



**HIGH SKILLED TRAINING  
AND EDUCATION AUSTRALIA PTY LTD**  
*Professional Training tailored to individuals*



# INTERNATIONAL STUDENT HANDBOOK



High Skilled Training and Education  
Australia Pty Ltd

CRICOS #04022F | RTO #45857

ABN 58 646 762 816

# TABLE OF CONTENTS

<b>WELCOME NOTE</b>	<b>3</b>	International Student Code of Conduct	38
Directory	4	The ESOS Framework	39
Application Step by Step Process	5	Privacy Policy	39
Checklist for Genuine Temporary Entrant (GTE) Statement	6	Welfare and Accommodation Policy	39
Essential Checklist Before Leaving	9	RPL and Course Credit Policy	39
On Arrival Essential Checklist	10	Academic Policies and Procedures	40
<b>PRE - ARRIVAL</b>	<b>11</b>	Complaints and Grievances	40
Preparing Yourself	12	International Student Visa Conditions	40
Introduction to Australia	13	<b>Academic Progress</b>	40
Welcome to Melton	14	<b>Attendance Monitoring</b>	40
High Skilled Training and Education Australia Pty Ltd	15	<b>Current Address Details</b>	40
Campus Map	16	Student Deferment, Suspension or Cancellation Policy	40
Arranging Visas	17	Student Administration Information	41
Arranging Travel	18	<b>Paying Fees</b>	41
Travel Documents	19	<b>Refund and Cancellation Policy</b>	41
Preparing to Come to Australia	20	Student Support Services	41
Other Items You Might Need	22	Quick Guide to Key Personnel	42
Getting from the Airport	23	Student Survival Page	43
Keeping Contact & Accessing Money	24	<b>INTERACT WITH US</b>	<b>44</b>
Entering Australia	25		
<b>SETTLING-IN</b>	<b>26</b>		
Living in Australia	27		
How Much Do Things Cost?	30		
Working in Australia	32		
Safety in Australia	34		
<b>STUDYING AT HIGH SKILLED TRAINING AND EDUCATION AUSTRALIA PTY LTD</b>	<b>36</b>		
Where to Begin	37		
What to Do	38		
International Student Orientation	38		





## WELCOME TO HIGH SKILLED TRAINING AND EDUCATION AUSTRALIA PTY LTD

Welcome to **High Skilled Training and Education Australia Pty Ltd**! You are about to embark on a new journey where exciting and new opportunities await. As you pursue your studies, you will meet many people from various cultures, appreciate their ways of life, and have the opportunity to foster life-long relationships. I hope you enjoy and make the most of this wonderful opportunity.

**High Skilled Training and Education Australia Pty Ltd** gives you the assurance of expert assistance on any concerns you may have. There are counsellors, academic skills advisers, and support personnel whom you can engage with on campus. They have the expertise to help you achieve your academic goals.

The **High Skilled Training and Education Australia Pty Ltd** Student Handbook contains information to gear you as you adapt in your new environment. You will have sufficient information on available services and guidance on student visas, the Australian culture, and the many facilities accessible to you.

*Hayley Sygidus*

**HAYLEY SYGIDUS**  
**CEO, HIGH SKILLED TRAINING AND EDUCATION AUSTRALIA PTY LTD**

## High Skilled Training and Education

### Australia Pty Ltd Office Hours

Monday to Saturday, 9:00 AM to 5:00 PM

#### Head Office:

1/3 Glenville Drive, Melton VIC 3337

PO Box 118 Melton VIC 3337

Phone number: 1300 478 232

Email: [info@highskilledtraining.com.au](mailto:info@highskilledtraining.com.au)

The aim of this handbook is to help you with your preparations to leave home and come and study at **High Skilled Training and Education Australia Pty Ltd** in Australia.

You can also find a lot of useful information on the **High Skilled Training and Education Australia Pty Ltd** website:

[www.highskilledtraining.com.au](http://www.highskilledtraining.com.au)

### How can your International Student Adviser help you?

- General international student enquiries
- Accommodation advice
- General student visa information
- Orientation programs

## International Student Advisers



### Melton Campus

**Hayley Sygidus**

Telephone: 1300 478 232

[hayleys@highskilledtraining.com.au](mailto:hayleys@highskilledtraining.com.au)

## Emergency Contact



### Melton Campus

**Sherryn Pyke**

Telephone: 1300 478 232

[sherrynp@highskilledtraining.com.au](mailto:sherrynp@highskilledtraining.com.au)

## Administrative Officer



### Melton Campus

Telephone: 1300 478 232

[info@highskilledtraining.com.au](mailto:info@highskilledtraining.com.au)

## Emergency Telephone Numbers



### Police, Fire, Ambulance

Police Assistance Line: 97477999

Police, Fire, Ambulance in an  
Emergency: 000

Crime Stoppers: 1800 333 000



Australian Government  
Department of Immigration  
and Border Protection

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

Telephone: 13 18 81

[www.homeaffairs.gov.au/help-  
and-support/contact-us](http://www.homeaffairs.gov.au/help-and-support/contact-us)



# APPLICATION STEP BY STEP PROCESS

Application Process	
Step 1	<b>Student Enquiry and Application</b>
Step 2	<b>High Skilled Training and Education Australia Pty Ltd provides :</b> <ul style="list-style-type: none"> <li>• Pre-enrolment Assessment Form</li> <li>• International Student Enrolment Form</li> <li>• A Zoom meeting or in person interview upon application.</li> <li>• Letter of Offer</li> <li>• International Student Agreement</li> </ul>
Step 3	<b>Student Acceptance</b>
Step 4	<ul style="list-style-type: none"> <li>• Student to complete GTE statement</li> <li>• Student to schedule Health Insurance</li> <li>• High Skilled Training and Education Australia Pty Ltd issues Electronic Confirmation of Enrolment (eCoE)</li> </ul>
Step 5	<b>Student Finalises Visa Conditions (w/DIBP)</b>
Step 6	<b>Student Makes Travel and Accommodation Arrangements</b>
Step 7	<b>Student Arrival</b> <ul style="list-style-type: none"> <li>• Greeted at airport by International Student Officer</li> </ul>
Step 8	<b>International Student Orientation</b> <ul style="list-style-type: none"> <li>• Registration and ID Cards</li> </ul>
Step 9	<b>Student registers for OSHC</b> <ul style="list-style-type: none"> <li>• Sets up bank account and mobile phone</li> </ul>
Step 10	<b>Classes begin!</b>

# Checklist for Genuine Temporary Entrant (GTE) Statement

This is the same as a Statement of Purpose (SOP) and the same document to be submitted as part of your student visa application.

Please:

- ☑ write the Statement in your own words (it will be software checked for copied and pasted content)
- ☑ give specific examples - avoid quotes and general statements unless you can explain them
- ☑ write about 4 to 8 (typed) pages
- ☑ proofread your Statement to remove any errors and check that it covers all items below:

## 1. Why you chose your proposed program

For example, what incidents or experiences led you to decide on this program? Also include your specific knowledge of the program, including its courses / content.

If you commenced studies at UniSA from your home country due to Covid-19 related travel restrictions, please explain this here. For example, include when you commenced studies, how much you have completed and your intention to complete this program in Australia.

## 2. How your proposed program is relevant to your previous study and/or employment

If you have changed your field of education, explain your reasons.

## 3. Explain your previous study including:

- Qualifications (complete and/or incomplete)
- Name of the education provider/s
- Length of study

## 4. Explain any gaps between your studies

## 5. Employment - if you are, or have been employed, provide:

- Employer's name (include last employer if currently not employed)
- Company address
- Period of employment
- Details of your position
- Name and contact details of someone who can confirm circumstances of your employment

## 6. Why do you chose to study at High Skilled Training and Education Australia?

Include the research you undertook into other providers (in Australia, your home country and other countries). Please use a table to show your comparison (include at least 5 other providers) as follows:

Education provider	Program	Website	Location	Cost, duration	Comments (pros and cons)

For example, include references to world rankings, any scholarships, teaching methods, lifestyle, what you like about the program structure and also the city of Adelaide, graduate outcomes etc.

## 7. Why do you chose to study at High Skilled Training and Education Australia instead of in your home country (taking into account the significant cost of studying in Australia, compared to in your home country)?

For example:

- Do you have family and/or friends in Australia? If so, provide their details including their visa status in Australia
- Include reasons such as lifestyle, culture, weather, advantages of education system, disadvantages of studying in other countries etc.

