Royal Brisbane International College
Royal Brisbane Institute of Technology

Student Handbook
2012

Prepared by: Dynamic Management Group Pty. Ltd.

Date: 18th November 2011
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If the recipient breaches the confidentiality of this agreement, which causes RBIC/RBIT any loss or damage, then RBIC/RBIT shall take legal action against the recipient for such loss or damage as appropriate in the circumstances.

18th November 2011

Royal Brisbane International College/ Royal Brisbane Institute of Technology
Student Handbook 2012

Published by:
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Level 1, 99 Creek Street Brisbane Qld. 4000 Australia
Phone: (07) 3010 3888
Fax: (07) 3010 3883
Web: http://www.rbit.qld.edu.au
Email: info@rbit.qld.edu.au

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Information in this publication was subject to change at time of printing
Message from the Premier of Queensland

With nearly 40,000 international student enrolments, Queensland is a popular destination both for its quality education and great lifestyle.

Queensland is also a place where international students can feel welcome. Ours is a multicultural society with people from 200 different birthplaces speaking more than 150 languages and practising more than 100 religions.

The Queensland Government is fully committed to multiculturalism with policies and programs in place aimed at strengthening respect, acceptance and cohesion.

Education has long been a passion of mine. My government encourages life-long learning and aims to provide education that is relevant in the new millennium.

The Royal Brisbane International College supports this agenda by subscribing to a personalized and supportive education philosophy, recognising individual needs, and encouraging students to reach their maximum potential.

The College’s interactive approach to learning makes smart use of the world beyond the classroom, which means students are able to study while exploring Queensland’s many natural attractions.

I hope that you will feel at home in Queensland and I wish you every success in your studies.

ANNA BLIGH MP
PREMIER OF QUEENSLAND
Welcome from RBIC/RBIT

On behalf of all the staff members at Royal Brisbane International College (RBIC) and Royal Brisbane Institute of Technology (RBIT), I would like to take this opportunity to extend my warmest welcome to you.

RBIC/RBIT is a Registered Training Organisation (RTO) operated by Dynamic Management Group Pty Ltd. We deliver Nationally Accredited Courses from Vocational Graduate Diploma, Vocational Graduate Certificate, Advance Diploma, Diploma to Certificate levels. We link with industry and focus on business and management programs, including: Business Administration, Management, Project and Event Management, Hospitality and Tourism Management, Retail Management, and Logistics Management. These programs have been designed to equip our students to become globally successful entrepreneurs of the future. RBIC/RBIT’s Age care, Welfare and Community Service programs have a strong commitment to building a better society. We also have our English for Employment Purpose, English for Business Purpose, English for Academic Purpose and General English program to support international student needs.

This Student Handbook and Study Guide have been compiled to assist and support you during your stay in Brisbane and your study programs with RBIC/RBIT. It will provide you with our expectations of you and what we expect from you. In addition, all of the RBIC/RBIT staff will be happy to assist with any questions you may have.

In 2009 an RBIC/RBIT graduate was awarded a Brisbane Student Ambassador award. We hope you enjoy a fulfilling learning environment and cultural experience during your study at RBIC/RBIT, and wish you every success in your future endeavours!

Dr. Michelle Lee

Dr. Michelle Lee
Chief Executive Officer / President
Royal Brisbane International College
and Royal Brisbane Institute of Technology
## TABLE OF CONTENTS

**CONFIDENTIALITY** ............................................................................................................. 2

*Message from the Premier of Queensland* .................................................................................. 3
*Welcome from RBIC/RBIT* ........................................................................................................ 4

**Section 1 – Introduction** ........................................................................................................ 6
1 - How to use this Handbook. ..................................................................................................... 6
2 - Important Information and Emergency Contacts: ................................................................. 7
3 - Things to Do Check List: ....................................................................................................... 9

**Section 2 – Pre-Arrival** .......................................................................................................... 11
4 - Introduction to Australia ........................................................................................................ 11
5 - Introducing RBIC/RBIT ....................................................................................................... 13
6 - Arranging Visas .................................................................................................................... 14
7 - Arranging Travel .................................................................................................................. 15
8 - Accessing Money: ................................................................................................................. 20
9 - Arranging Accommodation .................................................................................................. 21
10 - Bringing My Family .............................................................................................................. 22

**Section 3 – Settling-in** ......................................................................................................... 24
12 - Where to Look for Accommodation: .................................................................................. 25
13 - Where Can I Get Help? ........................................................................................................ 29
14 - Services: ............................................................................................................................... 30
15 - Health: ................................................................................................................................ 34
16 - Managing My Finances: ...................................................................................................... 41
17 - Working in Australia ............................................................................................................ 47
18 - Laws and Safety in Australia ............................................................................................... 49

**Section 4 – Starting your studies** .......................................................................................... 61
19 - Royal Brisbane International College Study Information .................................................. 61
20 - 2010 Academic Calendars ................................................................................................... 92
21 - Schedule of Course Fees...................................................................................................... 93
22 - Graduation Policy.................................................................................................................. 94
Section 1 – Introduction

1 - How to use this Handbook

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

Example: Immediate Priority -

<table>
<thead>
<tr>
<th>Number Code</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>“I need to know IMMEDIATELY!”</td>
</tr>
<tr>
<td>2</td>
<td>“I need to know by the first week!”</td>
</tr>
<tr>
<td>3</td>
<td>“I need to know BEFORE classes begin!”</td>
</tr>
<tr>
<td>4</td>
<td>“I need to know by the end of WEEK 4!”</td>
</tr>
<tr>
<td>5</td>
<td>“I need to know by the end of WEEK 6!”</td>
</tr>
<tr>
<td>6</td>
<td>“I need to go back and remind myself of this as I go through my study!”</td>
</tr>
</tbody>
</table>
2 - Important Information and Emergency Contacts:

**Education Provider Main Contact Details:**

Royal Brisbane International College (RBIC)  
Royal Brisbane Institute of Technology (RBIT)

PH: +61 7 3010 3881  
FAX: +61 7 3010 3883  
1F, 99 Creek Street  
Brisbane QLD Australia 4000  
www.rbit.qld.edu.au

**Course Coordinator and Student 24 Hour Emergency Contact**

PH: +61 7 3010 3881  
Mobile: 0408 738383  
FAX: +61 7 3010 3883  
Email: pao@rbit.qld.edu.au  
1F, 99 Creek Street  
Brisbane QLD Australia 4000  
www.rbit.qld.edu.au

**Homestay Coordinator**

Ms Jennifer Ah-Fock

PH: +61 7 3010 3881  
Mobile: 0419 738383  
FAX: +61 7 3010 3883  
Email: ad-hd@rbit.qld.edu.au  
1F, 99 Creek Street  
Brisbane QLD Australia 4000  
www.rbit.qld.edu.au

**Medical Centres:**

**CBD 7 Day Medical Centre**

245 Queen St  
Brisbane  
QLD, 4000  
Australia

Ph: (07) 3211 3611  
Fax: (07) 3211 3771  
AH Contact: 0412 452 400

**Brisbane City 6 Day Medical Centre**

Lower Ground Floor, Manor Apartments,  
289 Queen Street  
Brisbane  
QLD, 4000  
Australia

Contact Details  
Ph: (07) 3221 3366

**Emergency Telephone Numbers:**

**Police, Fire, Ambulance – 000**

**Department of Immigration and Citizenship (DIAC)**

Ground Floor  
299 Adelaide Street  
Brisbane QLD 4000

Counter hours  
0900-1600 Monday - Friday

Postal address  
GPO Box 9984, Brisbane QLD 4001
Transport:

By Bus:
Brisbane City Council bus stops in Brisbane CBD
Travel Time:
2 minutes walk from RBIT

By Train:
Catch the city train and exit at Central Station,
Travel Time:
3 minutes walk from RBIT

By Ferry:
Catch the City Cat and disembark at Riverside
Travel Time:
5 minutes walk from RBIT

For more information on public transport in Brisbane and surrounding regions visit the Translink web site at www.translink.qld.gov.au

Black & White Taxi
PH: 131 008

Yellow Taxi
131924

Public Facilities:

Location of Automatic Teller Machines (ATMs)
The closest ATM machines can be found in Creek St Brisbane about a 1 minute walk from the college.

Location of Public Telephones
There are many public telephones available for student use in the Brisbane CBD

Post Office
Brisbane GPO
261 Queen St
Brisbane.
3 - Things to Do Check List:

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 .....................

- 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 .................
  (eg music, sporting and cultural clubs).
Section 2 – Pre-Arrival

4 - Introduction to Australia

Live
Australia is one of the greatest places in the world to live while you undertake your studies. Australia has one of the highest standards of living in the world, yet costs remain competitive. Australia offers International Students a wide range of extracurricular activities to enrich your learning experience - from cultural festivals, concerts and museums, to major sporting events.

Learn
Australian education has a strong international reputation for excellence. Whether you study at a University, school, Vocational College or English language institute, you will receive a quality education that will form a strong foundation for your future success.

