coffee Break 10.30am
- Re-commencement 10.45am
- Conclusion 12.30pm

Afternoon Session

- Arrival 1.20pm
- Start 1.30pm
- Coffee Break 2.30pm
- Re-commencement 2.45pm
- Conclusion 4.30pm

Topic Number	Topics
WELCOME	
1	College Facilities and Resources
2	Course, Admission, Assessment, Transfer and Code of Conduct
3	Fees and Refund
4	Student Services, Support and
5	English Language and Study Assistance
6	Legal Services
7	Emergency and Health Services
8	Complaints and Appeals Process
9	Course Progress and Intervention
10	DHA, Student Visa & Student Rights
11	Useful Information & Contacts
Questions, answers, followed by campus tour	
Student attendance/ declaration and conclusion	

Welcome to SydneyMet & Australia

- The college extends a warm welcome to you to Australia, one of the world's most advanced, friendly and livable countries.
- Studying in Australia is an experience that will create memories, successes and new perspectives. Embarking on a trip of learning and development is the start of a new phase in life and of many good friendships.
- SydneyMet college and its staff welcome you to the College and Australia and wish you a successful and meaningful time here. We hope you will enjoy your course, learn from it and apply it in your professionally selected field.

- **College Location, website, and contact details:**

2 – 4 Marmaduke Street, Burwood, NSW 2134

Telephone – 02 9744 1356

Email – info@sydneymet.edu.au

Website – www.sydneymet.edu.au

Topic 1 – College Facilities & Resources

The college is centrally located with access to a range of services. It is close to public transport, shopping and various workplaces, and combines the convenience of centrality with a calm learning environment in which to study.

The college is well equipped with many facilities and resources including:

- Campus-wide WiFi
- Study and lecture rooms equipped with whiteboards and audio-visual equipment
- Printing facility
- Open plan areas for student relaxation
- College library and dedicated area for study
- Student study room and hang out area
- Kitchen and food heating facilities
- Multiple charging stations for laptops and mobile devices
- BBQ area, disable parking space,
- Front yard/courtyard with sitting facility
- Paid Street parking and College's bicycle stand etc

Topic 1 - College Facilities & Resources

- **Student Lounge:** students can relax, sit back, access the internet from their devices or re-heat food and make coffee and tea in the lounge.
- **Library and computer room:** the RBI library houses a range of textbooks used in each subject during the trimester. The college will have between 4 and 6 copies of each textbook available for borrowing. The library is subject to a range of rules. For further details see the Library Conditions of use.
- **Free Wi-Fi Internet Access:** the college has free access to Wi-Fi facilities for students. On enrolment, you will receive a password to use to log into the Wi-Fi port with your own laptop, mobile or tablet.
- **Common room and kitchen area**

Please make the best and responsible use of College's facilities and resources. If you have any questions about the college facilities and resources, please contact the reception staff in person, or call 9744 1356, or email admin@sydneymet.com.au

Topic 2 – Course, Admission, Assessment, Code of Conduct etc

Bachelor of Business (Entrepreneurship)

Duration of Study: 3 years fulltime

Trimester system: The college adopts a Trimester system that is, one year is divided into three teaching periods.

- International students must study fulltime which means the minimum of 8 Units per year.
- Students must complete their course within the duration specified in their Letter of Offer.
- Extension of the duration of study may be approved by the college only under exceptional circumstances such as:
 - Illness where a medical certificate states that the student is unable to attend classes
 -
 - Exceptional circumstances of a family or personal nature or other nature that make it unreasonable to expect the student to be able to commence or complete their studies, in the view of the college. These may include natural disaster, war, and severe illness of a direct family member needing the students support, death or unforeseen family financial difficulties. These are subject to the view of the college.
- For students who defer the commencement of their study, a Deferral Fee may apply. Please contact the College for further details.

Topic 2 - Admissions Procedure & Procedures

- The admissions process adopted by the college is based on merit of the application provided by the student. An important factor in deciding to admit a student into a course at the college is their ability to complete the program, their current academic and work achievements and their desired career outcomes after completing the course. This includes English language, literacy and numeracy skills.
- The college's Student Services will administer all applications and will be responsible for monitoring any conditions of offer.
- Please refer to Admission Policy and procedures of the College, which can be obtained from the College's website, or from contacting Student Services Officer.

Topic 2 - Assessment

The basis of the college's assessment strategy is to provide students with a means to demonstrate necessary knowledge and skills to undertake real-world activities to a relevant, current industry standard and in line with the relevant assessment frameworks (in Australia these include the Australian Qualifications Framework and the requirements of the qualification the student is studying).

- Formative assessments are those that take place as part of in class activities, while summative assessments refer to assessments that test the student's knowledge accumulated through the entire study period.
- Most of the assessments used at the college take the form of: Essay, Report, Case Study, Portfolio, Report, Analysis, Exam, Individual/ group Presentation, Project etc.
- All assignments and written work must adhere to appropriate standards of academic integrity the college subscribes to.
- For detailed policies on assessments, or if you need support for completing an assessment, Academic Support Officer.

Topic 2 - Student Leave of Absence

- If the student is unable to attend classes for an extended period of time (longer than one week), they must complete a Student Leave of Absence Form with supporting documentation pertaining to the reason for your absence. The college will assess your application and provide you with written advice regarding its outcome within two (2) weeks of the form being received by the college.
- Leave of Absence generally relates to compelling or compassionate reasons or for reasons outside the control of the student. In all cases documented evidence will be required and the college may request audience with the student.

Topic 2 - Academic Integrity, Cheating & Plagiarism

The college is founded on the principles of professional conduct, ethical behaviour and respect for achievement. This philosophical position is represented in our view of cheating and plagiarism. The college does not tolerate any form of cheating and uses forms with every assessment requiring the student to declare that their work is free from cheating or plagiarism.

Academic integrity means being honest in academic work and taking responsibility for learning the conventions of scholarship. Academic honesty is a fundamental principle in teaching and learning at the college. The schools, faculty and the college at large observe the highest standards of ethics in all aspects of academic work. The college awards due credit for honest academic work and penalises academic misconduct and all forms of cheating or plagiarism.

Academic misconduct includes copying the work of others, poor referencing, plagiarism and all forms of cheating. It is important that students familiarise themselves with their responsibilities in relation to Academic Integrity and if you have any questions direct them to your lecturer or the Student Academic Support Officer.

Plagiarism may be intentional or unintentional. Both forms of plagiarism are unacceptable and constitute a serious violation of trust in you as a student and undermines the learning process. Intentional plagiarism is deliberately using materials attributed to another person without referencing the author and publication. Unintentional plagiarism may occur if you do not understand appropriate ways of acknowledging sourced reference materials. If you are unsure, you should consult your lecturer and available publications to learn how to reference appropriately. The Student Academic Support Officer is also able to assist you in this regard and is available every day of the week for consultation.

Cheating is any attempt to gain an unfair advantage over other students. This may include copying, plagiarism, communicating with anyone other than supervisors during an examination and use of concealed notes in an exam. Cheating will result in a fail grade for the Unit. Students found to be cheating will be referred to the Student Counsellor for academic counselling.

Academic misconduct includes the submission of work that has been prepared or **assisted by a third party** such as purchase from an online system or paying a friend to complete the work. This form of academic misconduct will also lead to a fail grade for the Unit and referral of the student to the Student Counsellor.

Topic 2 - Moodle & Microsoft Teams

The College uses an online Learning Management System (LMS) called Moodle, which is embedded within and accessible through the College's website. The system provides enrolled students with access to course materials, discussion forums, academic staff contact, contact with peers, uploading assessments and other useful subject-related materials.

Moodle can be accessed through the college web site via a computer or smart device. A useful user guide lesson exists on the Moodle that shows students and staff how to:

- Register and use the Moodle
- Access the course materials for the Units enrolled, discussion forum, and group discussion
- Access to the assessment area and uploading and completing assessments
- Upload assessments and receive assessment feedback
- Links to Microsoft Team which will be used for online teaching
- Use the facility to contact the lecturer or other students

Topic 2 - MySydneyMet

The college has the student management system called, SydneyMet, which enables students to manage their enrolment, access the college email, and many other matters online. Some of the facilities within this system are:

- Complete various items of enrolment online where applicable
- Use the college email account
- Change their allocated password
- Create and Update the personal profile and contact details
- Fee and payment information where applicable
- Complete all of or portions of the online enrolment process
- View course and Unit details
- View all or part of the Unit or course results
- Link to Moodle, Microsoft Team, Library, facilities and resources, Key Staff contact, etc.
- Access the learning support area
- Apply for a student ID card
- Complete a range of student declarations when required
- Complete a range of other online activities

If you have any questions on Moodle, Microsoft teams, or MySydneyMet, please contact our IT officer on 02 97441356, or email – admin@sydneymet.com.au

Topic 2 - Student time commitment for study

Recommended Student Time Commitment

The Unit requires an overall time commitment of an average 13 hours of study per week for a full-time study load of 20 hours per week.

Marking of Assessments

All assessments will be marked and returned to you with comments and feedback within two (2) weeks of the date the assessment is due. Late assessments will be marked within two weeks from the date they are submitted, subject to late submission penalties.