## 8. How will your proposed program benefit you in the future?

- For example, how will completion of the program help you gain employment or improve employment prospects in your home country and/or other countries?
- Include your research into possible job opportunities (provide sources such as web links). Be sure to explain what is in the link and how/why you will be eligible for those jobs after completion of your program.
- Include your expected monthly earnings after you complete the program. How does this compare to earnings if you completed a degree in your home country?

## 9. Ties to your home country and the incentive to return

Explain your reasons for returning home after completion of your program. Include as many examples as possible e.g. assets, e.conomic situation, job offer, family responsibilities, relatives, community ties etc.

## 10. How you intend to finance your studies in Australia

Include who your sponsor/s is, how they are related to you and how they will support you (e.g. bank savings, loan etc.) Also include employment position of sponsor/s.

## 11. If applicable, provide details regarding your spouse including:

- Whether they intend to accompany you to Australia and why / why not
- What they intend to do while in Australia (if applicable)
- Their previous education (complete and/or incomplete)
- Their previous employment including employer name/s, period of employment and details of position/s

## 12. Explain any immigration history (including for your spouse, if applicable) including:

- Previous visa applications for Australia and any other countries
- Visa refusals or cancellations - explain how you have addressed any reasons for those refusals/cancellations

## 13. Explain your understanding of Australian student visa conditions

Refer to <https://international.unisa.edu.au/how-to-apply/student-visa-information/student-visa-conditions/>

## 14. Accommodation options

Explain your planned living arrangements while you are in Australia (include type of accommodation, location, cost etc.)

### **YOU MUST ALSO:**

- **provide evidence of the information referred to in your GTE Statement**
- **ensure that the final version of the GTE Statement as approved by the University is lodged as part of your student visa application together with the related evidence.**

**WARNING:** Failure to do so presents risk of student visa refusal.

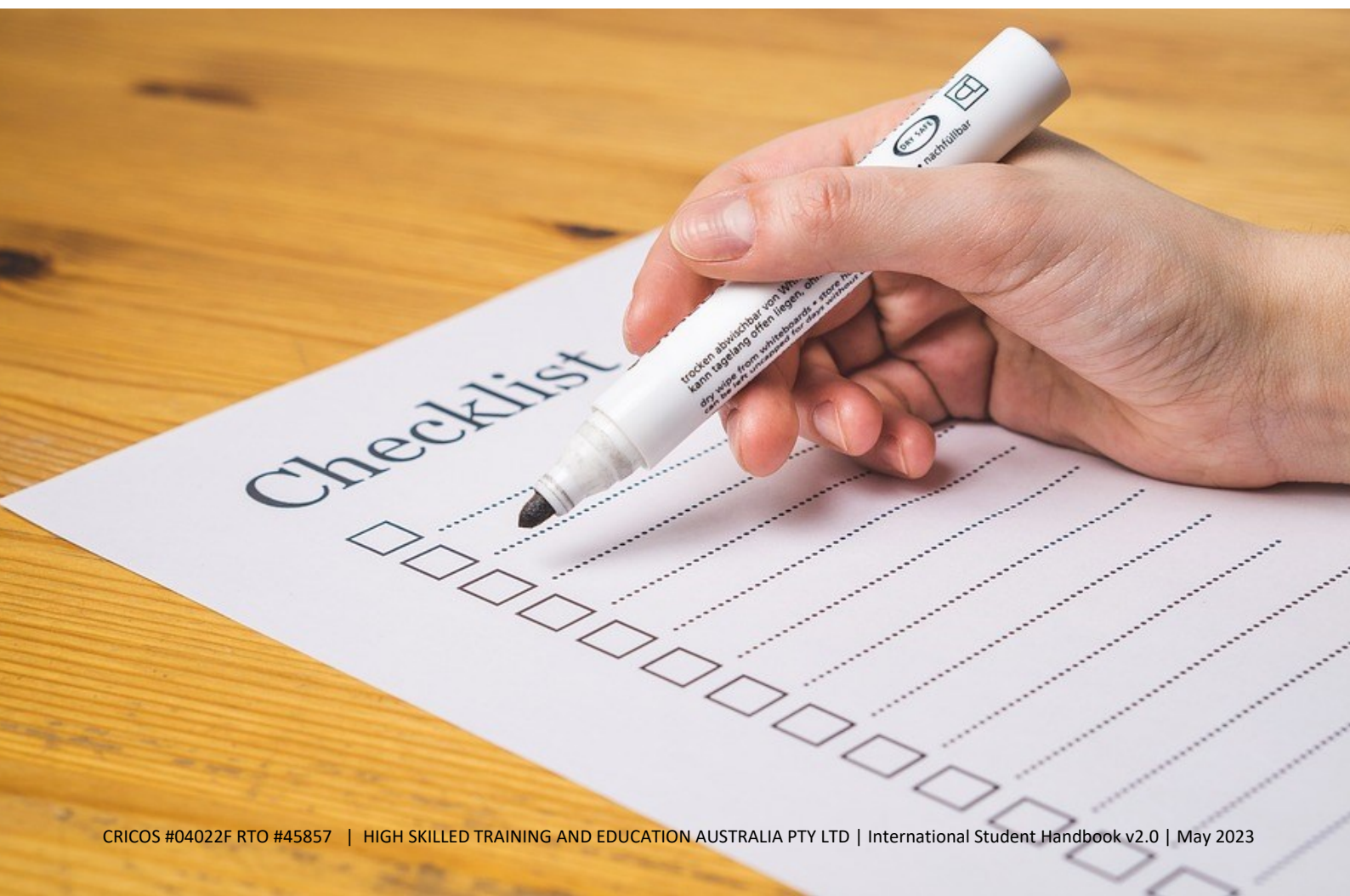


# ESSENTIAL CHECKLIST BEFORE I LEAVE HOME

WHAT NEEDS TO BE DONE	
Apply for passport and arrange student visa	
Make contact with High Skilled Training and Education Australia Pty Ltd	
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 and arrange travel insurance	
Advise High Skilled Training and Education Australia Pty Ltd of travel details	
Arrange accommodation and transport from airport and accommodation	
Arrange some Australian currency for your arrival/first few days (for taxis, trains, trams, phone calls, etc.)	
<p>Pack bags being sure to include the following:</p> <p>Name and contact details of an institution representative</p> <p><b>THIS HANDBOOK!</b></p> <p>Passport</p> <p>letter of offer from High Skilled Training and Education Australia Pty Ltd</p> <p>a copy of your Confirmation of Enrolment (CoE)</p> <p>receipts of payment for tuition fee and Overseas Student Health Cover (if applicable)</p> <p>original or certified copies of your academic transcripts and certificates will be needed if you have a conditional offer, an offer for credit/advanced standing or you would like to apply for credit/advanced standing for previous study</p> <p>other formal identification (e.g. international drivers licence/drivers licence from your home country, certified copy of your birth certificate (English translation), citizenship certificates, country ID card</p> <p>final medical and dental check up report - bring all documentation and written medical advice relating to any existing medical condition</p> <p>references from landlords if you have rented or leased housing before</p> <p>Travel insurance policy</p> <p>Note: Make sure to leave originals or copies of these documents safely with family in my home country in case of loss</p>	
Take some time to prepare yourself emotionally for all the changes, new places, people and experiences that you will encounter very soon	

# ON ARRIVAL ESSENTIAL CHECKLIST

WHAT NEEDS TO BE DONE	
Call home to let family and friends know I arrived safely	
Settle into accommodation or start searching for permanent accommodation	
Contact High Skilled Training and Education Australia Pty Ltd	
Purchase household items and food	
Attend international student orientation	
Get student ID card and advise health insurance company of address & get card	
Open an Australian bank account	
Start classes	
Apply for tax file number (TFN) if seeking part-time work	
Get involved in student life and associations (e.g. music, sporting and cultural clubs)	





# PRE-ARRIVAL



# PREPARING YOURSELF EMOTIONALLY

Whilst living in a new country opens various opportunities and exciting, new experiences for you, this also means leaving the places you are accustomed to, your family, and your closest friends. Given that getting emotional and feeling home-sick are common, mental preparation is a vital stage in transitioning and adapting to the various changes you will experience in this journey.

The main changes you are about to experience when leaving home are:

- Extended periods of being without your family and closest friends.
- Familiarity and usage of the Australian English in both the academia and various social settings.
- Differences in approach related to learning and teaching.
- Getting used to living on your own or sharing accommodation.
- Engaging with people from different religions, social customs, and values.

- Adjusting to a new environment including the number of people you see everyday.