Grow
The benefits of living and learning in Australia are both personal and academic. Your years in Brisbane, Queensland will give you the best platform to succeed in your career, and prepare you for the challenges of the work place. It won’t just be your mind that develops - your time in the classroom will change you as a person.

Useful links:


About Australia (http://www.australia.gov.au/About_Australia)

Tourism Australia (http://www.tourism.australia.com/)
Introducing Brisbane

Queensland benefits from a wonderful warm climate, beautiful sandy beaches, luxuriant rainforests and a fantastic outdoor lifestyle. There is a wide variety of activities for students to choose from, or they can just sit back and relax in the “Smart State”.

QLD has a wonderful mix of recreation, recreation, retail, international cuisine, culture and entertainment, as well as enjoying a beautiful climate. Brisbane is Australia’s fastest growing city, but the people in Brisbane still retain a friendly easy-going attitude.

The city overlooks the Brisbane River, and you can cruise on the “City Cat” ferry from waterfront markets to parks, piers and bars. With living costs amongst the lowest of any of Australia’s State Capitals, you can enjoy all that the city has to offer.

Brisbane is within easy reach of the Gold coast and Sunshine Coast, as well as attractions such as Australia Zoo, Dream World and Movie World. Regular transport services to destinations such as the Great Barrier Reef are also available.

Brisbane is also home to some of the best universities in Australia, giving you the opportunity to continue your high quality education. You will not want to leave!
5 - Introducing RBIC/RBIT

Royal Brisbane International College (RBIC) also know as Royal Brisbane Institute of Technology (RBIT), CBD campus is located in Brisbane CBD – the heart of city, The compact city centre has many 19th-century architectural gems, several major retail centers, cinemas, galleries and the lovely Botanical Gardens set on a bend of the Brisbane River.

Albert Street Literary Walk Follow the trail of 32 brass plaques set into the pavement with observations on the city by authors such as David Malouf. Anzac Square The Shrine of Remembrance was erected in 1930 as a memorial to Australian soldiers who died during World War I. Botanic Gardens Established in 1858 on the Brisbane River, these gardens are one of Brisbane's loveliest parks, spread over 20 hectares.

Students can choose from a wide range of international and local foods available at the food courts or eat at one of the many restaurants and cafes, only minutes from Fortitude Valley Station.

RBIT has a multicultural environment so we are sensitive to your needs as an international student. At RBIT you will be studying with students from around the world and making lifelong friends.

All RBIT courses are fully accredited and nationally recognised. Our programs are taken from nationally endorsed training packages. RBIT offers qualifications from a range of areas including, Business Administration, Hospitality, Tourism, Project Management and Training and Assessment. Furthermore, we have specialised English Language programs to cater for those looking for Academic and Business outcomes which have been designed to support students through their tertiary study.

RBIT has a number of articulation agreements with leading universities in Australia and Asia which gives graduates many options if looking at further education. RBIT’s Vocational Graduate Diploma and Certificate programs are uniquely designed to lead students through a Master Degree and upgrade their work skills. Smaller classes and a personalised touch make RBIT outstanding in its ability to create a supportive educational environment. It is important to us that each and every student enjoys their time here and achieves their maximum academic potential.
6 - 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 some countries it may better to submit an application with the assistance of an accredited agent due 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 visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian Consular post where you may lodge your visa application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by the education provider.

You must ensure to allow enough time for the processing of your visa application 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 Citizenship (DIAC)

The Australian Government’s Department of Immigration and Citizenship (DIAC) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIAC website the Department of Foreign Affairs and Trade website http://www.dfat.gov.au/embassies.html has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIAC on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application. Migration agents are also authorised to advise on other visas that may be available after you complete your studies.

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. Education Agents are not not approved to provide general visa advice or information.

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 there are a number of visa conditions that will apply to your visa. You must abide by these 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.
- Do not work more than 20 hours per week while your course is in session

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/visa-conditions-students

7 - 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 Brisbane International Airport which is the closest international airport to Brisbane. The airport is located 15 km from the City.

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 Royal Brisbane International College
- Confirmation of Enrolment (CoE) issued by Royal Brisbane International College
- 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 licence
- 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.
What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

- Read “What can't I take into Australia?”
- And also let your family and friends know “What can’t be mailed to Australia?”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 checked luggage (35kg) and 1 carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other Items You Might Need to Include (most can also be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home
The standard voltage for electrical items in Australia is 240V. 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 AUD$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 Austel Approved in order to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don’t wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don’t be afraid to ask airline staff if you have any questions.

If you are carrying more than AU$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.
Entry into Australia

Australian Immigration
When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim
Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Sniffer Dogs
You may see a Quarantine Sniffer Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a sniffer dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine
Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn’t have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daffa.gov.au/aqis

Arrivals Hall
You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.
Getting From the Airport:

Train
There is a train service available from Brisbane Airport with regular services leaving for the city between 6:00am and 8:00pm. The trip takes around 22 minutes into the CBD. Cost of a ticket is approximately $15.00. Website: http://www.airtrain.com.au/

Shuttle Buses
Coachtrans is Brisbane Airports Licensed Coach Operator. Operating a fleet of air-conditioned coaches, 7 days a week and meeting all major flights into Brisbane’s Domestic and International Airports. Coachtrans offers customer service counters to assist passengers on arrival at the Airports together with exclusive curb-side coach parking for easy passenger access.

Brisbane City / CBD Hotels – Coachtrans operates services every 30 minutes to the door of your hotel, $15.00 per person. Phone: Coachtrans +617 3238 4700 or book directly on-line www.coachtrans.com.au

Gold Coast – Coachtrans operates door to door services direct to the Gold Coast via the Gateway Bridge to all hotels from Sanctuary Cove to Coolangatta, $43.50 per person. Phone: Coachtrans +617 3238 4700 or book directly on-line www.coachtrans.com.au

Sunshine Coast – Sun-air bus service offers daily services operating every hour from 5.50am to 8.50pm. Approximate price is $48.00 per person each way door to door and $32.00-$36.00 per person each way for Transit stop service. For online bookings go to www.sunair.com.au/0811 or email res@sunair.com.au or phone +617 5477 0888.

Taxis
- Domestic Terminal: There is one centrally located rank on the front terminal road
- International Terminal: On Arrivals Level 2
- Fare to Brisbane CBD from Airport: Approximately $42 plus a $3 fee for departing taxis only

This fare is an estimate only, not a quote, and is based on the distance between suburb centres. The actual fare charged can vary with the actual locations, traffic conditions, time of day and the route chosen. "Airport" is the Brisbane Domestic Airport Terminal. "City" is the Brisbane CBD.

 Keeping in 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 should contact RBIT before leaving your country to confirm your enrolment and see if the College requires any further information. Once you arrive in Australia you should again contact the College and inform them of your safe arrival. At this time the College can confirm the date a time of your orientation session.
8 - 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 Brisbane you can also change money at any bank or at currency exchanges at various Money Exchanges around the city. For information on the closest ones to you visit the Australian Explorer website: http://www.australianexplorer.com/brisbane_money.htm

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.
9 - Arranging Accommodation

Brisbane offers students a wide range of accommodation options, from homestay and share houses to resort style apartments. RBIT staff can provide advice to potential students to help them make the right accommodation choices. Below are a links to a number of websites which will be able to assist you in finding accommodation in the Brisbane region.

**Kelvin Grove – Campus Village***

**Brisbane City Life***

**Uni Resort***

**Student Accommodation Brisbane***
http://www.studentaccommodationbrisbane.com/

**Brisbane Student Accommodation***
http://www.brisbanestudents.com/new/

**Brisbane Student Rooms***
http://www.brisbanestudentrooms.com/

**Homestay***
http://www.homestayexperience.com/Homestay_Experience/Welcome.html

**Share House***

*The links above are provided by RBIT to assist students in finding accommodation in Brisbane. RBIT has no formal agreements with accommodation providers listed above and takes no responsibility for the outcome of accommodation decisions made by potential students.

**Hotels, Motels & Backpackers**

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a high class motel or hotel for a long period. Backpacker accommodation is usually inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Visit the Brisbane Hostels website for more information about Hostel and Backpacker accommodation.

http://www.hostels.com/au.qld.html

**Staying With Friends or Family**

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.
10 - Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- The cost of placing schools aged children into an Australia school
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit: www.diac.gov.au

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before and after school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

There are a number of Childcare providers in and around the Brisbane area – for information on the ones that will be most convenient to you visit: http://www.brisbane-australia.com/brisbane-childcare.html
Schools:

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

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.

3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
   - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
   - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.

5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact Queensland Education at:

Web: http://education.qld.gov.au/
Phone: +61 7 3237-0111.
Post: Department of Education, Training and the Arts
      PO Box 15033
      City East
      QLD 4002
      Australia
Section 3 – Settling-in

11 - Living in Brisbane

Brisbane's unique Queensland architecture, riverfront setting, perfect climate, cultural diversity and unrivalled employment growth make it one of the most attractive cities to live in. For more information about living in Brisbane visit the ‘Living in Brisbane’ website at http://www.brisbane-australia.com/living-in-brisbane.html

Weather and Seasons

Brisbane is located in the south-eastern corner of Queensland. Just 768 kilometres south of the Tropic of Capricorn, Brisbane is midway up the east coast of Australia (27.5oS, 153oE). The CBD is about 25km upstream from Moreton Bay.

