



## SECTION 1



**Institute of Health and Nursing  
Australia**

# Welcome to IHNA

## **International Student Handbook**

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

**RTO ID: 21985**

**[CRICOS Code: 03386G]**

*This initiative is supported by the Australian Government through the  
Department of Education, Employment and Workplace Relations.*

# Contents

## SECTION 1

### Welcome to IHNA

How to use this Handbook	01
Welcome message from the CEO	02
Important Information and Emergency Contacts – IHNA Melbourne Campus:	03
Important Information and Emergency Contacts – IHNA Perth Campus:	04
Important Information and Emergency Contacts – IHNA Sydney Campus:	05
Application Step-by-Step Process Model:	06
Things to Do:	07
Before Leaving Home:	07
Upon Arrival in Australia:	07

# How to use this Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

**Example:**  
Immediate Priority



## Colour Code

## Information

	
	
	
	
	
	



# Welcome message from the CEO

It gives me immense pleasure to welcome new entrants to Institute of Health & Nursing Australia. We have growing reputation for excellence in teaching and providing students with excellent opportunities for shaping your future career.

The provision of healthcare is tied to the skills and future productivity of its workforce and the innovation of its people. As a provider specialising in the healthcare sector, the Institute of Health and Nursing (IHNA) offers workforce focused education programs for its students in the Health and Nursing sectors.

IHNA's Board of Studies brings together experts from business and health to oversee and advise management and the academic staff. The Board ensures our programs remain relevant to industry, meet the high expectations of students and satisfy the changing requirements of industry.

Our range of programs is expanding into new areas such as Home and Community care and healthcare management. While our existing bridging and re-entry courses for registered nurses, Diploma of Nursing, Certificate III and IV and short courses for the health and nursing professions are working closely with industry stakeholders to meet the specific needs of industry.

We presently offer programs from campuses in Melbourne, Sydney and Perth, as well as an extensive library of online programs. Online and

flexible learning, supported by practical training in a nursing laboratory, is a primary method of delivery for education in the healthcare sector.

IHNA is proud of its on campus and off campus learning environments. The Institute's facilities include new classrooms, nursing laboratories with state of the art equipment, an on-line library, computer labs and e-learning systems.

Our student services team works closely with each student to provide a supported and positive learning experience. The Institute's approach is encapsulated in our core values of Innovation, Caring and Excellence – ICE.

We are excited by this vision as we strive to deliver the highest quality education for the health and nursing sectors. On behalf of the faculty, staff and administration of Institute of Health & Nursing Australia, we look forward to joining you and offer you the very best wishes, as you begin this exciting journey towards a successful future.

**Bijo Kunnumpurath**

CEO and Managing Director  
Institute of Health & Nursing Australia

# Important Information & Emergency Contacts

## IHNA Melbourne Campus

### Education Provider Main Contact Details:

597-599 Upper Heidelberg Road  
Heidelberg Heights  
Victoria 3081, Australia  
T: +61 3 9450 5100  
F: +61 3 9457 7577  
W: [www.ihna.edu.au](http://www.ihna.edu.au)

### Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

### Department of Immigration and Border Protection (DIBP)

Casselden Place  
2 Lonsdale Street  
Melbourne VIC 3000  
Ph.: 131 881

### Opening Hours:

9 am to 4 pm - Monday to Friday

### Medical Centres:

#### Austin Hospital

145 Studley Rd  
Heidelberg, VIC 3084  
Ph.: (03) 9496 5000

#### Health Monitor Medical Centre

31-35 Burgundy St  
Heidelberg, VIC 3084  
Ph.: (03) 9457 5755

### Transport:

#### Public Transport Victoria

Information about the fare and timings for buses, Trams and trains could be obtained from the following website. <http://ptv.vic.gov.au>

### Local Taxi Companies:

1. Mega Taxi Care - Rosanna  
Ph: 0419 881 473
2. Diamond Valley Taxi Service – Greensborough  
Ph: 0412 368 388

### Public facilities:

#### Location of Automatic Teller Machines (ATMs):

##### Commonwealth Bank ATM

Shop 23 - 24, Warringal Village  
56 Burgundy St  
Heidelberg, VIC 3084

Or

82 Lower Plenty Rd  
Rosanna, VIC 3084

##### ANZ Bank ATM

Warringal Sc, 56 Burgundy Street  
Heidelberg, VIC 3084

Or

Shop 18-19 Warringal Shopping Centre  
56 Burgundy Street  
Heidelberg, VIC 3084

##### Post Office

103-105 Lower Plenty Road,  
Rosanna, VIC 3084

##### Opening hours:

Mon - Fri 9:00am - 5:00pm  
Saturday 9:00am - 12:00pm. Sunday Closed

# Important Information & Emergency Contacts

## IHNA Perth Campus:

### Education Provider Main Contact Details:

Level 2, Carillon City Arcade  
680 – 692 Hay Street Mall  
Perth, WA 6000  
T: +61 8 6212 8200  
F: +61 8 6212 8222  
W: [www.ihna.edu.au](http://www.ihna.edu.au)

### Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

### Department of Immigration and Border Protection (DIBP)

Ground Floor  
Wellington Central  
836 Wellington Street  
West Perth, WA 6005  
Ph: 131 881