Study in Australia:

Contains general information on studying in Australia. www.studyinaustralia.gov.au

Topic 2 - Classroom Rules

The following lists represents the class etiquette and rules in all classes running at the college:

- Students need to arrive to class punctually. Attendance will be taken between ten (10) and fifteen (15) minutes from the class start time allowing for possible transport delays or rainy weather. Students arriving after this time will only be marked in partial attendance. Class rolls are called again at the end of the class and students absent at the end of the class will be marked as absent for the entire class.
- Students need to have suitable writing instruments a note pad and the prescribed textbook when attending class.
- Class etiquette dictates that students do not speak during a lecture and do not cause any disruptions to class operations.
- Mobile phones need to be switched off or positioned in silent, non-vibrate mode.
- Sessions run in the English language and all communications in class should be conveyed in English.
- Students need to maintain a professional degree of cleanliness and presentation both in the classroom and with regard to their person.
- The academic staff member conducting the class may request students to cease speaking or refrain from other activities or may request they respectfully leave the class.

Topic 2 - Full Study Load for International Students

International students must undertake a full time study. Only in exceptional circumstances may international students be enrolled in less than or more than a one hundred (100%) percent study load. Changes to the study load must be approved by the college in advance. Exceptional circumstances include:

- Where a student is in the final teaching period of a qualification and completing the remaining units (subjects).
- The college approves a reduction in the number of units (subjects) the student is taking due to ill health as recommended by a professional health practitioner.
- In situations where Recognition of Prior Learning (RPL) or Academic Credit Transfer prevent the student from enrolling in a full time study load
- Where the college has devised an Intervention Strategy due to a student's lack of course progress that prevents the student from undertaking a full study load
- In all cases approval must be sought from the faculty head and from the Teaching and Learning Committee (TLC).

Topic 2 - Transfer between Providers

- Students can transfer to another education provider if they have completed at least six (6) months of study at the college. To transfer after this period, the student needs to complete a Transfer to Other Provider Request Form.
- SydneyMet will not enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study, except in the following circumstances:
 - the student provides a written letter of release from the original registered provider,
 - the original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered,
 - a government sponsor of the student has provided a written support for change to be in the student's best interest,
 - international student seeking to transfer to SydneyMet meet SydneyMet's course entry requirements
- For further information on transfer procedures, please check out the College's Transfer Policy and Procedure which is available from the College's website, or from reception.

Topic 2 - Transfer between Providers

SydneyMet does not provide a release to international students wishing to transfer to another registered provider prior to completing 6 months of their principal course with SydneyMet. However, SydneyMet may approve a release, in the following circumstances:

- There is evidence of compassionate or compelling circumstances
- There is evidence that the student has been misled by SydneyMet or its Agents regarding the College or the Course, which constitutes a breach of the ESOS Act 2000
- There is evidence that the student's reasonable expectation regarding the Course or College are not being met.
- There is an appeal on a matter that may reasonably result in a decision or recommendation to release the student.
- There is evidence that not transferring could be considered detrimental to the student.

SydneyMet may refuse the student's request for release if:

- The student has not demonstrated any of the grounds for release stated above
- The student is suspected to avoid being reported to DESE for failure to meet academic progress requirements
- The student has not genuinely engaging with an intervention strategy with the intention of failing and being released.
- The student intends to study at a lower Australian Qualifications Framework (AQF) level, they will need to apply for a new student visa.

If the release is granted, there will be no cost to the student.

If the College intends to refuse the transfer, SydneyMet will inform the student in writing of the reasons for the refusal and the student's right to access the College's complaints and appeals process within 20 working days

Topic 2 - Deferment, Suspension or Cancellation of Enrolment *(Student Requested)*

Students wishing to defer, suspend or cancel their enrolment must meet one (1) of the following conditions:

- The student has been delayed due to a visa not being issued
- There are compassionate or compelling circumstances affecting the student that is beyond their control such as serious illness, death of a close or direct family member, major political upheaval, natural disaster or a traumatic experience
- In all cases, the student must provide documented evidence and the college will assess their application via the faculty and the Teaching and Learning Committee (TLC).
- A written decision will be provided to the student within fourteen (14) days from the date of receiving an application for deferment, suspension or cancellation of course.
- The period of suspension or deferment shall not exceed six (6) months and approval will only be forthcoming in the limited circumstances described above.
- If the student wishes to cancel their enrolment, they must complete a Notice of Withdrawal Form with supporting documentation. The college will assess the application via the faculty and the Teaching and Learning Committee (TLC) and will write to the student providing its decision within two (2) weeks from the date of receiving the completed form and attached evidence.
- If the student has not completed the first six (6) months of their study at the college, they must provide a letter of offer from an alternative provider in order to comply with the conditions of the National Code 2018

Topic 2 - College-Initiated Deferment, Suspension or Cancellation of Enrolment

The college may suspend a student's enrolment for serious reasons that, in the college's view, constitute an offence deserving of suspension. This may include misconduct or misbehaviour, which manifests itself in one or more of the following behaviours or actions:

- Stealing from the college or a peer
- A serious breach of college rules
- A failure to comply with the reasonable requests for a college employee or contractor
- A threat whether direct or indirect to staff, peers or others
- A breach of enrolment conditions
- Offensive conduct
- Failing to meet the requirements of the course progress policy
- Non-payment of tuition fees when they are due
- Cheating, plagiarism or other forms of misconduct that are considered, by the college, to be serious or repetitive in nature
- Other serious incidents or events the college deems as being in contrast to its code of conduct and the philosophy of professional conduct

If the college instigates a deferment, suspension or cancellation of enrolment action, it will write to the student indicating its intentions. The letter will clearly state that the student has twenty (20) days to access the college's appeals process if the student wishes for an appeal to occur. If the appeals process is initiated, the college will maintain the student's enrolment until the internal appeals process is concluded.

If the student is suspended, deferred or their enrolment is cancelled, a notification of this will be sent to the Department of Home Affairs. This will occur on completion of twenty (20) working days of at the conclusion of the appeals process if the appeal is not upheld.

In all cases, the student will be afforded natural justice and will be provided with an opportunity to explain, clarify and defend their view to the college. The college believes in fairness and equity in all its dealings and will afford the student every chance to defend their position.

If the suspension of enrolment is upheld, the College will Inform the to seek advice from Immigration on the potential impact on their student visa and notify the Department of Home Affairs.

Topic 2 - Student Feedback

- The college places emphasis on the views and opinions of its student cohort. Every term, the college will request students to complete a quality survey of its operations, teaching, learning and overall quality levels. The library will also conduct surveys of student experience with regard to the use of its resources or those of partner libraries.
- Feedback from these surveys, which are confidential, will be used to enhance the college service. The results of all surveys are viewed by college management, so your views are taken with the utmost of respect.
- Surveys are conducted once every term, at the end of the term, by providing students with a hard copy or a soft copy of the feedback form and allowing one (1) week of time to complete the form. The form may also be posted online via a link or may be conducted using third party software applications, but with regard to student privacy.

Topic 2 - Student Code of Conduct

- Students at the college are expected to become leaders in their respective fields. Leadership starts with the learning process and the college emphasises the importance of self-discipline, rigour and ethical practice in its students. Students subscribe to a Code of Conduct, exhibiting their belief in the college ideals and in the positive ideals of professionalism. The student code of conduct includes the following:
- Students are responsible and accountable corporate and education citizens with respect for college rules, social etiquette and professional conduct. To this end students exercise courtesy, mutual respect and emotional intelligence in their dealings with others.
- Ethical standards and benchmarks are the hallmark of young and aspiring professionals. College students behave ethically, morally and in a socially responsible way with regard to their actions, dealing with college property and how they convey themselves from an ethically sound position. Cheating, plagiarism and innuendo are forms of unacceptable behaviour that students refrain from and discourage.
- Respect for the rules, other's feelings, beliefs and values of others signify tolerance, respect for diversity and confidence.
- Students are not permitted to exhibit, carry, display or otherwise cause to be visible any offensive material.
- Clean, ironed and reflective of a professional future, attire should be in line with maintaining a positive image. The college disallows attire that lacks taste, is offensive or revealing.
- Social responsibility, empathy for the less fortunate and social enterprise are encouraged at the college with students expected to be part of their local community and to use knowledge to enhance the well-being of society.

For detail information on Student Code of Conduct, please check the college website or contact receptionist.

Topic 3 - Fees & Refund

- Fees are normally paid in advanced on a term by term basis on enrolment in the Unit. The payment cycle occurs prior to the course commencing and the college will notify you of the exact date by which payment must be made each term, but this is generally no later than one (1) to two (2) weeks prior to the start of the term.
- Payment of fees is upfront on enrolment. Payment can be made via bank transfer to the college bank account and may not be made in cash.
- If payment is not received by the due date, the student's enrolment will be cancelled effective as at the due date. In the event that the student has undertaken study, they will remain liable for any unpaid, outstanding debts.

Payment Deadline Extension in Exceptional Circumstances

- Students who have encountered exceptional circumstances, which could not reasonably have been foreseen, as deemed reasonable by the college, may, at the college's sole discretion, may apply to Student Services for a payment extension. The granting of the extension or payment in instalments will be at the sole discretion of the college and will generally apply to extraordinary circumstances.
- If an extension is approved, a revised due date for payment will be determined by the college and advised to the student in writing. If payment by an instalment plan is approved, the college will also inform the student in writing of the number, amount and due date of instalments.
- If payment is not received by the due date, the student's enrolment will be cancelled effective as at the due date. In the event that the student has undertaken study, they will remain liable for any unpaid, outstanding debts.