The Climate can be described as sub-tropical with only a short mild winter and a longer, humid summer. For more information on the climate in Brisbane visit http://www.brisbanecitylife.com.au/bcl/about/climate.htm

Time Zones

Brisbane’s time zone is Greenwich Mean Time plus 10 hours. Queensland does not have daylight saving during summer.

Lifestyle

For more information on the lifestyle Brisbane has to offer visit the Our Brisbane website at http://www.ourbrisbane.com/lifestyle

Permanent Accommodation:

Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Types of Accommodation:

Homestay

Student Housing

RBIT does not provide student accommodation but can assist in helping find accommodation for you.

Rentals

Currently there is strong demand in the Brisbane rental market. The average cost per week for a 2 bedroom apartment or unit is $200 - $600 per week depending on the area and quality of the property.
12 - Where to Look for Accommodation:

The following is a list of places where you can go to find advertisements for accommodation:

- Student noticeboards around campus
- Newspaper classifieds - Courier Mail, Local Papers

Things to Keep in Mind When Renting:

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A$1,000 dollars. The bond is usually set at four weeks’ rent. A bond/security deposit is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves. For more information visit the Queensland Rental Tenancy Authority website – www.rta.qld.gov.au

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Useful websites for getting the electricity or gas connected:

Restrictions
The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property
It’s a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Is the oven/stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?

Choosing a Roommate
The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don’t panic, take your time, and don’t compromise on important principles.

Bills & Expenses:
Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

Food:
Do you and your roommates expect to share the costs of buying food and share in the preparation?
Do you have specific food needs (allergies, preparation needs)?
If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other’s needs?
Cleaning:
Who will clean what? How often?
Decide exactly what "clean and tidy" means to you.

Personal Habits & Individual Needs:
How much privacy do you need?

Smoking & Drugs:
Do you prefer to have a smoker or non-smoker as a roommate?
Is a smoker alright as long as they smoke outside the residence?
Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television:
What are your musical likes and dislikes?
Do you watch TV everyday or just once in a while?

Personality Traits & Communication:
How do you perceive yourself?
How do others perceive you?
Are you more comfortable by yourself?
What about overnight visitors?
When conflicts arise, how do you go about resolving them?
How do you behave when you're happy - angry? What are the things that bother you most?

Housekeeping
Some international students who come to Australia have never done their own shopping, cooking & cleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home-services-company these are the responsibility of each individual & are a sign of personal independence and becoming an adult. Most Australians, especially landlords & rental agencies, believe it is very important to have a clean environment. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves & Ovens
Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

Refrigerators
Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it & allow the water from the melting frost to drip into a pan beneath the freezer, which may take several hours. When the ice has melted, empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice. A solution of baking soda & water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up. A refrigerator that does not work efficiently will cost you more

Disposal of Rubbish
Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the wheelie bins provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks.
The landlord will inform the tenant about the way to dispose of garbage particularly with regards to recycling and the days your rubbish is collected.

Cleaning Kitchens
Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom
Sinks, showers and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord to look at it. Toilet bowls should be cleaned with special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes.

Cleaning Products
Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. (Warning: Keep all cleaning products out of reach of children and do not mix products!)

Maintenance & Fixtures & Fittings
You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Smoke Alarms
Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

ONLY WORKING SMOKE ALARMS SAVE LIVES!

Once a month you should check the battery by pressing the test button on the smoke alarm.
Keep them clean and never paint them. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.
Replace the batteries yearly. Pick a holiday or your birthday & replace the batteries on that day.
When the battery is low the smoke alarm will sound a short ‘BEEP’ every minute or so. This is to alert you the battery is low and needs replacing.
If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.
Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)
13 - Where Can I Get Help?

QLD
Rental Tenancy Authority

NSW
The Tenants Union of NSW
http://www.tenants.org.au/resources/

Victoria
The Tenants Union of Victoria
http://www.tuv.org.au

Consumer Affairs Victoria
http://www.consumer.vic.gov.au

SA

TAS

NT

Australia

Queensland

Brisbane
14 - Services:

Telephones

Calling Emergency Services  DIAL  000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”.

If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist.

It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is.

The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

Non-urgent calls to Police for:

- wilful property damage
- stealing offences
- break and enters
- stolen vehicles
- lost property

When should you call Policelink?

Anytime you would like to report a non-urgent crime or incident. If the crime is not happening now, life threatening or there is little likelihood of the suspected offenders in the area, call Policelink 131 444 for non-urgent assistance. You can also contact Policelink for general enquiries.

Save Triple Zero (000) for emergencies. If it is not urgent, think Policelink. Call 131 444.

What happens when you call 131 444?

When you contact Policelink, the specifically trained Client Service Officers and Police Technical Advisors will receive and process your non-urgent reports and answer your general enquiries. Where appropriate, Policelink staff may issue you with a crime report number for insurance purposes. In many cases your report will be finalised on the first phone call.
Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most newsagencies, post offices and convenience stores.

Making Phone Calls within Australia

To make international phone calls:

₁.Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)
To Make A Domestic Phone Call:

- Dial – the area code + phone number

<table>
<thead>
<tr>
<th>Area Code</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>(02)</td>
<td>ACT, NSW</td>
</tr>
<tr>
<td>(03)</td>
<td>VIC, TAS</td>
</tr>
<tr>
<td>(07)</td>
<td>QLD</td>
</tr>
<tr>
<td>(08)</td>
<td>SA, WA, NT</td>
</tr>
</tbody>
</table>

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) to make sure it can operate here. Some countries use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. You should understand what deal you are accepting before signing a contract with a provider. For more information see: [http://www.mobiles.com.au/mobile-phone-plans/](http://www.mobiles.com.au/mobile-phone-plans/)

- [www.telstra.com](http://www.telstra.com)

Computer & Internet Access

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

Internet access is provided at RBIT for students in out Computer lab rooms. Internet access can only be used for course related research and is not to be used chat or personal browsing. All computer use at RBIT is subject to the College ‘Acceptable Use of Network Policy’
Australia Post

Australia Post is one of our nation’s largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an AU$0.50 postage stamp which you affix to the envelope.

A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

Envelope Face Format - Allocation of Zones

Typical Machine Addressed Envelope

Typical Hand Addressed Envelope

www.auspost.com.au

(Source: Australia Post)
15 - Health:

Emergencies – Dial 000

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

Police
In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on: (07) 3364 6464

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

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

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

Lifeline
Lifeline’s 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line
The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.
Emergency Translation

For translation service in an emergency situation dial 1300 655 010

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don’t need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

**OSHC Providers**

Medibank Private: www.medibank.com.au

OSHC Worldcare: www.oshcworldcare.com.au

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.
Further information on OSHC can be found at:


If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor’s fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities.

See also: Attending an Australian hospital.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.
Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the ‘schedule fee’ for the doctor but you will have to pay the difference if the doctor’s fee is higher than the ‘schedule fee’. See also: Public hospital waiting times.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Medical Services

What do I do if I’m sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP’s surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor’s surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).
Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests e.g. blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.
Interpreter Services
We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit www.immi.gov.au or phone 131 450

*2008 Applicable limit

Medical Facilities in Brisbane

Hospitals
Royal Brisbane Hospital & Women’s Hospital:
Cnr Butterfield St and Bowen Bridge Rd
HERSTON, QUEENSLAND AUSTRALIA 4029
PH: 07 3636 8111

Princess Alexandra Hospital:
199 Ipswich Road WOOLLOONGABBA QLD 4102
PH: 07 3240 2111

Medical Centres
CBD 7 Day Medical Centre
245 Queen St Brisbane QLD, 4000 Australia
Ph: (07) 3211 3611
Fax: (07) 3211 3771
AH Contact: 0412 452 400

Brisbane City 6 Day Medical Centre
Lower Ground Floor, Manor Apartments,
289 Queen Street Brisbane QLD, 4000 Australia
Contact Details
Ph: (07) 3221 3366

X-ray
Savage X Ray
16 Doggett St
Fortitude Valley Qld 4006
Phone 07 3854 1088
Fax 07 3854 0988

Queensland Diagnostic Imaging
Address:Floor 3/141 Queen Street Brisbane City, QLD 4000
Hours : Monday To Friday 9:00 AM To 5:00 PM
Bookings Number: (07) 3221 1698
Facsimile: (07) 3220 077

Pathology
QML Pathology
11 Riverview Place
Metroplex on Gateway
Murarrie QLD 4172
Phone: (07) 3121 4444
Fax: (07) 3121 4612

Pharmacies
Queen Street Mall Day & Night Pharmacy
141 Queen St Mall
BRISBANE
Telephone 3221 4585
General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org.