In addition to losing their self-confidence, some people withdraw from their new environment when faced with these big changes. It is important to not hesitate and be brave to ask questions and seek help from the right people when you need it. This may even help you succeed and be your best as a student.

Our High Skilled Training and Education Australia Pty Ltd Counsellors are experts in the field and can provide you private help and support on family, religious/spiritual, emotional, physical and psychological problems.





# INTRODUCTION TO AUSTRALIA

## 10 reasons to study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan, ranking eighth in the Universitas 2012 U21 Ranking of National Higher Education Systems.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better. Why wouldn't you want to study with some of the best minds in the world?

*(Taken from: Austrade (Australian Trade and Investment Commission) <https://www.studyinaustralia.gov.au/english/why-australia>)*



# WELCOME TO MELTON

Melton is an urban area within metropolitan Melbourne, Australia located 35 km west from the city centre's business district. Established as a satellite suburb in 1974, Melton consists of seven suburban areas and is considered part of the Greater Melbourne metropolitan area.

Melton has a rich history, home to some of the rarest examples of dry stone walls in Australia. Tourists explore Melton for its nature parks and homesteads, heritage trails, award-winning wineries, fantastic eateries from casual dining cafes to restaurants, a rich public art trail and art galleries, the Melton Waves aquatic centre, and other sports and recreational centres. Each year in November Melton celebrates the Djerriwarrh Festival, which includes a street parade down High Street, two-day market stalls and the Lions Club Carnival, held in the Police Paddock on High Street.

The climate in Melton is mild, and generally warm and temperate. Its rainfall is significant, with precipitation even during the driest month. Melton's nearest beaches are in Altona and Williamstown, Melbourne's historic port town. Melton's public transport consists of trains, trams and buses which make traveling around the city of Melton and its nearby areas such as Werribee, Broadmeadows, and Melbourne's city centre easy and accessible.





# HIGH SKILLED TRAINING AND EDUCATION AUSTRALIA PTY

**High Skilled Training and Education Australia Pty Ltd** is an international Registered Training Organisation and CRICOS provider committed to cultivating and nurturing the knowledge and skills of each of their students to develop job ready individuals who are equipped and competent to undertake the business world and their chosen careers. To make this happen, High Skilled Training and Education Australia Pty Ltd ensures that the courses they offer are tailored to suit the student's needs and the requirements of the business and management industry.

All courses are designed to provide teaching and learning excellence, flexibility, personal satisfaction and to consistently meet student's expectations and industry demands. As such High Skilled Training and Education Australia Pty Ltd has systems, policies, procedures and internal controls in place to provide quality education and support to both their learners and staffs. These systems ensure that High Skilled Training and Education Australia Pty Ltd provides consistent and reliable training and assessment activities that are compliant with relevant legislations and standards. High Skilled Training and Education Australia Pty Ltd courses are nationally and internationally recognised and accredited to meet vocational and educational standards so as to ensure a worthwhile learning experience for their students and provide skills and knowledge that are accredited even outside of Australia.

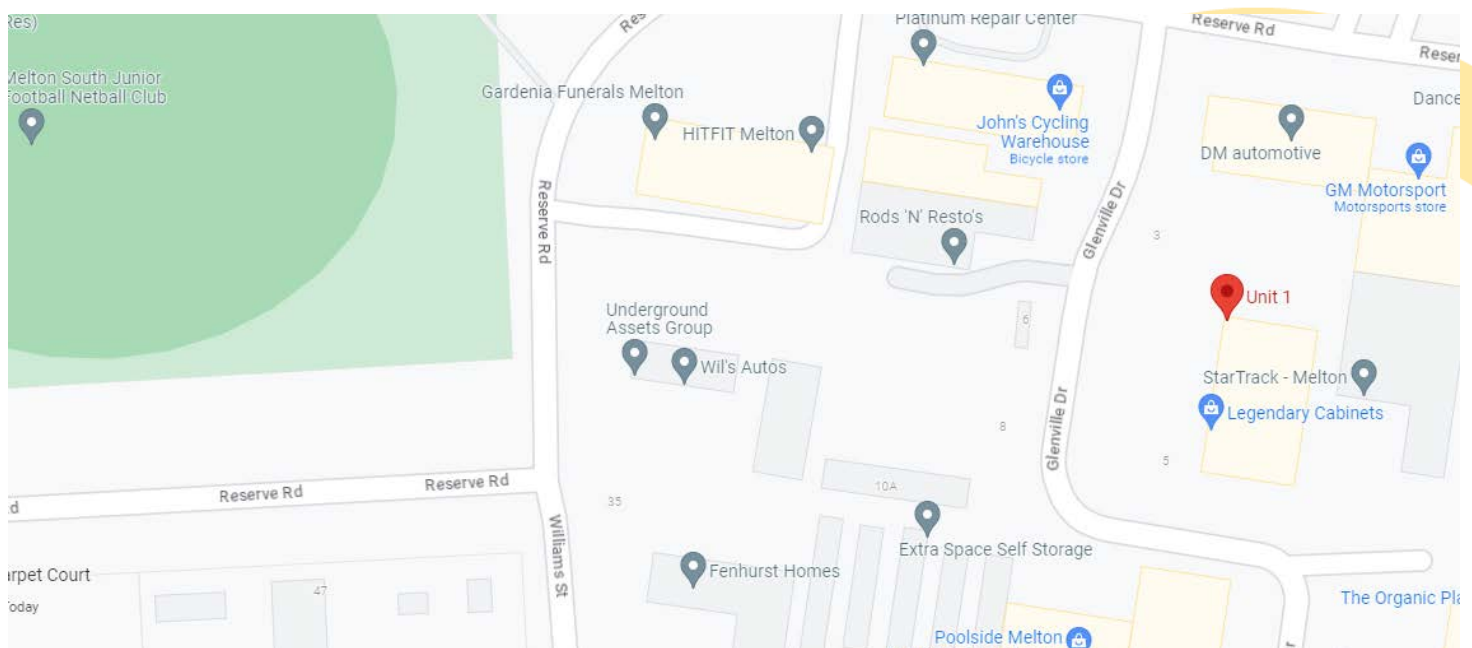
High Skilled Training and Education Australia Pty Ltd is interested and open to individuals who aspire to enhance their skills and expertise in the business and management industry. The institution is located in the urban area of Melton, making it easily accessible to students and close to all modes of public transport, food outlets, shops and business centres to offer a convenient and comfortable living experience for international students.



## Campus map

Check out the following link to view the campus map:

**CAMPUS ADDRESS: [1/3 Glenville Drive, Melton VIC 3337](#)**





# ARRANGING VISAS

## Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from select countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country. In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider. You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

## Department of Immigration and Border Protection (DIBP)

The purpose of the Department of Immigration and Border Protection (DIBP) is to 'enrich Australia through the well managed entry and settlement of people'.

Originally titled the Department of Immigration and Citizenship (DIAC) until September, 2013, DIBP has managed the arrival and settlement in Australia of nearly seven million migrants from 200 countries, including more than 700 000 refugees under the Humanitarian Program, since its establishment in 1945.