Topic 3 - Tuition Fees

Currently in 2021, \$2000 per Unit, i. e. 24 Units in the course x \$2,000 = \$48,000 (for the whole course)

Please note that there are other fees and charges, including enrolment fee, administration fees, For full details of fees and charges including costs of living, accommodation etc, please refer to Student Handbook which can be downloaded from the College website, or can be obtained from the college reception.

Price Changes are Likely - The tuition fees and other fees may change from one term to the next and would generally increase over time. Students will be subject to the fees applicable to their program at the time of enrolment.

Tuition Fee Liability - Published Tuition Fees are based on a normal full-time enrolment load. A normal full time enrolment load is usually twenty 20 hours for vocational courses. The students Tuition Fee liability is based on the number of units they are enrolled in.

Census date means the last day that a student can notify the college in writing of any changes to their enrolment and complete fee payment for that term, including applying for a refund of tuition fees paid.

Student Default means the student withdraws from the unit (subject) or the course.

Topic 3 - Refund

The college is committed to ensuring fair and equitable policies and procedures are in place with regard to student fee refunds.

Domestic Students Procedure - Eligibility for a Refund

- A full refund of fees will be paid when one of the following occurs:
- A student withdraws from a unit/s prior to the applicable census date
- An offer of enrolment is withdrawn by the college except where the offer was made on the basis of incorrect or incomplete information being supplied by the applicant)
- The college is unable to provide the course or unit which the student is enrolled in
- The student is not permitted to enroll due to unit requirements, such as completing a pre- requisite unit, not being satisfied.

Refunds are not Automatic

- A student must make an application for refund by completing a Request for Student Refund form and submitting it to Student Services. Refund applications will be reviewed and are subject to the college approval.
- Approved refunds will be processed for domestic students within four (4) weeks of the Request for Student Refund form being received.
- Refunds can be processed directly into a nominated bank account through Electronic Funds Transfer (EFT) taking into account bank processing times. Refunds cannot be made in cash.
- Where a third party such as a scholarship agency pays the student fees (for domestic students), refunds will be paid to that third party.

For details on refund, please check the College's refund policy, and Refund Application Form please contact College's reception desk, or from our Website under the Fees and Refund link.

Topic 3 - Withdrawal from Unit/s after the Census Date

If a student withdraws from a unit/s after the census date, they are not entitled to a refund of any fees except in the case of college default.

However, in cases of special or extenuating circumstances that may lead to withdraw, the college may refund some or all of the tuition fees and/or other fees paid for that term. Students will be required to provide documented evidence to support their case and, if approved, the college may refund some or all of the fees.

College Default

- If a unit (subject) of study is not available, students will be entitled to a full refund. The college will provide a full refund if:
- It fails to commence the course or unit (subject) on the agreed date
- Stops providing the unit (subject) or course before it is completed

Topic 3 - Refund for International Students

- The college has a refund policy designed to provide international students and intending international students with fair rules for claiming a refund. The various situations under which a refund applies, the amount of refund and the methods through which refunds are managed are summarised below.
- The Australian education system is designed to ensure the rights of international students and intending international students are protected. Both legislation and internal systems at the college help protect international students or intending international students in a range of ways. One of these protection measures includes a refund policy. Refunds occur in a range of circumstances as shown below and are intended to provide balance between the rights of the student and the legitimate commercial rights of the college. Our full refund policy is also available online.
- The section below provides a set of Frequently Asked Questions (FAQ's) that will help you in understanding the college refund policy. Please read these FAQ's and the policy prior to making a decision on enrolling at the college.

Topic 3 - Some FAQs on Refund

Should I read the refund policy and the FAQ's before or after applying to enrol at the college? You should read our refund policy and the associated FAQ's before deciding to enrol at the college as these will form part of your agreement with us.

Does the refund policy form part of my agreement with the college? Yes, the college refund policy and the FAQ's below clarifying that policy form part of your agreement with the college.

What is a refund? A refund is when the college returns all or part of the fees paid by the student to the student's nominated bank account. This happens in certain, prescribed situations shown below.

How long does a refund take? Refunds occur within 28 days from the date we receive a refund application from the student in the case of a student default and in

How do I claim a refund? Refund application forms are available from our web site or by contacting student services. Forms must be written legibly and be complete in order for them to be processed. Incomplete or illegible forms will not be processed and will be returned to the student for correct completion.

What happens if the course does not run? If the college does not run the course you have made payment for, a full refund (100%) of the amount you paid will be refunded to you.

What are the different types of fees the college charges and how are they refunded? There are two different types of fees charged by the college. These are (a) tuition fees such as studying fees, and (b) non-tuition fees such as administration fees or accommodation fees for example. The college has refund policies pertaining to each of the two types of fees as shown at table 1. The college keeps records of all the fees charged, both tuition and administrative fees.

Topic 3 – FAQs on Refund

What type of payment records does the college keep with respect to calculating refunds? The college keeps records of the fees charged to the student, when they made payment, how much was paid and how it was paid. It also keeps records of the duration (length) of a course, your enrolment details, how much of the fees is payable and whether you have enrolled and how long you have studied for. The college also keeps a list of all its latest fees and charges. It uses some or all of these records as well as various calculation formulae to calculate refunds.

Where will the refund be paid into? The refund will be paid into the nominated bank account the student advises the college of.

What is the currency of the refund? Refunds will be paid in Australian Dollars (AUD).

What will the college do to notify me of the outcome of my refund application? Applicants for a refund will be provided with an electronic letter explaining the outcome of their applications, reasons for that outcome and how the refund (if applicable) was calculated. Applicants must specify their preferred email address in the application form along with their current contact details including phone number and address.

What about bank fees for incorrect information provided on my part? If the student provides misinformation, erroneous bank account details or other errors that cause transactions to not be processed by the bank/s and the bank charges the college fees for this transaction, those fees will be passed on to the student.

What if the bank is late in processing the transfer? The college cannot control the banking system and so cannot be held responsible for delays in international or other transfers caused by the banking system and outside the control of the college. Some transactions may take several days or weeks to be processed and for the nominated bank account to receive the refunded funds. This should be taken into account when making refund claims. The college will process all refunds in accordance with its policy within 28 days of receiving the refund application from the student.

Topic 3 – FAQs on Refund

Can I appeal a refund decision? Yes, if you disagree with the colleges refund decision, you can lodge an appeal using the college appeals and grievances procedure. A copy of the procedure is available online and from student services. You can contact Student Services to lodge an appeal or complete an appeal application form available from Student Services. Generally, appeals against a refund decision relate to:

- The college not adhering to correct policy and procedure.
- The college made the decision regarding the refund without due regard to facts, evidence and/or circumstances.

Can I request a refund without completing the Refund Request Form? No, you must complete this form in order to lodge a refund request.

How long will it take to receive a refund decision from the college after my application is lodged? It will take four (4) business days to notify you of the college decision regarding your refund. It will take up to twenty eight (28) days to make the refund payment into your nominated bank account in the case of a student default. Provider default refunds are paid faster within seven (7) days.

What currency are all the figures in this document and on the college web site in? All figures relating to fees or refunds are in Australian Dollars (AUD).

Who will the refund be made to? The refund will be made to the student, unless there is a written agreement with the college specifying another person that the college must make the refund out to, in which case the refund will be made to that person.

Is there an administration fee? Yes, the college has an administration fee of \$250, which is generally non-refundable, except in certain cases outlined in table 1 below.

Rights of international students and intending international students in refunds One of the many rights of an international student or intending international student is a refund of various fees. Refunds can occur in a range of circumstances including, but not limited to: Where the institute (college) defaults by, for example, among other things, failing to start providing the course to the student at the location on the agreed starting date or where it ceases after the course starts, but before the course is completed and the student has not withdrawn from the course before the default day. This is referred to as “Provider Default”.

Topic 3 – FAQs on Refund

- Where the overseas student or intending overseas student defaults. This is referred to as “Student Default” and could occur in a range of situations. For example, if the course starts at the location on the agreed starting day, but the student does not start the course on that day, and has not previously withdrawn, or the student withdraws from the course at the location either before or after the agreed starting day, or the institute refuses to provide or continue to providing the course to the student at the location because of one or more of the following:
 - The student failed to pay an amount payable to the institute
 - The student breached a condition of her or her visa

Natural justice is granted to the student in any event In cases of misbehaviour by the student, while keeping in mind that the student is entitled to natural justice

Do these policies affect my other rights as a consumer? No, these policies and the associated FAQ’s do not affect your other rights as a consumer. This procedure, 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.

Change in Fees: From time to time, we may change our fees. If this occurs, new prices will be published on our web site.

How are refunds calculated mathematically? Refunds are calculated based on paid amounts by the student and by using a weekly tuition fee. The weekly tuition fee is in relation to a course provided or to be provided by the college to a student.

What is meant by a default? A default is when either the student (“Student Default”) or the college (also called “Provider”) (“Provider Default”) do not keep to their side of the deal. In the case of the student this may mean the student failed to attend the course even though they received a visa and enrolled. There are many other examples of student default. In the case of the college default may mean that the college received payment from the student for a course, but failed to run that course. There are several other types of provider default.