☑ Exercise – do at least 30mins of moderate exercise a day
☑ Sleep – get at least 8-9 hours of sleep a night
☑ Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
☒ Binge drinking – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

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

Initial Expenses

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

*Establishment costs based on a $360 two bedroom unit shared between 2 people*

<table>
<thead>
<tr>
<th>Expense</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary accommodation 5 nights @ $55/night</td>
<td>$275</td>
</tr>
<tr>
<td>Rental bond (four weeks rent @ $360/week) split in 2</td>
<td>$720</td>
</tr>
<tr>
<td>Advance rent (two weeks @ $---/week)</td>
<td>$360</td>
</tr>
<tr>
<td>Electricity connection</td>
<td>$100</td>
</tr>
<tr>
<td>Telephone connection</td>
<td>$80</td>
</tr>
<tr>
<td>Gas connection</td>
<td>$60</td>
</tr>
<tr>
<td>Internet connection</td>
<td>$25 - $100 Depending on plan</td>
</tr>
<tr>
<td>Mobile phone and/or network sim card</td>
<td>$25 - $100 per month</td>
</tr>
<tr>
<td>Household items, e.g. furniture, crockery, etc.</td>
<td>Approx $500 for second hand</td>
</tr>
<tr>
<td>Transportation – Public Transport</td>
<td>Approx $20 per week</td>
</tr>
<tr>
<td>Textbooks &amp; Educational Expenses</td>
<td>Approx $20 per week</td>
</tr>
<tr>
<td>Incidentals</td>
<td>Approx $50 per week</td>
</tr>
<tr>
<td>Insurance – house, car, health</td>
<td>Approx $20 per week</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>$2635 in the first month</strong></td>
</tr>
</tbody>
</table>
On-going Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you **live with another person in a 2 bedroom unit**: 

<table>
<thead>
<tr>
<th>Monthly Expense</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent (four weeks rent @ $360/week)</td>
<td>$720</td>
</tr>
<tr>
<td>Food (four weeks @ $100/week)</td>
<td>$200</td>
</tr>
<tr>
<td>Electricity</td>
<td>$10</td>
</tr>
<tr>
<td>Gas</td>
<td>$10</td>
</tr>
<tr>
<td>Telephone (local Calls)</td>
<td>$10</td>
</tr>
<tr>
<td>Internet</td>
<td>$10</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>$15</td>
</tr>
<tr>
<td>Transportation</td>
<td>$15</td>
</tr>
<tr>
<td>Entertainment</td>
<td>$50</td>
</tr>
<tr>
<td>Educational</td>
<td>$40</td>
</tr>
<tr>
<td>Insurance – health, house, car</td>
<td>$30</td>
</tr>
<tr>
<td>Unexpected</td>
<td>$50</td>
</tr>
</tbody>
</table>

**TOTAL:** $1150 per month
Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal.

To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as $10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see: http://www.banks.com.au/personal/accounts/

Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank & ATM Locations in Brisbane


<table>
<thead>
<tr>
<th>BANK</th>
<th>WEBSITE</th>
<th>LOCAL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Australia Bank</td>
<td><a href="http://www.nab.com.au">www.nab.com.au</a></td>
<td>223 Queen Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Brisbane</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PH: (07) 3003 0470</td>
</tr>
<tr>
<td>ANZ</td>
<td><a href="http://www.anz.com.au">www.anz.com.au</a></td>
<td>Level 1, 324 Queen Street, Brisbane,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>QLD 4000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 07 3228 5513</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 07 3228 5516</td>
</tr>
<tr>
<td>Commonwealth Bank</td>
<td><a href="http://www.commbank.com.au">www.commbank.com.au</a></td>
<td>Ground Floor Cnr Adelaide Street &amp; Albert Street,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Brisbane, QLD 4000</td>
</tr>
<tr>
<td>Westpac Bank</td>
<td><a href="http://www.westpac.com.au">www.westpac.com.au</a></td>
<td>Westpac Bank, Cnr Eagle Street, 379</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Queen Street, Brisbane</td>
</tr>
<tr>
<td>St George Bank</td>
<td><a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a></td>
<td>Level 2 10 Felix Street, Brisbane, QLD 4000</td>
</tr>
</tbody>
</table>

(NB – this list is just a sample of some financial institutions in Australia)
Banking Hours

Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). ATMs remain open 24 hours a day. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. Some banks waive some fees if you are a full-time student. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don’t understand any fee which has been charged, contact your bank.

Accessing Money from My Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank’s ATMs. Fees for using ATMs can vary between banks and between accounts.

See also: Using an ATM.

EFTPOS

Short for ‘Electronic Funds Transfer at Point Of Sale’, EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors’ surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It’s important never to give your password to anyone else.
**Internet Banking**

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills— all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

**Over-the-Counter Service**

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

**Paying Bills**

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits—they are a convenient way to pay everyday bills, but always make sure you’ve got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment—both can cost you money.

**Account Statements**

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period—the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer ‘mini statements’ through their own ATMs.

Check your statements regularly to make sure you’ve got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank’s ATMs instead of other banks’ ATMs).

(Source: Australian Bankers’ Association Inc.)
Using an ATM
You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don’t hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for ATM safety, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it’s a good idea to keep a record of this number handy at all times, just in case. If you don’t know the number, ask your bank.

(Source: Australian Bankers’ Association Inc.)

Safety When Carrying Money

The first and fundamental rule of safety when carry money is:
“Don’t carry large amounts of cash!”

The second is:
“Don’t advertise the fact that you are carrying money!”

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.
17 - Working in Australia

Permission to Work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to file a request.

Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.
3. The Department of Immigration and Citizenship (DIAC) considers your course to be ‘in session’:
   - for the duration of the advertised semesters (including periods when exams are being held)
   - if you have completed your studies and your Confirmation of Enrolment is still in effect
   - if you are undertaking another course, during a break from your main course and the points will be credited to your main course. (Source: Department of Immigration and Citizenship)

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/index.htm

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

Newspapers

University Job Boards

Online - try these online companies:

<table>
<thead>
<tr>
<th>seek</th>
<th><a href="http://www.seek.com.au">www.seek.com.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>careerone</td>
<td><a href="http://www.careerone.com.au">www.careerone.com.au</a></td>
</tr>
<tr>
<td>getjobs</td>
<td><a href="http://www.getjobs.com.au">www.getjobs.com.au</a></td>
</tr>
<tr>
<td>MyCareer</td>
<td><a href="http://www.mycareer.com.au">www.mycareer.com.au</a></td>
</tr>
<tr>
<td>jobsearch</td>
<td><a href="http://www.jobsearch.com.au">www.jobsearch.com.au</a></td>
</tr>
</tbody>
</table>
Earning an Income

Taxes
Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number
You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns
If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation
If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia
You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)
18 - Laws and Safety in Australia

Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au

Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia’s complex legal system. For information about the Queensland Legal Service please visit their website at http://www.lsc.qld.gov.au/
## Child Protection Laws

Australia has a strict child protection laws which apply to all International Students. Please visit the Queensland Department of Child Safety website for more details – links are provided below.

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Legislation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tasmania</strong>&lt;br&gt;(Department of Health and Human Services)&lt;br&gt;<a href="http://www.thelaw.tas.gov.au/index.w3p">http://www.thelaw.tas.gov.au/index.w3p</a></td>
<td><strong>Principal Acts:</strong> Children, Young Persons and their Families Act 1997 (Tas)&lt;br&gt;<strong>Other relevant Acts:</strong> The Family Violence Act 2004 (Tas)&lt;br&gt;Family Law Act 1975 (Cth)</td>
</tr>
<tr>
<td><strong>Western Australia</strong>&lt;br&gt;(Department for Community Development, now the Department for Child Protection)&lt;br&gt;<a href="http://www.slp.wa.gov.au/statutes/swans.nsf">http://www.slp.wa.gov.au/statutes/swans.nsf</a></td>
<td><strong>Principal Acts:</strong> Children and Community Services Act 2004 (WA)&lt;br&gt;<strong>Other relevant Acts:</strong> Working with Children (Criminal Record Checking) Act 2004 (WA)&lt;br&gt;Family Court Act 1997 (WA)&lt;br&gt;Adoption Act 1994 (WA)</td>
</tr>
</tbody>
</table>

(Source: Australian Institute of Family Studies)
Home Security

House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house left open or unlocked where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.

Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to $200 per year depending on the value of your belongings.

Internet Safety & Security

Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. **Regularly download and install the latest security patches for your computer software**, including your web-browser. Use automatic software security updates where possible.
3. **Use a firewall** and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
4. **Delete suspect emails immediately**. Don’t open these emails.
5. **Don't click on links in suspect emails.** Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a ‘trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.

6. **Only open an attachment to an email where the sender and the contents of the attachment are known to you.**

7. **Don't download files or applications from suspect websites.** The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.

8. **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.

9. **Use a limited permission account for browsing the web, creating documents, reading email, and playing games.** If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A ‘limited permission' account is an account that does not have ‘Administrator' status.