### Migration Agents

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

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

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

## Visa Conditions

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

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



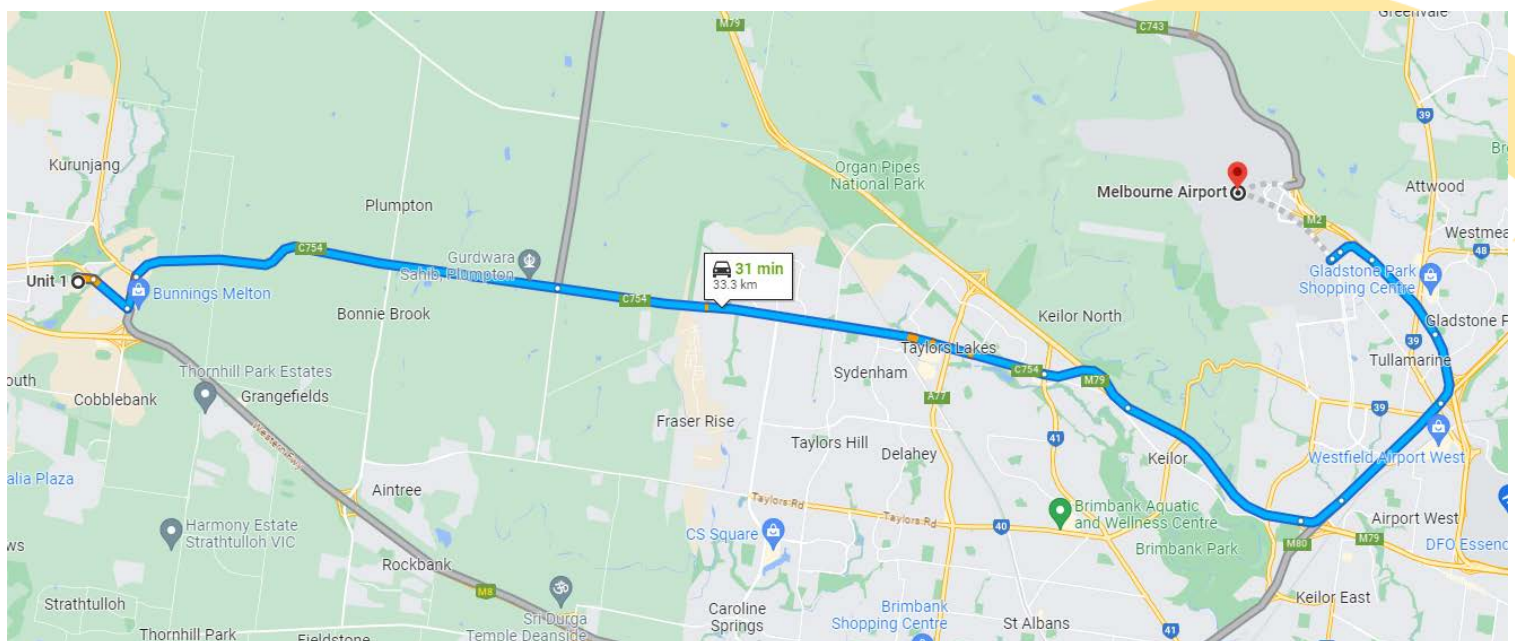
# ARRANGING TRAVEL

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

You should fly into **Melbourne Airport** which is the closest international airport to Melton. Visit the Airport website at [www.melbourneairport.com.au](http://www.melbourneairport.com.au).

The airport is located at Melbourne Airport VIC 3045.

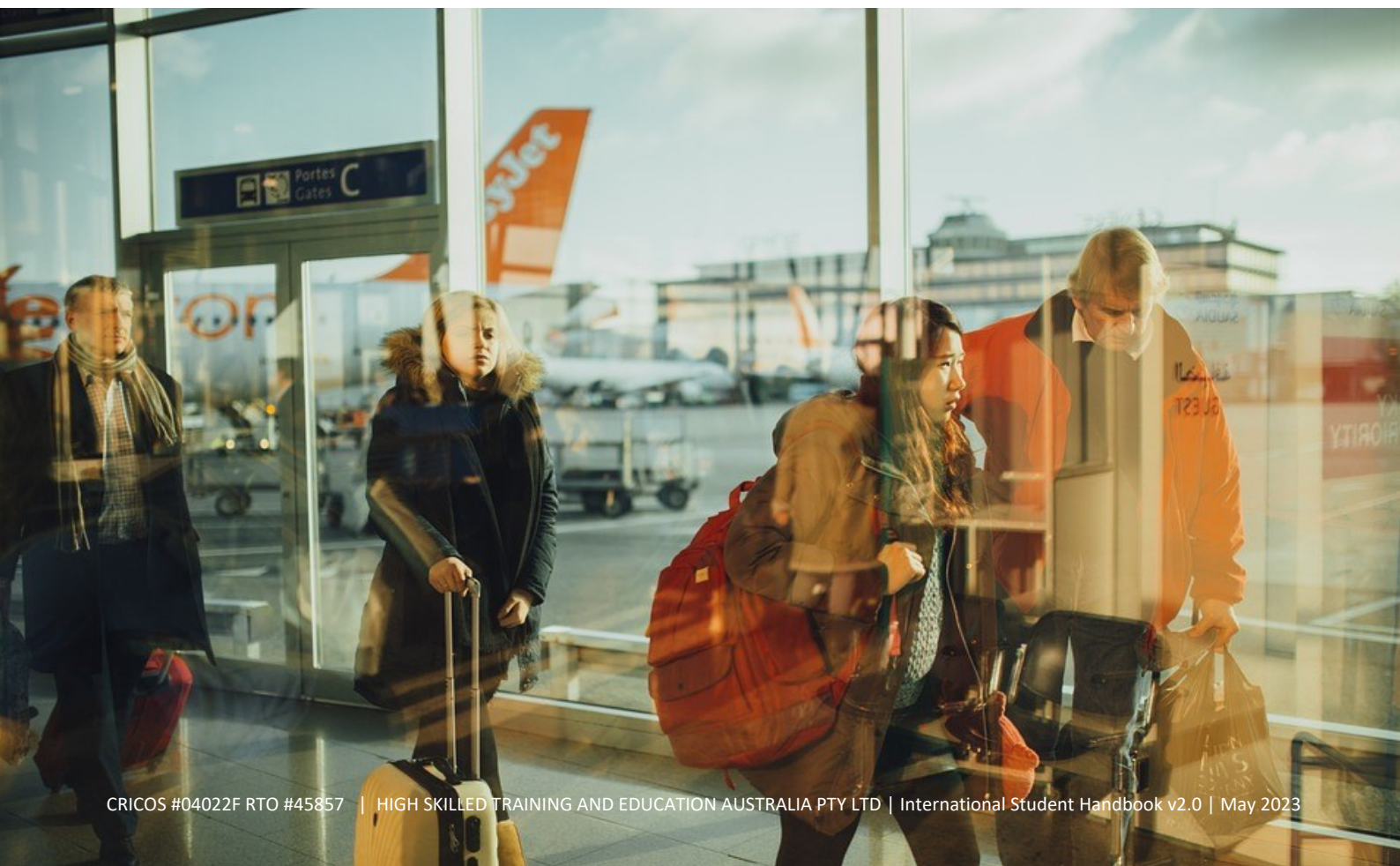
Please inform High Skilled Training and Education Australia Pty Ltd of your travel arrangements so that we can assist you with a pick up service or our representative can welcome you and pick you up.



# TRAVEL DOCUMENTS

YOU SHOULD PREPARE A FOLDER OF OFFICIAL DOCUMENTS TO BRING WITH YOU TO AUSTRALIA INCLUDING	
Valid passport with Student Visa	
Offer of a place / admission letter from High Skilled Training and Education Australia Pty Ltd	
Confirmation of Enrolment (CoE) issued by High Skilled Training and Education Australia Pty Ltd	
Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)	
Insurance policies	
Original or certified copies of your academic transcripts and qualifications	
Other personal identification documents, e.g. birth certificate, ID card, driver's license	
Medical records and/or prescriptions	
CAAW if you are under 18 years of age.	

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





# PREPARING TO COME TO AUSTRALIA

## WHAT TO PACK

Australia's variable climate, marked by four different seasons, makes it important to pack the right clothes.

### Summer (December to February)

Summer is the hottest season of the year. Temperature varies from 14 to 30 degrees but can get well over 35 degrees, especially in February. Summer has the longest course of daylight at 14 to 15 hours in a day, and the sun can be at its harshest during this time. For this season, pack:

- *Light, cotton shirts*
- *Short pants and casual trousers*
- *sandals and water proof shoes.*
- *Sunscreen with at least 30+ Sun Protector Factor (SPF) for protection against UV rays and skin cancer.*

### Autumn (March to May)

Autumn is mellow and cool, with temperature varying from 11 to 20 degrees Celsius. The duration of daylight is also considerably shorter at 10 to 13 hours. For this season, pack:

- *Light jumpers and jackets*
- *jeans*
- *waterproof shoes*
- *umbrella*

### Winter (June to August)

Winter is the coldest season. Temperature falls to 6 degrees Celsius and ranges from that point to 18 degrees Celsius during the day. At night, it could drop to near zero in various areas, with Melbourne and Canberra likely to be the coldest places. Daylight is also at its shortest at approximately 10 hours. For this season, pack:

- *Thick, waterproof coats*
- *Thick jumpers*
- *Warm trousers or jeans*
- *Waterproof shoes*
- *Scarves, gloves and umbrella*

### Spring (September to November)

Spring is mild but is usually marked by wind, rain and cyclones in the latter part, hence the wettest season of the year. Temperature ranges between 10 to 22 degrees Celsius with 12 to 14 hours of daylight on average. For this season, pack:

- *T-shirts and light jumpers*
- *Waterproof jackets*
- *Light, casual trousers and jeans*
- *Waterproof shoes*

## DOCUMENTS TO INCLUDE

Bring original copies of your academic transcripts and proof of previous study with you as they may be required when applying for Recognition of Learning or for Credit Transfer.