What is the method used for working out amount of refund of tuition fees in event of provider default? The amount of a refund of tuition fees received by a registered provider in respect of a student is calculated as follows: $\text{Refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$

Topic 3 – FAQs on Refund

What is the method used for working out amount of refund in event of other student default (not because of a visa refusal)? The amount of a refund is calculated as follows: Refund amount = weekly tuition fee × weeks in default period

Must requests for refunds be made to the college in writing? Yes, all requests for refunds must be made by the student in writing. The college will notify the student in writing of the outcome of their refund application

Are bank delays in payment possible? Yes, the banking system may take a period of time to process transactions. The college will not be responsible for bank delays in processing any transfers and a student applying for a refund should be aware that international transfers may not be received for 7-10 days after the college has made the transfer.

Are there any assumptions made in this refund policy with regard to student payments or does this policy apply to amounts not yet paid? Yes, the refund policy is based on the assumption that fees are paid. If tuition fees are overdue or a payment plan has been authorised at the time of refund or cancellation, the student may be liable for fees not yet paid. In all cases, the ESOS Act will form the basis of such decisions. The Act will always be consulted prior to making a refund decision or making a refund calculation.

Nominated bank accounts: Payment of a refund will be to the student's bank account, unless the student informs the college in writing authorising ELSIS to make the refund payment to a different bank account.

College staff require all your information: It is important for staff managing refunds to have information available regarding the student, the fees paid, any unpaid amounts, the duration of the course, the default date and other dates, among other things. The Act is the source document for making refund decisions when in doubt. It is important to have a copy of the compliant agreement with the student prior to undertaking refund calculations.

Topic 3 - Refund

Reasons for Refund of Course Fees Paid	Refund Payable
If your visa application is rejected by the Australian Department of Home Affairs, and you have not yet commenced the course, you will need to attach proof of this in the form of the letter of rejection and contact the college to notify them of this prior to the course commencing	<p>100% of the fees are refundable and payable to you within 28 days.</p> <p>\$250 as an administration fee, which does not form part of the course fees is NOT refundable.</p>
Visa application unsuccessful (proof required as above), but student has commenced studies	<p>100% of the fees are refundable and payable to you within 28 days.</p> <p>\$250 as an administration fee, which does not form part of the course fees is NOT refundable.</p>

Visa application delayed by circumstances beyond the student's control, thus not enabling the student to begin the course on time. This requires documented evidence.	<p>100% of the fees are refundable and payable to you within 28 days.</p> <p>\$250 as an administration fee, which does not form part of the course fees is NOT refundable.</p>
The student does not meet the Minimum Entry Requirements or other conditions set out in the Letter of Offer	<p>100% of the fees are refundable and payable to you within 28 days.</p> <p>\$250 as an administration fee, which does not form part of the course fees is NOT refundable.</p>
Student default as defined in the Act	Refund according to the Act refund calculations
Student provides misleading or false information	<p>Refund according to calculations in the Act. The result of the misleading information needs to be noted.</p> <p>For example, whether the misleading (or false) information may lead to a visa rejection or may lead to an institute refusing the student enrolment.</p> <p>The refund could range from 100% minus \$250 of administration fees to 100% minus \$250 minus spent monies through attendance of course.</p>

Topic 3 - Refund

Withdrawal from the course prior to commencement (10 weeks or more prior to the starting date of the course) (70 or more calendar days)	<p>100% of the fees are refundable and payable to you within 28 days.</p> <p>\$250 as an administration fee, which does not form part of the course fees is NOT refundable.</p>
Student or intending student default	<p>Refund according to calculations in the Act ("Calculation of Refund Specification 2014") and the "Act".</p> <p>The refund could range from 100% minus \$250 of administration fees to 100% minus \$250 minus spent monies through attendance of course.</p>
Withdrawal from the course prior to commencement (between 4 and 10 weeks prior to the starting date of the course) (29 to 69 calendar days)	<p>75% of the fees are refundable and payable within 28 days.</p> <p>\$250 as an administration fee, which does not form part of the course fees is NOT refundable.</p>
Provider default	<p>Refund according to the Act and its calculations and generally 100% of unused fees</p>

Topic 3 - Refund

Withdrawal from the course prior to commencement (less than 4 weeks prior to the starting date of the course) (1 to 28 calendar days)	50% of the fees are refundable and payable within 28 days. \$250 as an administration fee, which does not form part of the course fees is NOT refundable.
Withdrawal on or after the course start date where visa granted to the student	No refund
Breach of student visa conditions, visa cancellation or failure to comply with enrolment conditions	No refund for courses undertaken
Withdrawal by the student from an English Language Course provided by the college after accepting the offer of admission, but before enrolment.	100% refund minus an administration fee of \$250.

Topic 3 - Refund

Student visa is rejected to attend an English Language Course provided by the college	100% refund
If the college is unable to run the course for any reason	100% refund
Change of visa sub-class to permanent resident	Pro-rata refund based on number of weeks studied
Late arrival to a course and student has been granted a visa	No refund
Student expelled from the college for breaching college policies and has started and is completing a course	No refund
Accommodation or home stay fee (if booked via the college)	A placement fee (booking fee) is not refundable. Any bond amount agreed in your contract is not refundable, but all other fees prepaid by the student are refundable. In special circumstances outside the control of the student, the bond fee may also be refunded subject to college determination, if booked through the college.

Topic 3 - Refund

- In the event of a student being refused a visa, any prepaid airport pick up fees will be 100% refunded to the student if those services were organised by the college and where fees are applicable and have been paid by the student. In other cases, an administration fee of \$30 will not be refunded to the student and the remaining prepaid amount for airport pick up will be refunded to the student.
- For further information regarding the college refund policy, students can contact Student Services.
- This procedure, 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.

Topic 4 - College Support & Services

The College provides a range of support and services to students on an ongoing basis. Some of the support and services are listed below.

Student Counselling:

Life in a new country can be a challenging experience particularly if travelling away from home for the first time. The college understands this and provides ongoing student counselling services through the Student Counsellor. Details of the Student Counsellor are shown below:

Counsellor Name	XXXX
Location	Room 4
Hours of Operation	9.00am to 5.00pm Monday to Friday
Urgent Assistance	Any time, day or night via mobile
The Student Counsellor can assist with	Home Sickness Emotional and Personal Challenges Issues of Integration into Australia Critical Incidents Other Support Issues and Problems
Phone Number	02 9744 1356
Email Address	admin@sydneymet.com.au

Students are encouraged to make an appointment by email or telephone call to meet with the Student Counsellor.

Topic 4 - Student Support and Services

The college takes the needs of students very seriously. The college provides a range of student support services including the following through Student Academic Support, the Student Counsellor and Student Services.

- Free English language classes running weekly
- Free library seminars on academic writing, referencing and reading skills
- Free class revision tutorials that run every fortnight
- Academic support with assignments, assessments and workload, including support for study techniques, Research skills, Presentation skills, Exam and test preparation, Reading and note taking, Effective study planning, Time management etc.
- Peer Student Support (PSS) weekly support classes
- Understanding Australian culture, customs and social norms
- Advice on disability support
- Career development workshops e.g. CV writing, interviewing, motivation and goal setting etc

Learning Hub provides a range of academic, learning and career support throughout the year. Students can contact Student Services or the library or Student Academic Support Officer, or Student Councilor for these services directly to access these free services.

The Student Representative Council (SRC) is also able to help and to relay your views to the college about any aspect of student life that needs improvement or betterment.

The college also has a **Student Experience Committee (SEC)** as part of its Academic Board that is charged with reviewing and enhancing student facilities and resources.

Topic 4 - Academic Support

Academic Support Officer is available to help students. College provides a range of academic support services including:

- English language support and classes
- Help with reading, writing and assessment preparation
- Writing essays and reports
- Presentation skills
- Assessment preparation
- Creating an effective study plan
- Reading and note taking
- Research and enquiry skills
- Study techniques
- Time management

Student Counsellor is also available on campus and is a full time employee of the college. The counsellor assists with matters of both an individual or personal nature and with those matters of a group nature. The primary function of the Student Counsellor is to provide emotional support and, where required, work with you and the Academic Support Officer, to progress your academic ability.

The support provide by the counsellor is confidential and covers a range of personal-level matters such as: Feeling home sick, Not coping with the pressures of study and other commitments, Family issues, Personal relationship issues, Cultural issues and integrating into the student cohort, Various aspects of life in Australia, Other issues relating to the balance between study and personal life

You can visit the Student Counsellor and the Academic Support Officer with or without an appointment. If you visit without an appointment, you may have to wait until the person is available to see you as they may be with another student.

Topic 4 - Peer Support Students (PSS)

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- The college has a peer support system that encourages and rewards students who are academically competent to assist their colleagues through support classes, subject matter assistance and assignment support. This peer support is not a replacement for the Student Academic Support Officer or your trainer or assessor, but is intended to provide a further avenue for students to explore by working with their academically capable peers. These peers are referred to as Peer Support Students (PSS). PSS applications are available from the college for students wishing to enlist to assist their peers. PSS activities are paid by way of an honorarium to the PSS and the college provides classroom facilities at no cost.
- PSS sessions are advertised in advance via the notice board and the Learning Management System (i. e. Moodle), and PSS members are expected to uphold professional standards and run useful sessions that are viable and take the subject matter seriously. PSS sessions are not a replacement for the student completing their own work and managing their own assignments. It is intended to provide academic peer support and some guidance.
- Concerns over a PSS program can be relayed to the Academic Support Officer.