(Source: Australian Communications and Media Authority)

**Personal Safety**

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

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- What about drink spiking here too !??

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)
Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Safety on Buses

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

Riding on the bus:

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

Safety on Trains

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

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

Safety in Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
• Stay alert to your surroundings and limit your conversation to general topics
• If you don’t want your home address known, stop a few houses away from your destination

If the driver harasses you when travelling in a taxi your options include:

• Ask the driver to stop. You may choose to make up an excuse to do so;
• Leave the taxi when it stops at a traffic sign or lights
• Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
• Read out the fleet number and advise the driver you will report him/her if they don’t stop

(Source: Queensland Police Service)

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers’ licence or not, YOU MUST KNOW THE ROAD RULES before you attempt to drive (even 10 metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver’s licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

Mobile Phones and Driving

The use of mobile phones when driving is dangerous, against the law if it’s not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you nine times more likely to be killed in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.
Demerit Points Scheme
The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.

Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)

Licence Requirements
In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

- You remain a temporary overseas visitor
- Your overseas licence remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

(Source: Roads and Traffic Authority, NSW)

Drinking Alcohol and Driving
If you are going to drink alcohol, don’t drive. If you are going to drive, don’t drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. Driving with blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply. If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

Blood Alcohol Concentration (BAC) Levels
The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.
Legal BAC Limits

There are legal limits as to the BAC level permissible if you are driving:

The BAC limit for Queensland is .05

Factors Affecting your BAC

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au.

Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- **For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.
- **For women:** No more than one standard drink in the first hour and no more than one every hour after that.

Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.

Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- **At 0.05%** Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- **At 0.1%** BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- **At 0.15%** your risk increases to 25 times that of driving at 0.00%.

DON’T DRINK & DRIVE!

(Source: Australian Federal Police)
Alcohol, Smoking, & Drugs

Alcohol

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia. For more information visit the Queensland Police Service website: [http://www.police.qld.gov.au/services/drugs/law/03.htm](http://www.police.qld.gov.au/services/drugs/law/03.htm)

Standard Drinks

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

- A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

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

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking! Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person’s drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.

(Source: Australian Drug Foundation)

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

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

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

Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example:

The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe.
A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated.** There is often no reason to be afraid, But – be alert, be aware, and be careful.

**Making New Friends**

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don’t give them any of your personal details like your full name, your phone number or your address. **With people you don’t know well; always arrange to meet them in a public place,** like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time hanging out with other students and people from their own country and culture while they’re in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first,** until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them.** Many crimes against international students are committed by people from their own country.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your **International Student Advisor.**

**Sexual Assault**

Sexual assault is a **criminal offence.** It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
• Be aware of the people around you.
• Respect your intuition.
• If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service. [Please include this information for your area. You may also wish to include an interpreting service]

1. From a public phone or mobile phone, ring the police on 000.

2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
Try to remember everything you can about your attacker.

3. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person, who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

REMEMBER!

WHEN THERES AN EMERGENCY, CALL

000
Section 4 – Starting your studies

19 - Royal Brisbane International College Study Information

Application Procedure

After your initial enquiry RBIC will send you an application pack with information and forms to fill out and return to us as soon as possible so we can assess if you are eligible to undertake your chosen studies.

If you are eligible you will be sent a Letter of Offer accepting you into the college and outlining the steps you will need to take to accept the offer and organise your trip to Australia.

Once you received your Letter of Offer you will need to visit the Australian diplomatic mission in your home country to find out the current information on visa procedures or visit the Department of Immigration and Citizenship (DIAC) website (http://www.immi.gov.au/immigration/) for the latest information.

You should now send us (or provide to our local representative office where you initially lodged your application) the following:

- A completed student application form;
- All of the prerequisites (if any) as explained in our offer of placement letter to you;
- Payment should be in Australian dollars, by international bank draft payable through an Australian bank, and be made payable to the Royal Brisbane International College. You should write your full name on the back of the draft. The amount will have been explained to you in the Letter of Offer. Please familiarise yourself with the RBIC Refunds Policy before making any payments.

Note: You should not send us the tuition fees until you have met all of the pre-requisites.

Once we receive the correct documents and fees we will forward you:

- An electronic Confirmation of Enrolment for Overseas Students (eCoE) which confirms acceptance into your course. You will need to take this to the Australian diplomatic mission in order to obtain your student visa.

Note: eCoE’s will not be issued unless all pre-requisites have been met, and tuition fees and OSHC are paid.

Once you have been granted a students visa:

- Please let us know your travel plans at least three (3) working days in advance of your arrival so we can collect you from the bus station, train station or airport in Brisbane.
- You must arrive before the course start date.

College Dress Code

- All students must dress appropriately while attending RBIC/RBIT’s campuses and field trips. Smart casual wear is appropriate in most cases. At times in your course you may be asked to undertake role plays or simulated work environments, at these times you should attempt to dress accordingly, EG: if you are participating in a simulated business meeting then appropriate business attire should be worn. If you are unsure please check with your teacher. Clothing such as low cut tops, singlets or short skirts are not appropriate wear while attending RBIC/RBIT.
Access and Equity Policy (POL09_2_1)

| Policy Statement | Royal Brisbane International College/Royal Brisbane Institute of Technology believes equity is fundamental to education and strives to ensure that its decision-making processes reflect a commitment to access and equity. Royal Brisbane International College strives to provide non-discriminatory access to services and comparable education and training outcomes by all groups in society. By providing accessible and equitable training programs, employment and services, Royal Brisbane International College students and staff will be able to develop knowledge and skills to enhance life and work opportunities. Royal Brisbane International College/Royal Brisbane Institute of Technology supports government policy initiatives and provides access opportunities whenever possible or alternatively seeks assistance for participants from the relevant agency or department. |
| Purpose | To ensure all students and staff have access to and can provide opportunities to all people regardless of their background, beliefs or physical appearance. |
| Scope | All Royal Brisbane International College students and staff |
| Policy | • It is the spirit and goal of RBIC/RBIT to ensure that all groups in society, irrespective of their age, gender, cultural and ethnic background, and socio-economic status have equal opportunity to become a member of its learning community. • RBIC/RBIT will ensure that its Access and Equity policies are fully implemented and clearly understood by all members of the campus community. • RBIC/RBIT is committed to a policy of equal opportunity in employment and education. • RBIC/RBIT affirms its continuing opposition to unfair discrimination in employment and education on the grounds of age, race, nationality, ethnic origin, qualifications or experience gained outside Australia, sex, pregnancy, marital or family status, political or religious affiliation, physical or intellectual impairment, sexual preference or social or economic circumstances. Such discrimination is inequitable and therefore unacceptable. It is an objective of RBIC/RBIT to: • Continue to consolidate and enhance its positions within the context of equal employment opportunity; • Continue to appoint the best available candidate to any vacant position in RBIC/RBIT, but reserve the right to make no appointment if no candidate is deemed appropriate; • Enhance the operation of the merit principle by eliminating any present unfair discrimination on the grounds listed above, in relation to: o The recruitment, selection and advancement of staff o Employment practices, conditions and benefits (taking into account the requirements of the relevant industrial awards) o Daily routines and organisation or work o Systematic practices which disadvantage by restricting information and access to resources; o Promote equal employment opportunity as an integral part of good management practice. |
• RBIC/RBIT regards as inappropriate the use of written or spoken language, which makes denigrating or irrelevant reference to an individual’s race, or sex or any other characteristic listed in paragraph 2 above.

• Sexual harassment, as described in the *Sex Discrimination Act 1984*, is a form of sexual discrimination, is illegal and formally opposed by RBIC/RBIT.

• RBIC/RBIT will continue its efforts to enhance physical access to campus facilities, for people with disabilities, as resources permit.

• RBIC/RBIT is aware that the ability to communicate effectively in English plays a major role in the work situation, and will endeavour to assist all staff who wishes to do so to have the opportunity to improve their skills in this regard, insofar as resources will permit.

• RBIC/RBIT acknowledges that people who have experienced disadvantage in the wider social system may be affected still by the legacy of past injustice and continuing social inequities. RBIC/RBIT affirms that particular account needs to be taken of their cultural and historical backgrounds when determining measures designed to promote equality of opportunity for these groups, for example, in relation to Aboriginals and Torres Strait Islanders, to people of different national or ethnic origins, and so on.

• Thus it will ensure that members of such groups are consulted in the development of Equal Employment Opportunity policy and practice at RBIC/RBIT.