### Daylight Saving Time (excluding Queensland)

Most Australian states follow what is called the Daylight Saving Time. Daylight Saving Time begins at 2AM on the first Sunday in October, when clocks move forward one hour, and ends at 2AM on the first Sunday in April, when clocks are wound back one hour.

### MORE TIPS ON PACKING:

- It's important to pack the clothes according to the range of temperature in various cities. Queensland, for example, has a higher range of temperature than Sydney, Melbourne and Canberra.
- [www.bom.gov.au](http://www.bom.gov.au) offers valuable information about the weather in each Australian city. It is prudent to check this website for awareness.
- Pack your luggage according to the limits and guidelines set by international airlines (20kgs, for most airlines), including relevant information in the Australian Quarantine information in this guide.
- Casual clothing is a staple among students when coming to class. However, work placement in the course is likely to require wearing a uniform or smart business clothes (i.e. uniform for Nursing students; trousers, shirts and ties for Business and Education students)
- Students intending to apply for a part-time job may need to bring smart business outfit appropriate for job interviews.
- You may also bring some traditional clothes from your

home country, which may be useful during cultural events and may help you cope with homesickness.

### On your Flight

- Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight.
- If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal.
- Don't be afraid to ask airline staff if you have any questions. If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card.
- It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

# OTHER ITEMS YOU MIGHT NEED

## Most of these items can also be purchased in Australia

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

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

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



### Bringing your Computer

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

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

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

### Mobile Phones & Laptops

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

# GETTING FROM THE AIRPORT

## TRAIN

Melbourne Airport is located about 1.5 hours by train from Melton CBD. V/Line provides passenger rail and coach services to regional destinations across Victoria, Australia. Services go to/from Southern Cross Station in the heart of Melbourne. Myki is used for travel to and from V/Line stations located between Melbourne and Geelong, Ballarat, including Melton. It will drop you off at Melton Station on Staughton Street. There are also First Class carriages. For more information, including fares, maps, timetable changes and travel planners, VISIT THIS LINK: [www.vline.com.au](http://www.vline.com.au)



## PUBLIC BUSES

There is no direct bus from Melbourne Airport to Melton. However, there are bus services departing from Melbourne Airport T1 Skybus (Arrival Dr) and arriving at Melton Bus Interchange (Palmerston St) via Southern Cross Coach Terminal (Spencer St) and Melton Station (Staughton St). The journey, including transfers, takes approximately 2h.



## SHUTTLE AND RIDESHARE SERVICES

If you're looking for an airport shuttle or private transfer, please visit the [Jayride website](http://Jayride website). There you can book shared shuttle transfers or private cars to Melton CBD or directly to your accommodation. For rideshare services, please arrange with your driver to meet you at our priority pick-up area.

## TAXIS

You can access taxi services when you arrive. Melton is a 30-minute ride away and will cost about \$75-90 one way. You'll find taxi ranks at the front of all terminals - simply follow the signs to the nearest ranks.



# KEEPING CONTACT

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

You may contact **High Skilled Training and Education Australia Pty Ltd** through:

**Melton Campus**

**High Skilled Training and Education Australia Pty Ltd**

1300 478 232

**[info@highskilledtraining.com.au](mailto:info@highskilledtraining.com.au)**



# ACCESSING MONEY

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

## How Much to Bring

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

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

## Currency Exchange

Only Australian currency can be used in Australia. If you

have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or at currency exchanges at Travelex, Travel Money Oz or American Express.

## Electronic Transfer

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

## ATMs

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

## Credit Cards

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



# ENTERING AUSTRALIA

## Australian Customs Service

The Australian Customs Service is responsible for the management of the Australian borders. Customs works closely with the following government and international agencies to ensure the border's security and integrity:

1. the Australian Federal Police
2. the Australian Quarantine and Inspection Service (AQIS)
3. the Department of Immigration and Border Protection (DIBP), and
4. the Department of Defence, responsible for the detection and determent of unlawfully transported goods and people across borders.

Visit [www.border.gov.au/Trav/Ente](http://www.border.gov.au/Trav/Ente) for more information on this.

## Unaccompanied goods

Australia imposes different duty/tax concessions on unaccompanied goods from those you bring with you. Duty or tax concessions may be charged on these goods, including those goods posted to Australia, with exceptions if the goods were purchased and used for at least 12 months.

Additional helpful information are available on [www.border.gov.au](http://www.border.gov.au)

## Australian Quarantine Inspection Service (AQIS)

Any kind of food, or plant and animal products in your luggage, which may be of quarantine concern, must be declared by ticking "YES" the relevant section on your Incoming Passenger Card. These items could host pests and diseases and must be inspected by a quarantine officer. These items are returned to you in most cases, except when the items are identified as potential risks and must then be subjected to treatment. Additionally, you may incur treatment costs and postage to have these items returned to you. Please note, however, that

items identified as prohibited are automatically seized and destroyed by AQIS.

Items you do not intend to declare must be disposed of in designated quarantine bins in the airport terminal.

It's important to remember that negligence in these strict laws can lead to a fine or, in graver instances, can warrant jail time.

## Mail or Parcels From Home

Parcels and mail sent by family and friends from home are also subject to Australia's quarantine and customs laws.

Entry points across Australia, such as international mail centres, airports and seaports are manned by AQIS Quarantine officers. They are equipped with X-ray machines and have detector dogs strictly screening goods and mail, which may contain items that are of quarantine risk. Always remember to provide authentic and sufficient details about these goods, and inform relatives from home on the implications of Australia's quarantine laws to avoid legal sanctions of up to AUD\$60,000 and 10 years imprisonment should the requirements be neglected.

The AQIS website offers additional information about these quarantine requirements.

### Protecting Australia's Fauna and Flora

*Australia's rich and distinct natural environment and its productive agricultural industries are under the protection of the Australian Quarantine Inspection Services. AQIS strictly inspects international passengers and their luggage, cargo, mail, animals and plants or their products with x-ray machines and detector dogs for prohibited items or items of quarantine concerns.*



# SETTLING-IN



# LIVING IN AUSTRALIA

## Australian social culture

It is important to learn the habits and customs of other people as Australia is a diverse nation populated by people with varying cultures. Learning the habits and customs in other cultures will make it easier to understand other people as you are aware that they may express their feelings differently from those in your own country.

Always remember that the easiest way to make friends and approach other people is to be able to accept and respect their customs and traditions. It is also equally as important however, that you are able to practice and uphold your own customs and be proud of them.

You can find out more information about the Australian Social Customs at: [www.border.gov.au](http://www.border.gov.au)

## Keep in touch

### Telephones

Public telephones are made available at locations such as the airport, shopping centres, railway stations, road sides and other public centres. A

local call is untimed and would usually cost you 50 cents. Calling mobile phones and STD (Australia's term for long distance calls) are timed and will be charged per minute. You can also make reverse-charge and third-party-charge calls with public phones so you do not have to worry. You can pay for calls using various methods as most public phones would accept coins, pre-paid phone cards and sometimes credit cards.

International phone cards are valued at AUD\$5, AUD\$10, AUD\$20 and AUD\$50. Phone cards are available in most shops at the airport, supermarkets and suburban newsagents.

### Mail services

You can find post offices in most shopping centres and in the main shopping streets. Post office services would include telegrams, faxes, letters, parcels, money orders (similar to cheques) and bill paying services that allow you to pay your bills. A standard letter would usually cost you 70 cents.

## Need help in calling home?

You can make international calls using any telephone in Australia including the use of public phones.

To make an international call you can follow the steps below:

1. Dial the international access code (0011).
2. Dial your country code.

\*If you do not know or are unsure of your home country code, you can dial (1225) for more information.

3. Dial the area code of your home city.

\*Do not dial the "0" on the beginning of the code.

4. Dial your home telephone number.

## Mobile phones, laptop and internet

Global roaming is supported in Australia so you can bring your mobile phones even if they are locally connected to your home country. Before leaving for Australia be sure to check with your provider that your SIM card is not blocked from international use.

For laptops who have internal modems you may visit the Australian Communications and Media Authority website at [www.acma.gov.au](http://www.acma.gov.au) for more information as not all of them are supported by Australian networks. The reason for this being that the bandwidth in Australia ranges only from 900 to 1800 GSM.