Topic 4 - Student Welfare

Student life is not always easy, and the college understands some of the person pressures that can engulf students. The college has a full time Student Counsellor who is available on campus every day of the week. This professional can help you with personal matters that may affect your studies or your well-being in general. These may include, but are not limited to, relationships, family issues, financial concerns, health concerns or simply feeling home sick. It is a good idea to speak with the counsellor early on if you are facing personal challenges. The service is confidential, and the counsellor is able to liaise with academic staff and with the Student Academic Support Officer on your behalf, should this be required.

The counsellor's details are shown in the “College Team” section of this handbook.

Topic – 4 Privacy & Confidentiality

SydneyMet will maintain the confidentiality and privacy of student information. However, information collected from students may, as required in accordance with the Higher Education Support (HES) Act 2003 and other legislation be provided to the Department of Education, Department of Home Affairs and Commonwealth, State or Territory Government agencies. SydneyMet is bound by the Australian Privacy Principles (APPs) under the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and the Privacy Act 1988 with respect to the collection, use and disclosure of personal information.

Information is collected from the student before and during enrolment and during their study in order to meet the college's obligations under the Education Services for Overseas Students (ESOS) Act (2000) and the National Code 2018 to ensure student comply with conditions of the visa and with their obligations under Australian Immigration laws generally.

The authority to collect this information is contained in the ESOS Act (2000), the Education Services for Overseas Students Regulations 2001 and the National Code 2018.

Please refer to college's policy on privacy and confidentiality for further details.

Topic 4 - College website, student handbook, personnel & college policies and procedures

More details of the college including location, courses, fees and charges, student handbook, facilities and resources, support and services, key contact such as Academic Support Officer, Student Services Officer, Dean, and College's policies and procedures, are found at the website:

www.sydneymet.edu.au

Workplace Health & Safety:

The college adheres by the national and state laws pertaining to workplace health and safety including the NSW Work Health and Safety Act (2011) and the Work Health and Safety Regulation (2011).

Duty of Care:

The college will meet its obligations of duty of care to staff, students, contractors, visitors and the general public by providing a healthy and safe environment in which to work and study

No Smoking:

The entire college is smoke free and smokers must locate designated smoking areas outside of the building to smoke pursuant to local government regulations

Policies against bullying, harassment and sexual misconduct:

SydneyMet has strong policies against bullying, harassment and sexual misconduct. There are supports available for the prevention and for victims. Contact Student Support Officer and Counselor if you feel that you are bullied, harassed and sexually assaulted or mistreated

Topic 5 – English language & Study Assistance

College has a range of English resources for students. English language classes as well as academic writing classes are run weekly at the college and are free. Further information regarding these classes is available in your timetable.

- The College has a dedicated Learning Hub. It offers academic, career and settling in support to students. Please see the Learning Hub Officer for further details.
- The best way to avoid falling behind in studies is to contact the academic staff member teaching you the subject and to speak with the Academic Support Officer early in the term if you are experiencing difficulties.
- For further English and academic support, please contact Academic Support Officer (ASO) – 02 9744 1356; or info@sydneymet.edu.au

Other external English language study options are available for students that are not associated with the college that charge for English classes that may be useful to the student's spouse, partner or others who are allowed to study while in Australia.

Study Assistance: College provides a range of ongoing study assistance (see academic support and services)

Topic 6 - Legal Help

The legal system in Australia can be new to many students and it is important to understand student rights and obligations, both as a student, and as a resident of Australia. The college cannot provide legal advice, but is able to assist with general information about how to find legal information or where to look for legal advice.

College's **Student Counsellor** is able to assist with these matters. Student can contact various legal services available in Australia.

- **Redfern Legal Centre**

It is an independent, non-profit community centre that promotes social justice and human rights, with free legal advice, referral and casework to NSW international students.

(02) 9698 7277; www.rlc.org.au/our-services/international-students

- **Legal Aid:** You can receive free assistance on issues of legal rights, either face to face or over the phone. 1300 888 529 www.legalaid.nsw.gov.au

- **Free Legal Advice for International Students Covers:**

- Accommodation legal issues
- Job, money issues, car accidents and fines
- Discrimination, domestic violence and family law
- Complaints about the college

Students can make an appointment in person or via electronic communications with Student Counsellor to discuss how problems such as those above can affect the Student Visa and other rights and responsibilities.

Topic 7 –Emergency & Health Services



Most medical clinics are not open seven days and do not have 24-hour service. In non-emergency situations, you can call Healthdirect any time for advice phone 1800 022 222.

- Local medical centre is at Medical Centre Burwood (Westfield) Suite 300, 100 Burwood Rd, Tel: 9744 3330
- Victoria Tower Medical Centre is about 400m away from the college, located at 3/36-38 Victoria St E, Burwood NSW 2134, Tel - (02) 8322 9000 (opens 7 days, 8am to 10pm)
- Nearest public hospital is at Hospital Rd, Concord NSW 2139, Tel - (02) 9767 5000 (opens 24 hours)
- Healthdirect Australia is a free helpline assisting you with non-urgent illnesses when the doctor is not open. Phone 1800 022 222
- Lifeline A crisis support hotline if you need mental health support from someone. Phone 13 11 14
www.lifeline.org.au
- Emergency for Ambulance, Police and Fire: Please call 000 for emergent situations to ask for Ambulance, Police and Fire Rescue services. Please state which service you need and your location with the street number and name.
- Police (Non-Emergency Enquiries): The number and websites are for non-urgent use of police assistance, as well as finding out safety information. 13 44 44; www.police.nsw.gov.au
- Burwood Police Station is at 9 Belmore St, Burwood NSW 2134, Tel - (02) 9745 8499

Topic 7 - Health services

- **Mental Health:** Counselling services are available from the college. Free support is also provided by institutions such as Beyond Blue and Lifeline.
Beyond blue: www.beyondblue.org.au / phone 1300 224 636.
Lifeline: www.lifeline.org.au / phone 13 11 14.
The New South Wales Government, through the Department of Health, also have a transcultural mental health centre. www.dhi.health.nsw.gov.au/Transcultural-Mental-Health-Centre phone (02) 9912 3851.
- **Sexual Health:** Clinics are available to test for Sexually Transmitted Infections (STIs). Some of these are free. Clinics are completely confidential - your information is kept secret.
RPA Sexual Health in Camperdown (02) 9515 1200
Sydney Sexual Health Centre. (02) 9382 7440
Western Sydney Sexual Health Centre (Parramatta Clinic) (02) 9843 3124
- **Ambulance Cover:** Overseas Student Health Cover (OSHC) policies may have gaps or limitations in ambulance cover so please be sure to check with your insurance provider “non-emergency” situations to prevent you from paying uncovered bills which can be hundreds of dollars.
- **Hospitals:** Please check with your OSHC provider where their agreement hospitals are so when you need to go to a hospital in a non-emergency situation, you will be accepted with OSHC. Some public hospitals and all private hospitals will not be accepted for expense claims in your OSHC.
- **OVHC Health Insurance:** Individuals living in Australia on a Temporary Visa need Overseas Visitors Health Cover (OVHC). The OVHC is a mandatory requirement of all holders of a temporary resident visa and determined by the Australian Government, through the Department of Home Affairs. Overseas visitors who do not maintain their OVHC are at risk of having their visa cancelled. Normally, OVHC provides coverage for: In hospital medical treatment, prescription medicines, surgically implanted prostheses, emergency ambulance transport and so on.

Topic 7 - OSHC (Overseas Student Health Cover)

Student's Obligation to Maintain a Valid Visa and Health Insurance: International students must ensure that they maintain a valid visa and any health insurance (OHSC) required as a condition of their visa. Visa and health insurance renewal is the responsibility of the student.

Student can have various OSHC insurance providers; some of them shown below.

- www.bupa.com.au/health-insurance/cover/oshc
- www.oshcallianzassistance.com.au
- www.medibank.com.au/oshc
- www.ahmoshc.com
- www.nib.com.au/overseas-students

The web site below also provides comparisons between various OSHC providers.

- www.oshcaustralia.com.au

Overseas Student Health Cover Refunds

Where a student leaves Australia before the expiry date of their student visa, a partial refund may be available from the insurer. Claims must be presented to the insurer directly using the appropriate insurer forms with proof of exit from Australia. If you have taken out OSHC (health insurance) through a private provider, you will need to contact that provider directly regarding their refunds.

Topic 8 - Complaints & Appeal Processes

College takes complaints and appeal of students and staff very seriously. It has a dedicated policy and procedure to handle all complaints, grievances, appeals and compliments of an academic or administrative nature confidentially. The College adopts a transparent, objective and unbiased one incorporating the principles of natural justice and procedural fairness.

Internal Process

- The College recognises the rights of students to have unhindered access to appeal and mediation. All students are able to access grievance and appeal procedures. The College has a procedure dealing with grievances (academic as well as non-academic).
- Complaints may be about the College, its staff or students or any of its agents.