### Opening Hours:

9 am to 4 pm - Monday to Friday

### Medical Centres:

#### Royal Perth Hospital

197 Wellington Street  
Perth CBD, WA 6000  
Ph: (08) 9224 2244

#### After Hours GP – Royal Perth Hospital

Corner Lord and Goderich Streets  
Perth, WA 6000  
Ph: (08) 9202 1660

### Transport:

#### Trans perth

Information about the fare and timings for buses, and trains could be obtained from the following website. <http://www.transperth.wa.gov.au/>

### Local Taxi Companies:

1. Swan Taxis  
Ph: 13 13 30
2. Maxi Taxi  
Ph: 0421 219 513

### Public facilities:

### Location of Automatic Teller Machines (ATMs):

#### Commonwealth Bank ATM

Level 1 (Hay Street) Carillon City Arcade  
680 – 692 Hay Street Mall  
Perth, WA 6000

#### ANZ Bank ATM

Level 1 (Hay Street) Carillon City Arcade  
680 – 692 Hay Street Mall  
Perth, WA 6000

#### Westpac

Level 1 (Hay Street) Carillon City Arcade  
680 – 692 Hay Street Mall  
Perth, WA 6000

#### Post Office

Shops 3 & 4, 3-7 Forrest Place  
Perth WA 6000

#### Opening hours:

Mon - Tue 8:30am - 5:00pm  
Wednesday Closed  
Thu - Fri 8:30am - 5:00pm  
Saturday 9:00 am - 12:30pm  
Sunday Closed

# Important Information & Emergency Contacts

## IHNA Sydney Campus:

### Education Provider Main Contact Details:

Level 7, 33 Argyle Street,  
Parramatta, NSW 2150  
T: +61 2 8228 6400  
W: [www.ihna.edu.au](http://www.ihna.edu.au)

### Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

### Department of Immigration and Border Protection (DIBP)

9 Wentworth Street,  
Parramatta, NSW 2150  
Ph.: 131 881  
Opening Hours: 9 am to 4 pm - Monday to Friday

### Medical Centres:

#### Argyle Street Medical Centre

Shop 13, Westfields  
Parramatta / Marsden St,  
Parramatta, NSW 2150  
Ph: (02) 9893 8733

### Transport:

Sydney's public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network

You can plan your trip by going to the following website <http://www.transportnsw.info/>

### Local Taxi Companies:

1. Premier Cabs  
Ph: 13 10 17 or book your cabs by going to the website: <http://www.premiercabs.com.au/>
2. Prestige Maxi Taxi  
Ph: 0414 383 804

### Public facilities:

#### Location of Banks and Automatic Teller Machines (ATMs):

Banks and ATM's are located in West Field Shopping Centre, Parramatta

#### Post Office

Westfield Shopping Town  
Shop 1106 157-159 Church Street,  
Parramatta, NSW, 2150

#### Opening hours:

Mon – Fri 9:00am - 5:00pm  
Saturday 9:00am - 1:00pm  
Sunday Closed



# Application Step-by-Step Process Model:

## STEP 01: Student makes enquiry, lodges application

Via agent, exhibition, email, web portal, phone or fax

## STEP 02: International admissions assesses application

Assessed against academic eligibility and English proficiency requirements-sent offer if eligible

## STEP 03: Student accepts offer

Student returns signed acceptance of offer forms and pays relevant fees

## STEP 04: International admissions actions acceptance

International admissions issues Confirmation of Enrolment (Coe); schedules compulsory health Insurance (OSHC) and forwards ore-departure and orientation information

## STEP 05: Student applies for student visa

Via Department of Immigration and Border Protection (DIBP)

## STEP 06: Student makes travel and accommodation arrangements

## STEP 07: Student arrives in Australia

Student uses advice provided by education provider

## STEP 08: Student attends international student orientation

Student receives vital information and completes enrolment

## STEP 09: Student establishes basic services

Including: banks, OSHC, phones, etc.

## STEP 10: Student attends Academic orientation (does not apply to all courses/sectors)

Student receives vital course information and completes/updates enrolment

## STEP 11: Student begins classes!



# Things to Do:

## Before Leaving Home:

- Apply for passport ☐
- Arrange student visa ☐
- Make contact with institution ☐
- Arrange for immunisations and medications from my doctor ☐
- Apply for a credit card and/or arrange sufficient funds ☐
- Confirm overseas access to your funds with your bank ☐
- Make travel arrangements ☐
- Arrange travel insurance ☐
- Advise institution of travel details ☐
- Arrange accommodation ☐
- Arrange transport from airport to accommodation [\[if applicable\]](#) ☐
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative ☐
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency ☐
  - Important documents:
    - THIS HANDBOOK! ☐
    - Passport ☐
    - Letter of offer ☐
    - eCoE ☐
    - Certified copies of qualifications & certificates ☐
    - Travel insurance policy ☐
    - ID cards, drivers licence, birth certificate (or copy) ☐

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

## Upon Arrival in Australia:

- Call home ☐
- Settle into accommodation ☐
- Contact institution ☐
- Purchase household items and food ☐
- Enrol children in school (if applicable) ☐
- Attend international student orientation ☐
- Get student ID card ☐
- Advise health insurance company of address & get card ☐
- Open a bank account ☐
- Attend faculty/course specific orientation sessions ☐
- Get textbooks ☐
- Start classes ☐
- Apply for tax file number if seeking work ☐
- Get involved in student life and associations (E.g. music, sporting and cultural clubs). ☐