When you arrive in Australia most providers will give you the option to use a pre-paid system or to go onto a contract for your phone connections. You can ask suggestions from your fellow students on what phone and

Most students on a budget would usually get the pre-paid connection. Pre-paid connection plans are advantageous if you do not want to be faced with an unexpectedly high phone bill and this does not lock you into a contract.

You can visit [www.youcompare.com.au/mobilephones](http://www.youcompare.com.au/mobilephones) to compare phones service providers.

Before signing any mobile phone contract or plan make sure to check all the terms and conditions and that you fully understand how much your plan is going to cost.

To gain access to the internet, most students apply to have their own broadband, cable or wireless internet connection. For more information about internet service provider comparisons you can visit the website [www.broadbandguide.com.au](http://www.broadbandguide.com.au)

Before signing an internet connection contract or plan, make sure to check all the terms and conditions for the plan and that you fully understand how much your plan is going to cost as well as the additional charges that may apply if you exceed your data limit.



## Public transport

The costs and modes of public transport will vary between the different Australian states. To know more about them, check the following websites:

- New South Wales ([www.131500.com.au](http://www.131500.com.au))
- Queensland ([www.translink.com.au](http://www.translink.com.au))
- Victoria ([ptv.vic.gov.au](http://ptv.vic.gov.au))
- ACT ([www.action.act.gov.au](http://www.action.act.gov.au))

Student travel concessions are given to students but most international students are not eligible for this. Find out if you will be eligible for one at:

- New South Wales ([www.transportnsw.info/international-students](http://www.transportnsw.info/international-students))
- Queensland ([translink.com.au/tickets-and-fares](http://translink.com.au/tickets-and-fares))
- Victoria ([ptv.vic.gov.au/tickets/concessions/international-students](http://ptv.vic.gov.au/tickets/concessions/international-students))
- ACT ([www.transport.act.gov.au/myway-and-fares](http://www.transport.act.gov.au/myway-and-fares))

## Living expenses

An amount of approximately AUD\$20,000 would usually be required for a single international student to pay for living expenses on a yearly basis. Expenses allocated for tuition fees, learning resources, expenses associated with having a car and social activities such as social gatherings or attending tours is not included in the estimated cost. The estimated amount of money is not standard as expenses would still depend on the location, lifestyle and living preferences of the student but most are able to live alright within the estimated amount of money.

As a tip, it is very important that you be able to budget your money realistically and never overspend on things that you do not really need. Conserve as much money as you can and remember to allocate a 5% increase for your living expenses each year.





# HOW MUCH DO THINGS COST?

## Food and other costs

The normal cost for fast foods such as McDonald's, KFC and Hungry Jacks would usually amount to a range of AUD\$10 to AUD\$15 per meal. A normal trim for haircuts on the other hand would usually cost AUD\$15 to AUD\$60 for men and AUD\$50 to AUD\$80 for women.

## Clothing

There are a number of department stores in Australia that publish online catalogues for a range of items and their prices. You can check out the online catalogues below to give you an idea of clothing prices.

- Myer ([www.myer.com.au](http://www.myer.com.au))
- Target ([www.target.com.au](http://www.target.com.au))
- Big W ([www.bigw.com.au](http://www.bigw.com.au))
- Kmart ([www.kmart.com.au](http://www.kmart.com.au))

## Shopping

When shopping for an expensive appliance be sure to check around and compare retailers first as you may find a cheaper alternative or you might even find a discounted one. Be sure to check the tags, labels and signs thoroughly as aside from finding affordable products it is also very important to consider the product quality.

Opening hours for department stores are:

- Monday - Wednesday (9:00am to 5:00pm)
- Thursday and Friday (9:00am to 9:00pm)
- Saturday (9:00am to 5:00pm)
- Sunday (10:00am to 4:00pm)

## Pharmacy

Medications and personal items such as make-up and aftershaves are available in pharmacies. You can also ask advice from resident pharmacists if you are having trouble with everyday medication choices.



## Other shops

Convenience stores and other smaller shops can be easily located in all suburbs. Convenience stores would usually charge extra for purchased goods compared to other shops but their trade hours are longer so they are very useful for late night purchases.

## Laundry

Coin-operated washing machines are available in launderettes if you do not want to buy or there are no washers or dryers where you live. Find a launderette near you at [www.yellowpages.com.au](http://www.yellowpages.com.au)

## Furniture

When moving to your new living accommodation in Australia you may find that you might need to arrange your own furniture and utensils. IKEA and Harvey Norman are just some of the large trading stores that you can buy affordable furniture from. You can also check out second-hand furniture from:

- Gumtree ([www.gumtree.com.au](http://www.gumtree.com.au))
- Trading Post ([www.tradingpost.com.au](http://www.tradingpost.com.au))
- Opportunity Shops ([www.vinnies.org.au](http://www.vinnies.org.au))

## Markets

If you like shopping for produce the market is a good place to find affordable fruits, vegetables, dairy and meat. You may also find that some fruits and vegetables are on sale when they are in season.

Check out the prices of different items at:

- Aldi ([www.aldi.com.au](http://www.aldi.com.au))
- Coles ([www.coles.com.au](http://www.coles.com.au))
- Woolworths ([www.woolworths.com.au](http://www.woolworths.com.au))

Australian prices are often very competitive so be sure to shop around and check out other stores to get the best prices available. If you feel that you terribly miss your home country you can check out various specialty stores that are available near your location. Often times you will find a variety of grocery stores, such as Asian and Indian, around.



# WORKING IN AUSTRALIA

The moment that you have been approved for a student visa, you have also been granted rights to work in Australia. Although work permit has already been included in the granting of your student visa, commencement of work can only start until your course start date has passed.

40 hours is the maximum number of hours you will be allowed to work when your training/course is *'in session'* and this includes exam and assessment periods. However if your training/course is not *'in session'* the number of hours that you are allowed to work will not be limited. To find out more information about this, you can check the Department of Immigration and Border Protection (DIBP) website at [www.border.gov.au](http://www.border.gov.au)

The DIBP can also grant your spouse the right to a work permit if they are coming with you to Australia. Check the DIBP website and inquire about these rights.

## Careers Advisers

If you are having trouble finding a job in Australia, Careers Advisers can help and assist you to prepare and practice for resume, cover letter and interview preparations and job search.

## Employment

14 hours of work in a week is the recommended number of work hours for students who want to work while studying. You may ask assistance from Careers Advisers about various strategies when searching for a job. You can also use the local newspaper listings or make use of online searches if you want to search for jobs by yourself. If you are planning to do an online job search you can use the following websites:

- <https://au.linkedin.com/>
- [www.seek.com](http://www.seek.com)
- <https://www.ethicaljobs.com.au/>
- [www.careerone.com.au](http://www.careerone.com.au)

If you are interested in using a recruitment agency when looking for a job, you can visit the Recruitment and Consulting Services Agency website or search for a recruitment agency near you. Your employer will be required by law to follow standard practices, ensure a comfortable working condition and pay your wages. Check and review the Fair Work Ombudsman website at [www.fairwork.gov.au/Pages/default.aspx](http://www.fairwork.gov.au/Pages/default.aspx)



## Tax File Number

If you plan on working in Australia you must apply for a Tax File Number (TFN) from the Australian Taxation Office (ATO). To apply for a TFN, you must fill out and complete the Tax File Number application or Enquiry for an individual form (NAT 1432). Check out and review the forms at:

- ATO website ([www.ato.gov.au](http://www.ato.gov.au))
- Phone number (**13 28 61**)

A couple information will be asked in the application form such as your name, date of birth, current Australian address, date of arrival in Australia and proof of identity.

All documents that you provide will be reviewed by a Tax Officer for approval.

## Tax payment in Australia

International students have to pay their taxes the same way that Australian residents pay theirs. Staying in Australia for more than six months will give the government rights to consider you as 'a resident for tax purposes'. This means that you are required to pay tax on your work earnings as well as earnings from bank interests.

You will also be required to give your employer a Withholding Declaration form if you have already been staying in Australia for more than six months and you still plan on working. You can get the Withholding Declaration form from the Australian Taxation Office. Once you have completed and passed this form you become an Australian resident for tax purposes.

A payment Summary OR Group certificate will be given to you by your employer on the 30th of June which is the end of the financial year. You will need this certificate when making your tax return.