A simplified process includes:

- Students are able to lodge a complaint using the “Student Complaints, Grievances and Compliments Form”. Forms are available at reception, on the College’s Moodle site and on the College web site.
- Completed forms can be lodged by the student by placing it in the Student Complaints Box at reception. Alternatively, complaints can be made by the student in person by making an appointment to meet with the Quality Systems Manager or by emailing the complaint directly
- Students have the right to bring a support person to any meeting regarding the complaint or appeal.
- Quality Systems Manager (Telephone: 02 97441356) will investigate the complaint and makes decisions within 4 weeks.
- If a student is not satisfied with the result of an investigation of complaint, they may lodge an appeal against the result of the complaint investigation. The appeal can be lodged using an “Appeal against Complaint Investigation Outcome Form”.
- The Dean, in consultation with the nominated committee/s of the Academic Board and/or other stakeholders, not directly involved in the complaint, will provide a response and a decision regarding the student’s appeal within four (4) weeks of the date of lodging the appeal and in writing.
- If the result of findings of the Dean is still unacceptable to the complaining student, a Dispute Resolution Meeting (DRM) will be held between the student, the Dean and the Principle Executive Officer to resolve the issue. The results of that meeting will be treated as binding on the parties
- If the student is dissatisfied with the outcome, they may lodge an appeal with the College’s Internal Ombudsman (Telephone: 02 97441356)
- Findings in favour of the student will be implemented immediately, and the student advised of this.
- The student has other avenues of appeal available to them outside of the College.

Further details on this process, please refer to the Complaints Policy and Procedures.

Topic 8 - Complaints & Appeal Processes

EXTERNAL APPEAL

DOMESTIC STUDENTS

- If the student making the complaint is not satisfied with the outcome of their appeal with Internal Ombudsman, they may seek independent mediation or arbitration through the Resolution Institute. The student can contact the Resolution Institute directly as follows:
Address: Level 1, 13-15 Bridge Street, Sydney NSW 2000
Phone: 02 9251 3366; **Freecall:** 1800 651 650; **Fax:** 02 9251 3733
Email: leadr@leadr.info **Website:** <https://www.resolution.institute>
- The costs of such an external appeal will be fully covered by the College (SydneyMet).

INTERNATIONAL STUDENTS

- For *academic matters*, international students may access the Resolution Institute in the same way as domestic students. For *non-academic matters*, if an international student making complaint is dissatisfied with the outcome of their appeal with the Internal Ombudsman then they may lodge an external appeal by contacting the **Commonwealth Ombudsman**.
- The Commonwealth Ombudsman offers a free and independent service for international students who have a complaint or want to lodge an external appeal about a decision made by their provider. For more information, please to the following contact details of the Commonwealth Ombudsman: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>; T: 1300 362 072
- SydneyMet agrees to be bound by any recommendations from the *Commonwealth Ombudsman* and the PEO will ensure that any recommendations made are implemented immediately on receipt of such recommendations.
- Complaints or grievances related to academic merits are not dealt by Commonwealth Ombudsman.

Topic 8 - Commonwealth Ombudsman

- Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Commonwealth Ombudsman does not take complaints about public universities.
- SydneyMet is a private education provider, so in the event that you are not satisfied with the College's internal procedures for handling a grievance or an issue you have raised, and you wish to complain about this to someone outside of the College, the Commonwealth Ombudsman is a channel for this to occur.
- The Commonwealth Ombudsman can be reached on 1300 362 072 and is open from 9.00am to 5.00pm Monday to Friday. The fax number is (02) 6276 0123; email on ombudsman@ombudsman.gov.au or GPO Box 442 Canberra ACT 2601; web site <http://www.ombudsman.gov.au/contact-us>
- The Commonwealth Ombudsman investigates complaints about: Refusing admission to a course, Fees and refunds, Course or provider transfers, Course progress or attendance, Cancellation of enrolment, Accommodation or work arranged by a provider, A provider not doing something or taking too long to do something, Incorrect advice given by an education agent who has an agreement with a private provider. The Commonwealth Ombudsman does not make decisions about academic merit.

Topic 9 - Course Progress and Intervention

- The College takes student progress seriously given its central role in ensuring students achieve consistent progress in their study. Course Progress is assessed using the final results for all Units studied to date and progress in Units in which the student is currently enrolled.
- Satisfactory course progress is achieved when a student meets the following minimum academic standards:
 - not fail 50% or more of the Units attempted in two consecutive trimesters, and/ or
 - no more than two failed attempts at a particular Unit.
- A student is identified as a student at risk if the student fails to demonstrate satisfactory course progress as described above, regardless of the reasons.
- Where a student's Course Progress is unsatisfactory and when students are identified as at risk, the College will use its Intervention Strategy.
- The Unit Co-ordinator and ASO will conduct a review of the student's progress in light of intervention strategies within four weeks.

Topic 9 - IDENTIFYING STUDENTS AT RISK

- The Dean monitors the academic performance of each student against the minimum academic standards at the end of each trimester.
- Where a student has failed to meet the minimum academic standards, the Dean will deem that student as being 'at risk'.
- Student at risk is a student who is unable to complete their course within the duration of their eCoE (international students) or within the maximum period of enrolment (all students) which is 9 years.

Topic 9 - Intervention Strategy

- Student at Risk is identified by the Dean who refers the student to the Academic Support Officer (ASO) for review. The ASO, who will meet with the student and organise a Study Plan for the student.
- College employs a systematic set of steps when undertaking the Intervention Strategy, including repeatedly emailing students (via College's email) and discussing the issues and challenges of the student so as to assist them.
- Academic Support Officer meets with the student, discuss possible issues and organise a Study Plan for the student (and signed).
- Study Plan may include a range of measures such as student attending regular meetings with ASO or academic member, using the Learning Centre, or other support sessions, counselling sessions, Attending extra tutorials, Appointment of a student mentor, Attending language support sessions, Agreeing to specific study achievement milestones, and Other academic measures as deemed necessary by the College, and a combination of the above and a reduction in course load.
- ASO will conduct a review of the student's progress within a specified period. Students at risk who improve their performance, and meet the requirements for satisfactory course progress, are removed from the Students at Risk Register.
- Students who do not improve their performance, and fail to reach satisfactory course progress, may be escalated further including reporting the student to the DHA as required by law.

Further details of Student Attendance, Course Progress and Intervention Strategies are outlined in the Policy which can be accessed from the College's website, or contact Student Services officer for a copy.

Topic 9 - Student Attendance

- SydneyMet monitors student academic progress to identify Students at Risk. It is SydneyMet policy that a student should maintain an 80% attendance rate to maximise their ability to achieve satisfactory course progress.
- SydneyMet records and monitors attendance and performs a routine attendance check in each trimester. Students with less than 80% attendance are contacted via email, to remind them of their study obligations. Students with less than 80% attendance, or who continue to demonstrate poor attendance will be required to attend an interview with a designated Academic Support Officer (ASO) to discuss the situation and, if required, undertake a program of assistance under the Intervention Strategy

Topic 9 - Completion of Assessments

- Assessment marks during the trimester are monitored by Dean. In the event that the Dean identifies a student who is having difficulties in submitting assessments tasks on time, or is performing poorly, they may discuss the situation with the student in an attempt to resolve any issues, identify support that is available, assist the student with study recommendations, and/or refer the student to the Learning Centre. Students who do not submit an assessment task may be contacted by an Academic Support Officer (ASO) to discuss assistance under the Intervention Strategy.
- All results are examined after final grades are published at the end of each trimester, and students who have a) failed more than 50% of the Units studied, and/ or b) no more than one failure in a particular Unit, are identified as Students at Risk and referred to Academic Support Officer (ASO) to commence the Intervention Strategy

Topic 9 - Study Plan

A copy of the Study Plan used in the Intervention Strategy will be maintained by the college on file for future reference should a new case of Intervention be required. The student is alerted to the fact that not making satisfactory course progress is a serious matter and may lead to the reporting of the student, by the college, to the Department of Home Affairs. It is anticipated that students undergoing an Intervention Strategy will give the matter the attention it deserves and will work to enhance their course progress.

Topic 9 - Intent to Report Notice

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- Should the student not make satisfactory course progress after the Intervention Strategy is implemented, the college will send the student a written notice of intention to report the student to the Department of Home Affairs for failure to make course progress. The letter to the student will contain information on accessing the appeals process. If the student believes that they have been treated unfairly, they may make an appeal through the Complaints and Grievances system at the college.
- Only once all internal avenues of appeal have been exhausted, will SydneyMet exclude a domestic student, or report an international student's enrolment as cancelled via PRISMS. All relevant documentation is placed on the student's file.

Topic 10 - DHA, Student Visa and Rights

Department of Foreign Affairs and Trade (DFAT) It assists you to locate your country's embassy in Australia. www.dfat.gov.au

Department of Home Affairs Web Site and Phone Number: A wealth of useful information and examples are available on the Department of Home Affairs web site which is listed below. The phone number for the Department is also listed for convenience. <https://www.homeaffairs.gov.au> ; Phone +61 2 61960196

Quality in Education and Australian Regulation

- Before accepting an offer to study at the college, international students should be familiar with the Education Services for Overseas Students (ESOS) framework. A simple explanation of the framework is shown in the ESOS Framework Student Fact Sheet available online at www.aei.gov.au/regulatory-information.
- The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa. Government agencies regulate the education and training sectors involvement with overseas students studying in Australia on student visas. This is done through the Education Services for Overseas Students legislative framework (ESOS). This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.
- The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislations interface with immigration law. This imposes visa related reporting requirements on both students and providers.
- Students can seek other external reviews of appeals by seeking assistance from agencies such as the Ombudsman, relevant Commission or other government offices.