• RBIC/RBIT will review its practices in relation to the employment of part-time staff to ensure that there is no unfair discrimination, particularly with regard to conditions of service.
# Fees & Refunds Policy (POL09_1_1)

<table>
<thead>
<tr>
<th>Policy</th>
<th>Statement</th>
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<tbody>
<tr>
<td>Royal Brisbane International College / Royal Brisbane Institute of Technology supports the equitable refund of tuition fees to eligible students under the ESOS Act 2000 (as amended in 2010) and National Code 2007</td>
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<table>
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<tr>
<th>Purpose</th>
<th>This policy details the policies and processes by which tuition fees for RBIC/RBIT courses and qualifications are refunded to students.</th>
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<th>Scope</th>
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<th>Policy</th>
<th>Fee Payments</th>
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<td>- Fees <strong>cannot</strong> be accepted from potential students unless they have a signed agreement with RBIC/RBIT</td>
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<td></td>
<td>- All fees for student tuition must be paid prior to course commencement. Payments can be in the form of cash, bank transfer, T/T or EFTPOS. T/T and credit card payments are available for payers paying from overseas. Copy of the T/T document must be forwarded to the accounts. Payers wishing to pay via credit card from overseas must fill out the credit card payment form and forward it to the marketing representative for processing.</td>
</tr>
<tr>
<td></td>
<td>- For students under financial difficulty, instalment payment plans are available. Students must pay the overseas student health cover and teaching material in full and 50% of the tuition fee or $1000 which ever is higher, prior to commencement of the course. The second and last payment must be made within 20 business days from commencement date of course. A nominal rate of interest will apply.</td>
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## General Refund Conditions

- No refunds will be given to students who have not completed at least 6 months of their original course in accordance with Standard 7 of the National Code.
- All refunds reimbursed to students will incur $250 administration fee which will be withheld from the refund amount.
- No refund can be made for accommodation placement, health care cover, or airport pick-up fees.
- If your visa application has been denied, a refund of fees will be made less the administration fee of $250
- If the course is fully booked or cancelled, a full refund of fees will be made without the application of an administration fee.
- Refunds will only be paid to the person or organisation that originally paid the fees. There will be no refunds to third parties.
- No refunds will be given under any circumstances to students who do not abide by the conditions of their visa.
- Students who have paid the guardianship fee but have had their visa application rejected are entitled to a refund of the full amount paid less an administration fee of $250.

## Home Stay

- For home stay fees, if 4 weeks written notice of cancellation is received prior to student’s starting date, a full refund is given less an administration fee of $250
- If less than 4 weeks written notice is provided prior to student’s starting date, a cancellation charge equal to 2 weeks rent will apply less an administration fee of $250.
- After studies have commenced, 2 weeks notice must be given or a cancellation charge equal to 2 weeks rent will apply.
Tuition Fees
- For a refund of tuition fees, you must give written notice of cancellation at least four weeks before your course start date. A $250 administration fee will be withheld.

- If notification of cancellation is given less than 4 weeks before your course start date, a cancellation fee equal to 25% of the full tuition and a $250 administration fee will be withheld.

- No refunds will be given after your studies have commenced.

- Refunds may be granted after commencement if compassionate grounds apply. Compassionate grounds may include:
  - a documented medical condition which prohibits the student from continuing
  - unforeseen family difficulties or circumstances which can be confirmed
  - Political upheaval or natural disaster in home country

Provider Default
- If the course does not start on the notified starting date, or if the course ceases to be provided before it is completed, or if the course is not provided in full due to the failure of the provider students will be provided for under RBIC/RBIT’s membership of the ACPET Overseas Student Tuition Assurance Scheme and/or ESOS Assurance Fund.

- Refunds due to provider default will be paid within 14 days

NB: Anything in the above policy does not remove your right to take further action under Australia’s Consumer Protection Laws or to pursue other legal remedies as necessary.

Payment of Refunds
- Refunds due to cancellation of studies will be processed and paid within 20 working days of receipt of the claim

- Refunds will only be made to the person, agency or organisation that originally paid the fees – no third parties will be paid.

Application for Refunds
- Applications for refund must be made in writing and addressed to:
  
  The Registrar
  Royal Brisbane Institute of Technology
  PO BOX 12998 George Street Post Shop
  Brisbane 4003

- Applications for refund must include the student’s name, course that has been paid for and preferred method of payment for the refund.

Appeals
- All refunds are subject to the Royal Brisbane International College/ Royal Brisbane Institute of Technology Appeals Policy. Appeals must be lodged in writing to the Registrar within 20 working days of the disputed decision.
Non-Academic Complaints and Appeals Policy (POL09_3_1)

| Policy Statement | Royal Brisbane International College/ Royal Brisbane Institute of Technology is committed to providing an inclusive and scholarly teaching and learning environment by taking all necessary actions to resolve complaints relating to any operations of RBIC/RBIT, in a fair and timely manner. |
| Purpose | This policy is designed to ensure that complaints against RBIC/RBIT made by any stakeholders are treated seriously and, if found to be valid, are acted upon to ensure that the interests of all stakeholders are protected to the best abilities of RBIC/RBIT. |
| Scope | All RBIC/RBIT Staff, Students and Stakeholders |
| Policy | • Complaints or Appeals must be lodged in writing and should be addressed to: |
| | **The Registrar**  |
| | Royal Brisbane Institute of Technology  |
| | PO BOX 12998 George St Post Shop  |
| | Brisbane, QLD 4003, Australia  |
| | • All Complaints and Appeals must be lodged within 20 working days of the disputed incident or decision  |
| | • In the event of a complaint being lodged with RBIC/RBIT via written record, RBIC/RBIT staff will draft an incident report based on your complaint.  |
| | • We will commence the process within 10 days of the complaint being logged.  |
| | • When you lodge your complaint with RBIC/RBIT, an internal process will be conducted to resolve the issue and reach a mutually agreeable outcome.  |
| | • A statement of outcome will be issued to the complainant within 20 working days of the complaint being lodged.  |
| | • In the event that the complaint is assessed and a decision was made that the complainant disagrees with they can appeal the decision.  |
| | • It is at this stage an external appeals process can be arranged for you through the Australian Council of Private Education and Training (ACPET) or Overseas Student Ombudsmen for international students. Some charges may apply.  |
| Contact Details for ACPET:  |
| Australian Council for Private Education and Training (ACPET)  |
| PO Box Q1076, QVB Post Office, Sydney NSW 1230  |
| Ph: 1800 657 644 Fax: 02 9264 4550  |
| Email: acpet@acpet.edu.au  |
| Contact Details for Overseas Students Ombudsmen  |
| Overseas Students Ombudsmen  |
| GPO Box 442  |
| Canberra ACT 2601  |
| Australia  |
| Ph: 1300362 072 (from Australia) +61 2 6276 0111 (outside Australia)  |
| PO Box Q1076, QVB Post Office, Sydney NSW 1230  |
| Fax: 02 6276 0123 (Australia); +61 2 6276 0123 (outside Australia)  |
| Email: overseas.students@ombudsman.gov.au  |
| • The complainant will have the right to have a representative present during any negotiations with RBIC/RBIT or its appointed representatives;  |
| • If the matter remains unresolved after a round table discussion then external appeal bodies will appoint an independent mediator within fourteen working days of the round table discussion. |
- The external appeal bodies play no direct role in the actual mediation. It is then up to the mediator, the complainant and RBIC/RBIT to resolve the grievance.
- While complaints and appeals processes are ongoing, your student enrolment will be maintained.
- If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, RBIC/RBIT agrees to implement immediately any decision and/or corrective and preventative action required and advises you of the outcome.
# Academic Progress Monitoring and Intervention Policy (POL09_7_2)

**Policy Statement**
RBIC/RBIT will abide by the guidelines and policies on students academic progression under the approved DEEWR/DIAC course progress policy and as defined in the ESOS Act and the National Code 2007.

**Purpose**
To ensure that students progress satisfactorily through their study programs and maintain RBIC/RBIT’s compliance with the ESOS Act and the National Code 2007.

**Scope**
All RBIC/RBIT VET courses

**Policy**
- Unsatisfactory progress is defined as **not successfully completing or demonstrating competency in at least 50%** or more of the course requirements in a given study period.
- Terms are used as the defined study period.
- Students are required to maintain satisfactory progress throughout their studies.
- RBIC/RBIT will monitor, assess and record the course progress of each student for the course they are enrolled in for each study period, may include:
  - Any students identified by RBIC staff as not making satisfactory progress will be subject to the intervention strategy outlined in the table below.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Person Responsible</th>
<th>Possible actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>40% to 50% of units assessed as Not Yet Competent in a single term</td>
<td>Allocated Classroom Teacher</td>
<td>Discuss issues with students and make general recommendations to help with study outcomes</td>
</tr>
<tr>
<td>50% or more of units assessed as Not Yet Competent in a single term</td>
<td>Allocated Classroom Teacher &amp; Director of Studies</td>
<td>Serious written warning of consequences of poor academic progress as well as assessment of whether studying at the right level. Check if attendance levels have contributed to poor performance. Based on the consultation a formal action plan designed to support studies and assist student to gain competency will be documented and established</td>
</tr>
<tr>
<td>40% to 50% of units assessed as Not Yet Competent in 2 consecutive terms</td>
<td>Allocated Classroom Teacher</td>
<td>Discuss issues with students and make general recommendations to help with study outcomes. Warn student of consequences if they fall below 50% successful completion.</td>
</tr>
<tr>
<td>50% or more of units assessed as Not Yet Competent in 2 consecutive terms</td>
<td>Classroom Teacher and Director of Study</td>
<td>Discuss outcomes of intervention taken in previous period and why it didn’t work. Reassess appropriateness of the level of study being attempted. Serious warning of consequences if no improvement is shown. Establish and document revised action plan designed to improve study outcomes if student shows willingness to improve. Check if...</td>
</tr>
</tbody>
</table>
Attendance levels have contributed to poor performance and as recorded in the student Assessment and Learning Diary. Inform student of intention to report to DIAC for poor academic progress in writing.