## Information on visa

A student visa, as a rule, will only last until the duration of the course of study. Conditions for granting a student visa are also in place and such conditions would state that a student must leave Australia upon the completion of their chosen

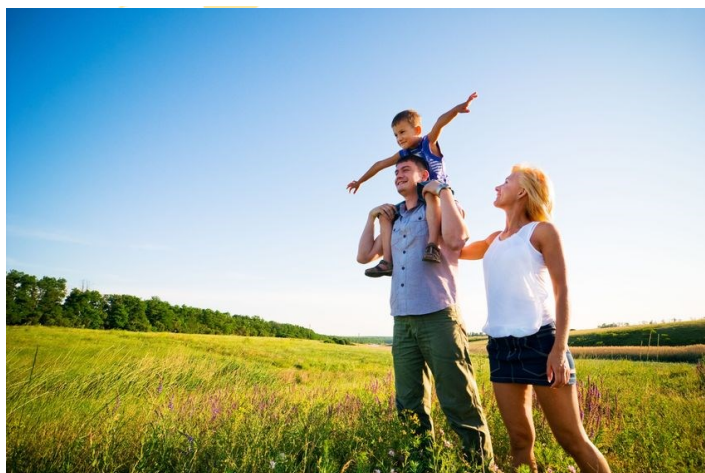
studies. As such, it is the RTO's responsibility to report the students' progress especially if they are not attending classes or are not able to provide satisfactory marks on their studies. It is also the international student's responsibility to finish and complete their study within the minimum timeframe provided in their COE. Since international students will be required to leave Australia upon completion of their studies, you will need to apply for a visitor class visa if you wish to attend your graduation ceremony.

## Student with families

If you plan on bringing your family with you, you must first check and enquire in the Australian consular office near you if your visa allows for you to do so. Ensure that you plan and budget your money thoroughly if you intend to bring family members with you to Australia, as you will be solely responsible for supporting and financing any dependants that you bring. If you are bringing a family member who is at the school-age, you must pay their tuition fee when studying in Australia.

If you are interested in government schools visit, you can check out more information at:

- Victoria - Melbourne and Ballarat students ([www.study.vic.gov.au](http://www.study.vic.gov.au))
- New South Wales - North Sydney and Strathfield students ([www.schools.nsw.edu.au](http://www.schools.nsw.edu.au))
- ACT - Canberra students ([www.det.act.gov.au](http://www.det.act.gov.au))
- Queensland - Brisbane students ([www.education.qld.gov.au/international](http://www.education.qld.gov.au/international))





# SAFETY IN AUSTRALIA

It is very important that you make sure to always be cautious and not make any unwanted risks while staying in Australia, even if you might find the country a relatively safe place to live and study in. If you find yourself experiencing some trouble, you do not have to worry as there are a lot of 24-hour support service available in Australia.

## Tips on safety

### General safety

- Do not walk alone especially at night. If you can not avoid it, stay alert at all times and avoid passing by dark corners.
- Avoid wearing earphones when crossing the street. Wearing earphones also disables your awareness of everything that is happening around you.
- Never accept rides from strangers or ask strangers to drive you; it is against the law.
- In the ICE '*In Case of Emergency*' option in the mobile address book or contacts list in

your phone, list down the name and contact number of the person that you want to be contacted in the event of an emergency.

### Public transport safety

- Stay alert and always be aware of your surroundings when using public transport at night.
- When in the streets or using a public transport, always keep expensive mobile phones and other valuables inside your bag and out of sight.
- If you ever find yourself in situation where you feel harassed or threatened, scream and shout for help.
- Avoid making eye contact and striking up a conversation with people who are behaving weirdly and suspiciously.
- Try to avoid dark areas at night and stay on well lit places when waiting for public transport.

## Safety on the road

In Australia, people drive on the left side of the road. You may find a bit of a hard time getting used to this if your home country uses the opposite side so make sure to always look left and right before crossing the road. If pedestrian crossings are present use them at all times.

## Safety on the beach

If you decide to visit the beach, always remember to swim where the lifeguards can see you. Never swim on beaches with no life guards to help you. Oceans in Australia can be really dangerous if you are not used to it or if you do not know how to swim. You can check [www.beachsafe.org.au](http://www.beachsafe.org.au) if you want to learn more information about Australian beaches.

## Keep valuables safe

- Do not forget to lock all windows and doors when going out, even if for just a short while.
- As much as possible, only use ATMs and withdraw cash during the day. Do not forget to take your card and money from the ATM.
- Do not leave car keys and other valuables unattended inside your car even if for just a short while.
- Never give out your personal information to anyone. Personal information includes full name, date of birth, address, contact number and passport details. Only provide them when asked by authorities such as the DIBP.
- Do not leave mobile phones, laptops and other valuables unattended. Keep them with you at all times.
- If your mobile phone is stolen or lost, report it to your provider and ask them to immobilise it.

## Fire safety

- Install smoke alarms in your place and test them regularly.
- Familiarise yourself with all the fire exits in your building and prepare an escape plan in case of fire.
- Always keep keys to locked doors with you at all times so it is readily available if you need to escape the building.
- Do not leave flammables and flame sources such as cookers, electrical appliances and candles unattended.
- Do not smoke in bed and dispose cigarette butts properly.
- Be extra careful and take safety precautions when using heaters, electric blankets and fireplaces during the winter season.
- Switch off your electric appliances when not in use and do not overload power outlets.
- Clean the lint filter in your clothes dryer after every use.
- If the area where you live in is prone to bushfire, make sure to regularly clean the ground around your home and clear it of leaves and other flammable litter. Clean your gutters often as well.
- Always keep lighters and matches out of





# **STUDYING AT HIGH SKILLED TRAINING AND EDUCATION AUSTRALIA PTY LTD**



# WHERE TO BEGIN

As prescribed in the ESOS Framework and the National Code 2018, Australian education providers will provide an International Student Orientation before the commencement of classes. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the Student Handbook which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the handbook will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, it's staff and it's services.

## Arriving early to attend orientation gives you the chance to:

1. See and talk to important people you will need to know at the institution
  - International Office staff and their duties
  - Course or Academic Advisor
  - ESL Advisor (English as a Second Language)
  - Student Services staff

- Accommodation/Homestay Coordinator
- Counsellors

2. Enroll early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
3. Meet and get advice from your Academic or Course Advisor
4. Meet representatives of Student Associations and Mentors
5. Find your way around the campus
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Clubs and Associations
  - Classrooms
6. Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
7. Find your way around the public transport/ City/ to and from your accommodation.
8. Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## What to do

When first arriving at **High Skilled Training and Education Australia Pty Ltd**, students are required to undergo the registration and orientation process. International students may approach the enrolment and/or admission officer upon arrival and they will guide you through the registration and orientation process.

## International Student Orientation

Prior to your course at **High Skilled Training and Education Australia Pty Ltd**, you will be given a copy of the Orientation Checklist and will be guided through the orientation process. The orientation process will cover the following topics and will be scheduled as follows:

TOPICS	DATE	TIME
Student Support Services		
Legal Services		
Emergency and Health Services		
Facilities and Resources		
Complaints and Appeals		
Student Visa Conditions		
Learning, Living and Working in Australia		

## International Student Code of Conduct

As an international student coming to Australia you might find that you will be meeting other people of different races, culture, beliefs and religion. You might even find that most of them will be your fellow students and the college's trainers and staff. To maintain harmony and respect between individuals in the institution, you are expected to uphold the **High Skilled Training and Education Australia Pty Ltd** International Student Code of Conduct as listed below:

- Respect between High Skilled Training and Education Australia Pty Ltd staff and students.
- Respect for High Skilled Training and Education Australia Pty Ltd equipment and facilities.
- Respect for everyone's individuality, beliefs, culture and an absence of any form of bullying.
- Respect for the opinion, skills and knowledge of others.
- Respect for everyone's right to access resources.
- Respect for the requirements of academic programs and initiatives.
- Respect for each other's responsibilities specially those of the academic staff.
- Respect for High Skilled Training and Education Australia Pty Ltd's intellectual property and academic integrity.

## The ESOS Framework

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

Please read a summary of the ESOS Framework including your rights, responsibilities, requirements, support services, and other information about studying in Australia on the AEI website here: [ESOS Framework](#)

## Privacy Policy

The **High Skilled Training and Education Australia Pty Ltd** will follow the Australian Privacy Principles in the management of all student and staff information, however allowing access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing the High Skilled Training and Education Australia Pty Ltd's operations as a Registered Training Organisation and CRICOS provider.

You may check the full Privacy Policy at the High Skilled Training and Education Australia Pty Ltd website.

## Welfare and Accommodation Policy

International students must maintain an appropriate welfare and accommodation agreement throughout their study as part of the requirements of their student visa.