Topic 10 - Educational System and Rules in Australia

- Before accepting an offer to study at the college, international students should be familiar with the Education Services for Overseas Students (ESOS) framework. A simple explanation of the framework is shown in the ESOS Framework Student Fact Sheet available online at www.aei.gov.au/regulatory-information.
- The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa. Government agencies regulate the education and training sectors involvement with overseas students studying in Australia on student visas. This is done through the Education Services for Overseas Students legislative framework (ESOS). This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.
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Topic 10 - Student's Obligation

Student's Obligation to Maintain a Valid Visa and Health Insurance:

International students must ensure that they maintain a valid visa and any health insurance (OHSC) required as a condition of their visa. Visa and health insurance renewal is the responsibility of the student.

Breach of Visa Conditions

Intervention strategies may further be escalated if change is not forthcoming and instances of escalation are taken seriously by the college. In the event that avenues to support the student have not yielded the required result, the college may write to the student informing them of a potential breach in their Student Visa conditions, due to a lack of course progress. This may be escalated further where the college may report the student to the Department of Home Affairs as required by law. See website:

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

Topic 10 - Student's Legislative & Regulatory Requirements

- The ESOS Act 2000, ESOS Regulations 2001 and the National Code 2007 protect the interests of students coming to Australia to study. In addition to a range of protections, these laws provide students with tuition fee assurance and also provide a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- The following web site provides further information about these laws and the right of international students. www.aei.gov.au

Topic 10 - Maintain your student visa requirements

International Students are required to observe certain conditions pertaining to their Student Visa. It is important that students understand their obligations in this regard including what the visa allows and disallows the student to do. The college is required to report breaches of visa conditions to the Department of Home Affairs, so it is important for the student, when in doubt, to contact the Department for information, guidance and responses. See the website - <https://www.homeaffairs.gov.au>

Some important things for students to consider as they relate to the student visa are:

- The student must notify the college of their address and contact details within seven (7) days of arriving in Australia.
- The student must update the college on changes to their address and contact details within seven (7) days of the change occurring.
- Students must be enrolled in full time study with the college.
- Students are permitted to work forty (40) hours per fortnight.
- Students must maintain satisfactory course progress.
- Students must have Overseas Student Health Cover (OSHC) throughout the term of their student visa.
- Students are responsible for renewing their visa prior to its expiry.

The Department of Home Affairs web site is <https://www.homeaffairs.gov.au/>

The Department's phone number is +61 2 61960196

Topic 10 – Obtaining/ maintaining student visa

On receipt of your Confirmation of Enrolment, you may commence your application for a Student Visa. If you reside outside of Australia, applications for Student Visa's are made with the nearest relevant Australian Embassy, High Commission or other representative office in your home country. Details of overseas offices are available at www.dfat.gov.au/missions

The college recommends you visit the Department of Home Affairs web site (<https://www.homeaffairs.gov.au>) for comprehensive information about applying for a Student Visa. There are different requirements for students from different countries and you can find the most up to date information on the Department of Home Affairs web site.

- Students are responsible for obtaining a visa that permits them to study in Australia and ensuring it is current for the duration of their course.
- Students who already have a Student Visa and are living in Australia will have to renew their Student Visa at the Department of Home Affairs.
- The student will need to advise the Department of any changes to their course or institution at which they are studying.
- Students must ensure that they renew their visa before its expiry date.
- Should students gain permanent residency (PR) during the course of study, they cannot remain enrolled as an International Student. In some cases, the student may need to re-apply for admission to the college as an Australian student.

Student Visas: Students will need to hold the correct visa to study in Australia. For information on student visas, please visit the Department of Home Affairs web site on <https://www.homeaffairs.gov.au>

Topic 10 - Working Rights in Australia

International students will need to refer to their visa requirements for information on working conditions and eligibility.

International student studying in Australia on a Student Visa are generally (students should check their visa conditions) able to work part time and do not need to apply for a work visa. Student visa holders are permitted to work up to forty (40) hours per fortnight (a fortnight is two weeks) during the term and unlimited hours during term breaks. This is subject to any Student Visa conditions and change to rules.

More information is available on <https://www.homeaffairs.gov.au>.

Australia's Quality System for Education and your Rights

The Australian education systems places significant emphasis on the quality of education and seeks to protect domestic and international students and assure the quality of educational delivery. Before accepting an offer to study with the college, international students should familiarise themselves with the Educational Services for Overseas Students (ESOS) framework, a guide as to how education providers, such as this college, need to provide services to international students.

The framework is well-explained on the Australian Education International web site at: www.aei.dest.gov.au

Fair Work Ombudsman: Helps you sort out issues with your employer when you are being treated discriminately at work or are working in bad conditions. www.fairwork.gov.au

Topic 10 - Reporting of International Students

The college is required to provide study (course) related information to a range of government departments including the Department of Home Affairs and the Department of Education, Employment and Workplace Relations among others. This means that data such as course progress, attendance and/or other data may be shared with these departments by way of reporting or other means.

Topic 10 - Student Responsibilities on Student Visa

As an international student on a student visa you have responsibilities to satisfy your student visa conditions. For more information: <https://www.homeaffairs.gov.au/trav/stud>

Understanding the Student Visa Conditions

- The Student Visa is a class of visa designed for international students wishing to study in Australia. It is granted to genuine students seeking to attain a qualification in Australia.
- The Student Visa is managed by the Department of Home Affairs. The visa grant letter issued to the student will contain important information. This includes the visa conditions, which are an essential element of the visa that the student must always comply with.
- The letter may contain information such as: Applicant type (e.g. Main Applicant), Visa class (e.g. Student- Temporary- Class TU), Client Name, Date of Birth, Client ID, Visa Grant Number , Visa Grant Date, Passport Number, Initial Stay Date, Must Not Arrive After (Date), Stay Period, Travel Facility, Visa Conditions etc.
- The visa conditions may include a range of items such as: Work limitation, Meet course requirements, Maintain health insurance, Must maintain eligibility, Maintain education for dependents, Less than 18 approve welfare (for children under 18 years of age), Inform provider of address, Several other conditions may be imposed by the Department of Home Affairs, The visa conditions are usually shown on the visa label or other documents or both.

Visa may be cancelled if Student does not Comply - Many students have their visa's cancelled in Australia every year due to non-compliance. It is easy to comply with the conditions of the visa by following the simple rules attached to it. By following these rules and asking the DHA questions when in doubt, you are likely to enjoy a hassle free stay and a positive educational and cultural experience.

Topic 10 - Student Visa & eCOE

Visa Entitlement Verification Online (VEVO): The Department of Home Affairs web site (<https://www.homeaffairs.gov.au>) has a facility that allows the visa holder to register online and check their visa conditions. A link to the Departments VEVO page is shown: [https://www.homeaffairs.gov.au/business/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.homeaffairs.gov.au/business/visas-and-migration/visa-entitlement-verification-online-(vevo))

Confirmation of Enrolment (CoE) Information

- Only international students who intend to study onshore in Australia on a student visa require a CoE. These students must hold a valid CoE at all times. Even your visa is still valid, you still need a valid CoE.
- If the student CoE finishes or is cancelled before your student visa expires, your visa may be at risk of being cancelled.
- If you complete your course before the end date on your CoE and you do not intend to study another course, you cannot remain in Australia on a student visa. Your student visa is only valid as long as you continue studying.
- If you finish your study on time and your CoE finishes naturally, you can stay in Australia until your visa expires.
- The CoE cannot be extended except in very specific and unique circumstances. These include not being able to complete your studies on time due to compassionate or compelling circumstances or where the college is implementing an intervention strategy for students who are at risk of unsatisfactory academic progress or in the case of a college-approved deferment. These cases are rare and require a great deal of evidentiary support, so it is best to assume that the CoE is not generally extendable.
- If a student has under-enrolled in a term and has not made up the Units in a subsequent term, it is unlikely that they will be issued a new CoE.
- If the student wishes to use their CoE to apply for a new student visa, the CoE must be used to apply for the new visa within forty five (45) days of the date the CoE is issued, otherwise it will expire. The visa application must also be lodged prior to the course start date.

Topic 10 - Responsibility to Notify the College of a Change of Address and Contact Details

- International students must advise the college of any changes in their Australian and home country addresses and phone numbers within seven (7) days.
- Changes to address and other contact details can be made by informing Student Services by completing a Change of Details form and handing furnishing it in person to Student Services or by completing the form, scanning it and emailing it to student services.

Further Information for Students on the ESOS Act

Additional information is available to international students regarding their rights and obligations in the ESOS Act. This is available at: www.aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx

Topic 10 - College Provider Code, PRISMS, CRICOS etc.

- The college is required to display its CRICOS code and its provider code on all publications including those that are electronic, which are accessible by international students. This includes websites, posters, correspondence (including email messages) and advertising material (including PowerPoint presentations used to recruit students).
- All college staff must have the college Commonwealth Register for Institutions and Courses for Overseas Students (CRICOS) provider code attached to their email signature as well as the provider code.
- All courses offered to international students must be registered on the Commonwealth Register for Institutions and Courses for Overseas Students (CRICOS). Any change to a course such as duration, structure, mode of delivery or if the program ceases to be offered, must also be registered.
- College programs cannot be offered to international students unless they are registered. The college or its agents cannot foreshadow courses being offered. The course must be CRICOS registered for it to be promoted and offered.
- Provider Registration and International Student Management System (PRISMS) access will be required for staff enrolling students. PRISMS is an online software package used to enrol and report on various aspects of an international student's enrolment and study.
- Staff members will read PRISMS access requirements and apply to their supervisor for access to be granted to them. This will allow the staff member to undertake PRISMS-related activities for student enrolments.
- PRISMS is used to issue electronic Confirmation of Enrolment (eCoE) certificates. Staff are unable to discuss potential courses with students unless these are registered on CRICOS. Such a discussion can be deemed as marketing and promotion and is not allowable until the course is actually registered on CRICOS.
- Information that is provided to international students for courses on CRICOS needs to be accurate, clear, complete and not false or misleading. Information provided to students must include a range of things such as Duration of the course, Minimum level of English language requirements, course details, resources, fees, refund, other costs, and facilities and resources, etc.