| 40% to 50% of units assessed as Not Yet Competent in 3 consecutive terms | Classroom teacher | Discuss issues with students and make general recommendations to help with study outcomes. Check if attendance levels have contributed to poor performance. Warn student of consequences if they fall below 50% successful completion. |

- Strategies for improved academic performance may include:
  - Extra resources to help support studies
  - Prescribed attendance at tutorial sessions for coaching
  - Assistance with time management and study techniques
  - Remedial English Language classes
  - Revised assessment tasks and/or activities
  - Lift attendance rates if below 80%
- Students will be advised that the unsatisfactory course progress in two consecutive study periods could lead to them being reported on PRISMS which may result in the cancellation of their Student Visa.
- RBIC will issue a written notice of intention to report a student for unsatisfactory progress if the intervention process has failed.
- Students will be able to access to the RBIC Academic Complaints and Appeals process (POL09_4_1).
- Appeals can only be made on the following grounds:
  - RBIC/RBIT’s failure to record or calculate a student’s marks accurately
  - Compassionate or compelling circumstances
  - RBIC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- Students will have 20 working days in which to lodge an appeal.
Assessment Policy (POL09_14_1)

<table>
<thead>
<tr>
<th>Policy Statement</th>
<th>RBIC/RBIT is committed to ensuring that all students assessment is processed and marked within the required timeframe and is handled by RBIC/RBIT staff quickly and efficiently.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To ensure all student assessments are processed efficiently so both students and academic staff are able to record and access results accurately and within prescribed timelines.</td>
</tr>
<tr>
<td>Scope</td>
<td>All RBIC/RBIT students and staff</td>
</tr>
</tbody>
</table>
| Policy Assessment Design | • All assessments set by RBIC teaching staff will be designed to provide evidence of competency against prescribed elements of competency as described in the appropriate training package documentation  
  • Assessments will use a variety of methods to allow students to show competency including:  
    • Written responses  
    • Short answer questions  
    • Long answer questions  
    • Multiple choice questions  
    • Formal examinations  
    • Observation  
    • Professional discussions  
    • Presentations  
    • Group activities  
    • Vocational Placement |
| Communication    | • All assessments will be approved by the RBIC/RBIT Director of Studies (or a delegate) before being used in the delivery of a course.  
  • All assessment items will be communicated to students at the beginning of a course so they are aware of the assessment requirements of the entire course on commencement.  
  • Teaching staff will fully inform students of their responsibilities in regard to submitting assessments with the required documentation in the required timeframe. |
| Submission       | • All assessments must submitted on or before the due date communicated by the teaching staff or a result of Not Yet Competent will be recorded  
  • If an assessment is first submitted after the due and without an extension being approved this will be considered the second submission  
  • Students may seek an extension to this due date if there are exceptional circumstances, such as illness, which may have prevented them from submitting the assessment on the due date  
  • All assessments must submitted using the approved coversheet with all the required fields filled out.  
  • Assessments submitted without the required cover sheet will not be accepted  
  • Assessments must be submitted to the reception desk for processing  
  • Assessments may be submitted directly to teaching staff with the required cover sheet completed  
  • Assessments will not be accepted if emailed or faxed to the college unless prior approval has been given  
  • It is the students responsibility to ensure that the assessment submission meets the requirements of the Assessment Policy (POL09_14_1)  
  • It is the students responsibility to maintain a copy or backup of all assessments submitted to RBIC |
• It is the students responsibility to ensure they receive a receipt (from the bottom of the cover sheet) for their assessment submission
• It is the students responsibility to keep the assessment receipt until the final result has been given.
• Student may be asked to redo any assessment which cant be located for which no assessment receipt can be produced.
• All submission of documentary evidence required for Vocational Placement must be made according to the procedure.

Extensions
• Student may apply to the Director of Studies for an extension to the due date if they are unable to meet the submission deadline due to causes outside of their control
• Applicants must use the ‘Application for Extension’ form available at the Helpdesk.
• Applications can only be accepted before the due date of the assessment and must be supported by documentary evidence
• Extensions will only be granted on the following grounds:
  • Medical condition
  • Compassionate / compelling circumstances
  • Religious observance
  • Civic or community duties
• Work or recreational commitments are not considered grounds for an extension

Marking
• All assessments will be marked by a qualified teacher with expertise in the content area
• Results will be recorded and stored by RBIC using college approved methods
• Results will normally be made available to students within 2 weeks of submitting the assessment

Resubmission
• If a student is found to be Not Yet Competent for an assessment they will have the opportunity to resubmit the work after receiving feedback from the teaching staff
• Resubmission must be made within 2 weeks or receiving the Not Yet Competent result
• Students may resubmit work no more than 3 times before being marked as Not Yet Competent for the unit and have to resit the unit to gain competency
• No assessments or resubmissions will be accepted more than six weeks after the completion of delivery of that course
• Students who fail to submit all assessments before the end of the six week period, after course has been completed, will be marked as Not Yet Competent and have to resit the entire unit to achieve competency.

Appeals
• All RBIC assessment results may be appealed under the Colleges Academic Appeals Policy (POL_4_1).
• Appeals must be made in writing no more than 20 working days from the time of the disputed action
## Academic Honesty Policy (POL09_19_1)

<table>
<thead>
<tr>
<th>Policy</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBIC/ RBIT</td>
<td>is dedicated to ensuring that all students are honest in their academic dealings with the college and that all students are aware of the consequences of academic dishonesty.</td>
</tr>
</tbody>
</table>

| Purpose | This policy has been designed to ensure that all students are fully aware of the consequences of dishonest academic dealings and the process that will be used to determine and act on cases of academic dishonesty. |

| Scope | All RBIC students and academic staff |

<table>
<thead>
<tr>
<th>Policy</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All students are encouraged to act honestly in their academic practice and not engage in any dishonest academic activities</td>
<td></td>
</tr>
<tr>
<td>• Students that are found to have acted dishonestly will be dealt with under the colleges Misconduct and Discipline Policy (POL09_6_1)</td>
<td></td>
</tr>
<tr>
<td>• Students who are found to have been seriously dishonest or have continued dishonest activities after a warning may be expelled from the college</td>
<td></td>
</tr>
<tr>
<td>• All decisions made under this policy are subject to appeal under the college’s Academic Appeals Policy (POL09_4_1)</td>
<td></td>
</tr>
</tbody>
</table>

### Plagiarism
Plagiarism is the presentation of someone else work as your own. It can take a number of forms and can be done intentionally or as a result of poor referencing. Plagiarism can include:
- Copying things directly from the Internet, book or other source without a reference
- Copying another student's work and submitting it as your own
- Getting someone else to do work for you and submitting it as your own

It is taken for granted that assignments give evidence of background reading, intelligent criticism, keen observation and the development of a line of argument to support any particular stance adopted. It is also assumed that, unless explicitly stated otherwise, each assignment is totally the work of the individual submitting it and is produced specifically for the subject in question.

Plagiarism is considered Misconduct and will be dealt with under the College’s Misconduct & Discipline Policy (POL09_6_1)

### Cheating
Cheating is the unauthorised use of support materials and/or copying of another student's work while undertaking an exam, quiz or in class activity.
- If caught cheating a student will be immediately removed from the classroom.
- In serious cases of cheating or if a student has received an official warning for cheating in the past students will be expelled from the college.
- If it is a first offence of minor impact you maybe asked to sit a supplementary exam or assessment activity.
- Cheating is considered Misconduct and will be dealt with under the College’s Misconduct & Discipline Policy (POL09_6_1)

### Appeals
All decisions made under this policy are subject to the Academic Appeals Policy (POL09_4_1)
Misconduct and Discipline Policy (POL09_6_1)

<table>
<thead>
<tr>
<th>Policy Statement</th>
<th>This policy outlines the responsibilities of all RBIC/RBIT students in the way they conduct themselves at the RBIC/RBIT campus and surrounding area.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To enable RBIC/RBIT to investigate and act on report of misconduct in a fair and equitable manner.</td>
</tr>
<tr>
<td>Scope</td>
<td>All RBIC/RBIT students</td>
</tr>
</tbody>
</table>