Students below 18 years old must have an arrangement throughout their stay in Australia or until they turn 18 years of age to:

- Live with their parent or legal guardian approved by the Department of Immigration and Border Protection (DIBP)
- Live with a close relative of good character nominated by the student's parent or legal guardian and approved by the DIBP
- Agree to carer, accommodation, and welfare arrangements approved by High Skilled Training and Education Australia Pty Ltd. High Skilled Training and Education Australia Pty Ltd will be responsible for the student's welfare and will provide a Confirmation of Appropriate Accommodation and Welfare (CAAW) with the Confirmation of Enrolment.

For more information about the **Welfare and Accommodation Policy** you may check the High Skilled Training and Education Australia Pty Ltd website.

## RPL and Credit Transfer/Course Credit Policy

**High Skilled Training and Education Australia Pty Ltd** believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course. As such, All students have the opportunity to apply for Recognition of Prior Learning (RPL) and Course Credit. This means that you can submit evidence for a Unit/s of Competency and have it assessed by a qualified assessor without completing the training.

Students applying for RPL or Course Credit must provide original transcripts and subject descriptions and fill out the RPL or Credit Transfer Form prior commencement of training or during the course of training.

## Academic Policies and Procedures

Academic policies and procedures refer to anything that relate to your course and training and assessment with **High Skilled Training and Education Australia Pty Ltd**. High Skilled Training and Education Australia Pty Ltd ensures that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant training package as well as industry expectations and standards. The institution applies flexible assessment options, recognising the diversity of individual student needs and circumstances, facilitating wherever possible the realisation of the learning and vocational goals.

For more information about academic policies and procedures you may refer to the High Skilled Training and Education Australia Pty Ltd **Training and Assessment Policy** and website.

## Complaints and Grievances

**High Skilled Training and Education Australia Pty Ltd** has a complaints and appeals policy and process in place to accommodate learners' complaints and grievances. High Skilled Training and Education Australia Pty Ltd ensures that all complaints and appeals are resolved and acted upon as quickly as possible in an unbiased and professional manner. Learners are informed of the progress of the complaint or appeal throughout the process. All complaints and appeals are welcomed as a means of ensuring that we identify and overcome problems faced by students, and provide an opportunity to improve our business and/or the delivery of our training programs.

For more information on complaints and grievances handling you may refer to the **Complaints and Appeals Policy** in the High Skilled Training and Education Australia Pty Ltd website.

## International Student Visa Conditions

Students entering **High Skilled Training and Education Australia Pty Ltd** must take responsibility to uphold and remain true to the International Student Visa Conditions. For more information about the mandatory student visa conditions please visit the High Skilled Training and Education Australia Pty Ltd website.

## Academic Progress

As stipulated in the International Student Visa Conditions, High Skilled Training and Education Australia Pty Ltd has a training and assessment policy and course progress monitoring procedure in place to monitor, record and assess the progress of each individual learners. A learner's progress is reviewed and assessed at the conclusion of every study period. In the event that a learner will be at risk of failing to meet the acceptable course progress requirements an Intervention Strategy will be implemented.

## Attendance

High Skilled Training and Education Australia Pty Ltd has policies and procedures in place to monitor and record the learner's attendance throughout the course. Learners are required, at the minimum, to have an 80% attendance of the scheduled contact hours for the course. Where the learner is at risk of meeting the 80% attendance threshold for the course, High Skilled Training and Education Australia Pty Ltd will implement an Intervention Strategy to identify, notify and assist international students before their attendance drops below 80%.

## Current Address Details

High Skilled Training and Education Australia Pty Ltd ensures that monitoring and record management processes are in place to keep their student files updated at all times however, it is the learner's responsibility to notify the college if changes in their current address in Australia have been made. In the event that a learner changes their current address in Australia, they must fill out the **Change of Address Form** and notify High Skilled Training and Education Australia Pty Ltd immediately.

## Student Deferment, Suspension or Cancellation Policy

An overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or the registered provider for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other condition listed in a registered provider's policy. High Skilled Training and Education Australia Pty Ltd will manage the enrolment of overseas students and maintain up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database. See the **Student Deferment, Suspension or Cancellation Policy** or the website for more information.



## STUDENT ADMINISTRATION INFORMATION

### Paying Fees

#### HIGH SKILLED TRAINING AND EDUCATION

**AUSTRALIA PTY LTD** will not require students to pay more than 50% of the total tuition fee before commencing their study, but students may do so if they wish. Tuition fees will not be accepted prior signing of this agreement. Payment can be made at the same time as the International Student Written Agreement form has been signed and returned to the College. Please note that tuition and non-tuition fees are subject to change. For more information you may refer to the Fee Administration and Refund Policy in the website.

### Refund and Cancellation Policy

**Full refund** – full refund of course tuition fee less the non-refundable enrolment and accommodation booking fees.

**Refund period** - 14 days within the date of enrolment

**Tuition fees** will be refunded in full less the non-refundable enrolment and accommodation booking fees if:

- Formal refund request lodged within the refund period
- The student is not granted a student visa and student provides a rejection letter from the Australian Embassy
- The college default occurs and the course is cancelled on the agreed starting day or at any time after training commences, but before it is completed and the student has not withdrawn before the default day.

**No refund** will be paid where:

- Refund request and written notice of withdrawal is received outside of the refund period
- In the event the extension of student visa is not

- Student seeks to transfer to another provider prior to the completion of six (6) months study of their principal course. Transfer will not be granted until all fees for which the student is liable have been paid
- Infringement of the Student Code of Conduct or a breach of student visa conditions

## STUDENT SUPPORT SERVICES

### International Student Adviser/ Academic Skills Adviser

**Hayley Sygidus**

Phone: 1300 478 232

[hayleys@highskilledtraining.com.au](mailto:hayleys@highskilledtraining.com.au)



# QUICK GUIDE TO KEY PERSONNEL

ACADEMIC	
<b>Lecturers</b>	⇒ Questions about content of units, teaching procedures, assessment.
<b>International Student Adviser</b>	⇒ Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform
<b>Academic Skills Adviser</b>	⇒ Help with reading, writing, Note taking, preparation for exams & assignments

ADMINISTRATIVE	
<b>International Student Adviser</b>	<p>⇒ Visa problems, financial problems, enrolment and short term accommodation</p> <p>⇒ Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.</p>
<b>Student Administration</b>	⇒ Timetable, registration in subject units, change of address.

PERSONAL	
<b>International Student Adviser</b>	<p>⇒ Problems with relationships, home-sickness, depression</p> <p>⇒ Spiritual / religious issues, personal issues</p> <p>⇒ Sexual harassment , discrimination,</p> <p>⇒ Examination, study adjustments</p> <p>⇒ Accommodation issues</p>

# STUDENT SURVIVAL PAGE

You can print this page to record names and contact numbers of new friends that you meet during orientation; lectures; or other details you collect during orientation and want to remember later.

CONTACT DIRECTORY	
<b>EMERGENCY</b>	000 OR 112 from my mobile
<b>Department of Immigration and Border Protection (DIBP)</b>	131 881 or <a href="https://www.homeaffairs.gov.au/about/contact">https://www.homeaffairs.gov.au/about/contact</a>
<b>Australian Taxation Office ATP</b>	13 28 65 or <a href="https://www.ato.gov.au/About-ATO/About-us/Contact-us/Phone-us/">https://www.ato.gov.au/About-ATO/About-us/Contact-us/Phone-us/</a>
<b>Health Cover</b>	<i>&lt;Contact information here&gt;</i>
<b>HIGH SKILLED TRAINING AND EDUCATION AUSTRALIA PTY LTD Emergency</b>	Phone: 1300 478 232 Email: <a href="mailto:info@highskilledtraining.com.au">info@highskilledtraining.com.au</a>
MY IMPORTANT PEOPLE AND PLACES	



Did you know High Skilled Training and Education Australia Pty Ltd offers support for international students?

College opening hours:  
Monday to Saturday  
9:00 AM to 5:00 PM

Office Address:  
1/3 Glenville Drive, Melton VIC 3337

Phone: 1300 478 232  
Email: [info@highskilledtraining.com.au](mailto:info@highskilledtraining.com.au)  
Website: [www.highskilledtraining.com.au](http://www.highskilledtraining.com.au)

## INTERACT WITH US:



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<https://www.facebook.com/highskilledtraining>



INSTAGRAM

<https://www.instagram.com/highskilledtraining/>



LinkedIn

<https://www.linkedin.com/company/high-skilled-training/>

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CRICOS #04022F RTO #45857