Topic 11 – Useful Information & Contacts

Transport Info Line (Public Transport Services)

- Provides information about trains, buses and trams, including timetables and ticketing information. Public transport may include a bus, train, tram or ferry. Most Australian states have introduced new ticketing systems in the form of smartcards to provide an easy and convenient way of travelling on public transport.
- The smartcards are reusable and replace paper tickets. Some examples are:
 - New South Wales, Opal Card, www.opal.com.au
 - Queensland, Go Card, www.translink.com.au
 - South Australia, Metrocard, www.adelaidemetro.com.au
 - Victoria, Myki Card, www.ptv.vic.gov.au
- **Taxi Services:** Legion Cabs 13 14 51/ Silver Service 13 31 00/ Yellow Cabs 13 19 24
- **Fire Evacuation:** The college has a fire evacuation plan and fire and floor wardens. Signs showing emergency fire exits and the names of floor and fire wardens are displayed on each floor.
- **First Aid Kit** - A first aid kit is located at reception and the college displays the names of the two first aid officers at the college on the student notice board and behind the reception desk.
- **Australia's Diplomatic and Consular Missions:** Information regarding a range of consular and diplomatic missions is available on www.dfat.gov.au/missions.
- **Currency Converter:** Should you require a currency converter, the following web site is a useful tool. www.quote.yahoo.com

Topic 11 – Useful Information ...

Living Expenses: Living expenses in Sydney can range from AU\$250 to \$400 a week which includes rent, transportation and student-budget food and other expenses. The Australian government's guide to living costs in Australia can be found at - <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Schooling for Dependents between 5 and 18 Years of Age: If the student is accompanied by children aged between 5 and 18 years of age, they must attend an Australian school. Some schools in Australia are public and some are private. In either case, the student needs to take into account the cost of schooling when considering studying in Australia. Costs for school uniforms, books, stationary and other costs could range from AU\$2,000 to \$12,000 a year per school student. Public school costs can range from AU\$10,000 to AU\$60,000 a year per school student. Costs of private schooling are significant and could range from AU\$10,000 a year to AU\$60,000 a year per school student.

Be Cautious of Scams: The Department of Home Affairs will never ask you to make payment by cash or credit card directly to staff in the field. All payments are processed via the Department web site or through its offices. Beware of scams requesting you to make payment to an individual in the field or by sending a text message to your mobile or a link via email for you to pay money.

Driving in Australia: Driving in Australia is on the left hand side and drivers should use the left lane of the road unless over-taking. The speed limits in most urban streets and roads is 50km per hour. In school zones that operate during school terms, the speed is 40km per hour. Some parts of the city and particularly busy streets may also be speed limited to 40km per hour or even less. Wearing a seatbelt for the driver and any passengers is compulsory in Australia as is the use of child seats for children. The vehicle you are driving must be registered and must have at least Compulsory Third Party (CTP) insurance for it to be able to be driven on the road.

Taxation in Australia: To work in Australia, students need a Tax File Number (TFN). This can be obtained from the Australian Taxation Office (ATO) by visiting their web site or calling them. International students are considered to be an Australian resident for taxation purposes. To find out more, visit www.ato.gov.au/internationaltax

Topic 11 – Life in Sydney, Australia – renting, accommodation, travel etc.

Life in Australia

Australia occupies 5% of the world's surface and is the sixth (6th) largest country in the world. The population size of Australia is around 23 million, which makes it one of the less populated countries of the world due to its large size.

Australia has several States and Territories. The college is located in the state of New South Wales (NSW for short) with Sydney as the Capital City of NSW. The Capital City of Australia is Canberra, located to the south of NSW. Canberra is based in the Australian Capital Territory (ACT). Other states include Victoria (the capital city is Melbourne), Queensland (the capital city is Brisbane), South Australia (the capital city is Adelaide), Western Australia (the capital city is Perth), the Northern Territory (the capital city is Darwin) and Tasmania (the capital city is Hobart).

Life in Sydney

Life in Sydney as a student is an intriguing and rewarding experience. Sydney is one of the most livable and beautiful cities in the world with a diversity of natural beauty. Sydney is also Australia's commercial capital with some of the country's largest businesses and enterprises based in the Sydney CBD.

Cultural, arts and night life in Sydney is exciting and diverse. With a plethora of restaurants, clubs, museums and cultural icons, the city provides ample opportunity for internal tourism and exploration.

The section below provides information on a range of items of interest that will be useful to you in your journey arriving into, living and studying in, and travelling from Sydney.

Topic 11 – Living in Australia & Sydney

Electricity in Australia

Main voltage in Australia is 230 volts (50 HZ). Students from most of Asia, Africa and Europe should have appliances that work on the same voltage as that in Australia. Notable exceptions to this are Japan, Canada and the United States. Appliances used in countries with a different voltage should not be used in Australia without a Voltage Converter.

The plugs in Australia have two metal flat pins shaped like a “V” and some may have a third flat pin in the centre. If the appliance you are using utilises a different plug you will need to use an Australia-compliant Power Adaptor.

Weather in Sydney

Summer in Sydney starts in December and ends in February with a daily maximum temperature of around 25 degrees Celsius (77 degrees Fahrenheit) and a minimum temperature of around 18 degrees Celsius (65 degrees Fahrenheit). Autumn runs from March to May and winter is from June to August. Temperatures range from 23 degrees Celsius to 8 degrees Celsius during this time. Spring starts in September and ends in November with temperatures ranging from 23 to 11 degrees Celsius.

Rainfall in Australia is between 77mm (3.0 inches) and 128 mm (5.0 inches) per month and there are between 9 and 12 days of rain per month depending on the season.

The number of hours of sunshine per day range from 5.0 hours to 7.7 hours with the month of November being the day with the longest number of hours of sunshine.

For more information about Sydney’s weather visit www.sydney.com.au

Topic 11 – Accommodation & Travel

Renting Accommodation: Rent can be one of the largest costs of staying in a city like Sydney. Here are several tips to help you rent accommodation in Sydney.

The Rental Contract: Have a written rental contract with detailed terms signed by both parties. Read the terms carefully and seek help from a friend or ask for advice if you are unsure of the terms of the contract.

Rental Bond: In NSW, no more than four weeks' rent as a bond is allowed to be charged by the landlord. For more details about rental bonds, visit: www.tenants.org.au

The phone number for Tenants is 133 220 and their opening hours are 8.30am to 5.00pm Monday to Friday.

Utilities: Please be sure you and your landlord agree on the bills you are paying on electricity, gas, internet, water usage, etc. and clarify the responsibility in writing. Water sewerage charges cannot be charged.

End of Tenancy Contract: Read your tenancy contract beforehand in terms of termination. A notice period is normally needed, or you will end up paying more after you move out or have an amount deducted from your bond. For more information or inquiries when you have a rental problem, please call

NSW Fair Trading: 13 32 20
Redfern Legal Service: 9698 7277
Legal Aid: 1300 888 529

Migrant Resource Centre: For any issue you may have while living in Australia, you may contact the centre for support services. (02) 9663 3922

Topic 11 – Accommodation etc

Some organisations providing these services are:

Oz Homestay www.ozhomestay.com.au Phone (02) 8765 9063

Xbase Sydney www.base-hostel-sydney.com (02) 9267 7718

Iglu Student Accommodation www.iglu.com.au Phone (02) 8024 8600

Cozy Stay Accommodation www.cozystay.com.au Phone 1300 852 254

2Stay Accommodation www.2stay.com.au Phone (02) 8005 1299

Urbanest www.urbanest.com.au Phone (02) 8091 9959

Websites for Apartment Living and Interim Living

Many students share apartments or may decide to live on their own. It is important to arrive in Sydney earlier than the course start date to allow you time to locate suitable accommodation, see apartments and meet with landlords or prospective house mates before the term starts. The web sites below are a good place to look for interim accommodation until you find the unit or place you prefer to stay in over the longer term.

o www.wakeup.com.au

o www.glenferrielodge.com

o www.domain.com.au

o www.realestate.com.au

o www.unilodge.com.au

Q & A

Question & Answer session,

**followed by a campus tour and
meeting with key staff members of the College**

CONCLUSION:

Record of Student Attendance at the Orientation Program

All students are required to complete the slip below, sign it and hand it to Student Services at the end of the Orientation Program and prior to departing the classroom

Student First Name	
Student Surname	
Student ID Number	
Name of the Course of Study	
Date of Orientation Session Attended (DD/MM/YYYY)	
Time Attended	
Student Declaration: I certify that I have attended, and I understand the contents of the Orientation Program and have received a copy of the program documents.	Student Signature

Note: Each student will receive a copy (hard/ e-copy) of this Orientation Slides.

THANK YOU