**Definition of Misconduct**

A student is guilty of misconduct if the student -

1. Wilfully disrupts or obstructs any teaching or related activity, examination, official meeting, ceremony or other activity of RBIC/RBIT.
2. wilfully obstructs, or attempts to obstruct or deter a RBIC/RBIT member of the staff in the performance of their duties
3. wilfully interferes with the freedom of movement within RBIC/RBIT of any staff, students, clients, guests or visitors
4. wilfully interferes with the freedom of speech within RBIC/RBIT of any staff or students or of any speakers with a legitimate invitation to speak
5. wilfully, recklessly or negligently engages in conduct which results in or involves injury to any person or loss or destruction of, damage to or interference with any premises, facilities or property
6. enters a part of RBIC/RBIT’s premises to which entry is prohibited or to which entry is permitted only with authority
7. unlawfully assaults, or attempts to assault, a person on RBIC/RBIT’s premises
8. wilfully damages or wrongfully deals with property of RBIC/RBIT or property of a person within RBIC/RBIT’s premises
9. cheats, acts dishonestly or unfairly or assists another person to cheat or act dishonestly or unfairly, or attempts to do so, at or in connection with an examination, test, assignment or other means of academic assessment conducted by or on behalf of RBIC/RBIT in an attempt to gain academic credit, plagiarises the work of another
10. without lawful authority, obtains access to or alters or attempts to gain access to or to alter, a document or record, kept by RBIC/RBIT, whether kept in hard copy, electronic or other form
11. without lawful authority, downloads software to a RBIC/RBIT computer or other device
12. knowingly makes a false representation with respect to a matter which relates to themselves as a student
13. without lawful authority, discloses to a person information relating to the student knows, or ought to reasonably know, to be confidential fails to comply with a reasonable direction given by a member of RBIC/RBIT staff who has, prior to giving the direction, identified themselves to the student as a member of staff
14. fails to disclose their name and address or to produce evidence of identity where required to do so by a RBIC/RBIT staff member who is making, in the course of duty, an enquiry or investigation to which the identity of the student is relevant, or needs to know the student’s identity for the purposes of a report to be made to a senior manager
15. contravenes or fails to comply with a RBIC/RBIT policy
16. fails to comply with or observe a requirement, suspension or exclusion imposed on the student under a RBIC/RBIT policy
Process

1. Upon becoming aware of the student’s failure to comply with RBIC/RBIT regulations, a member of the RBIC/RBIT staff will verbally advise the student of their failure to comply and any steps necessary to rectify the problem;

2. If the misconduct is considered serious students may be expelled from RBIC/RBIT immediately.

3. Students are able to appeal their expulsion under RBIC/RBIT’s Non-academic Complaints Policy (POL09_3_1)

4. If the student fails to comply with the mentioned regulation following the intervention by the RBIC/RBIT staff member, RBIC/RBIT will issue the student with a warning letter to advise them of their continued non-compliance and the action to be taken;

5. RBIC/RBIT may suspend from the classes for a period of one business day which the student will be required to catch up on in their own time.

6. If after a 1 day suspension, the student still fails to comply with the mentioned regulation, the suspension period will extend to a week which the student will be required to catch up on in their own time.

7. If after a 1 week suspension the student still fails to comply with the mentioned regulation, the student will be issued with a letter asking them to leave the college within 7 days.

8. Students are able to appeal any decision made under the Misconduct and Discipline Policy under RBIC/RBIT’s Non-academic Complaints Policy (POL09_3_1)

9. There will be no refund of course fees whatsoever when students are expelled from the college under such circumstances. International students will also be subject to further action by DIAC, including potential cancellation of student visa.
### Academic Appeals (POL09_4_1)

| Policy Statement | Royal Brisbane International College/ Royal Brisbane Institute of Technology is committed to providing an inclusive and scholarly teaching and learning environment by taking all necessary actions to resolve complaints relating to the academic operations of RBIC/RBIT, in a fair and timely manner. |
| Purpose | To demonstrate a clear commitment to the acknowledgement and proper handling of all Academic grievances and subsequent appeals relating to the academic programs delivered by RBIC/RBIT |
| Scope | All RBIC/RBIT Staff and Students |
| Policy Grounds for Lodging an Academic Grievance | There are only four grounds for lodging an academic grievance: |
| | - Performance in an assessment suffered through illness or other factors which the student was unable or, for valid reasons, unwilling, to disclose before the results were awarded. A grievance under such grounds will normally be dismissed unless an acceptable explanation is given for not presenting the extenuating circumstances in advance of the results having been awarded. |
| | - An assessment was not conducted in accordance with the approved RBIC/RBIT program guidelines. |
| | - There was a material administrative error in the conduct of an assessment or other academic decision. |
| | - Some other material irregularity occurred in making an academic decision. |
| Students should also note that: | |
| | - Complaints or appeals must be made in writing no more that 10 working days after the alleged incident. |
| | - Academic grievances may only be made against formal published decisions - not against informal marks or grades which have yet to be approved. |
| | - RBIC/RBIT will not accept academic grievances based on a claim by the student that they did not know or fully appreciate the assessment regulations and procedures, or that they were unaware of the grievance procedure, or their rights and responsibilities. |
| Process | |
| | - The complainant will be given the opportunity to present their case in writing and in person; |
| | - All matters arising shall be accurately documented and recorded. Records shall be maintained for a minimum period of five years and treated as confidential in accordance with RBIC/RBIT’s, Privacy Policy; |
| | - A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached; |
| | - The complainant will have the right to have a representative present during any negotiations with RBIC/RBIT or its appointed representatives; |
| | - The complainant will not be required to meet any costs associated with lodging a grievance, provided the procedures contained herein are adhered to; |
| | - The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines. |
| | - In the event that the complaint is assessed and a decision was made that the complainant disagrees with you can appeal the decision. |
It is at this stage an external appeals process can be arranged for you through the Australian Council of Private Education and Training (ACPET) or Overseas Students Ombudsman.

Contact Details for ACPET:
Australian Council for Private Education and Training (ACPET)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Ph: 1800 657 644 Fax: 02 9264 4550
Email: acpet@acpet.edu.au

Contact Details for Overseas Students Ombudsman
Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
Australia
Ph: 1300362 072 (from Australia) +61 2 6276 0111 (outside Australia)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Fax: 02 6276 0123 (Australia); +61 2 6276 0123 (outside Australia)
Email: overseas.students@ombudsman.gov.au

- If the matter remains unresolved after a round table discussion then ACPET or Overseas Students Ombudsman will appoint an independent mediator within 14 working days of the round table discussion.
- ACPET or Overseas Students Ombudsman plays no direct role in the actual mediation. It is then up to the mediator, the complainant and RBIC/RBIT to resolve the grievance.
- While complaints and appeals processes are ongoing, your student enrolment will be maintained.
- If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, RBIC/RBIT agrees to implement immediately any decision and/or corrective and/or preventative action required and advises you of the outcome and advises you of the outcome.

Note for Skills Recognition and RPL: Students should make an appointment to see the Director of Study before completing an application for Cross Credit or RPL.
Mutual Recognition and Recognition of Prior Learning Policy (POL09_11_2)

Policy Statement
RBIC/RBIT recognises AQF qualifications and Statements of Attainment issued by other accredited Registered Training Organisations in accordance with the requirements of the SNR23.2 Standards for NVR Registered Training Organisation-Recognition of qualifications issued by other Registered Training Organisations.

RBIC/RBIT will grant an RPL result where prior learning is assessed as equivalent to the content and learning outcomes prescribed for units within that qualification. RBIC/RBIT will grant a result of Credit Transfer for a unit where a student can provide evidence that they have successfully completed that unit at another institution.

Purpose
To ensure students who have undertaken both formal and informal studies can gain recognition of the skills and knowledge they have gained.

Scope
All RBIC/RBIT staff and Students

Policy
Mutual Recognition and Cross Credit

- RBIC/RBIT recognises AQF qualifications issued by other accredited Registered Training Organisations and other accredited education providers in Australia.
- RBIC/RBIT will recognise the decisions of all States and Territories in registering a training organisation and in accrediting a course where no relevant training package exists.
- In addition RBIC/RBIT will formally recognise qualifications that have been recognised by National Office of Overseas Skills Recognition of Australia.
- Students may apply for Cross Credit Transfer where they have successfully completed identical units of study previously. Student must be able to show documentation, such as ‘Statements of Attainment’ to confirm the equivalency.
- If Credit Transfer is granted to an international student prior to commencement (and issue of the eCoE), the eCoE must be issued with the reduced length of study time.
- If Credit Transfer is granted after issue of eCoE and/or commencement of student, a Course Variation must be issued (via PRISMS) advising of the reduced study time.

Recognition of Prior Learning (RPL)

- RBIC/RBIT recognises that students may have gained a range of competencies, skills and knowledge from a variety of informal sources including, work experience, life experience and unaccredited studies.
- RBIC/RBIT will only assess RPL applications once a student has been admitted to the program and the appropriate RPL fees have been paid ($500 per subject).
- RPL can only be granted for a complete unit of study – partial RPL is not applicable.
- RPL applications will be assessed by the Director of Studies in conjunction with content experts if appropriate.
- RBIC/RBIT will provide the student with written confirmation of the RPL and or Cross Credit assessment outcome on the RPL/Cross Credit form and or by email for acceptance by the student.
- If RPL is granted after issue of eCoE and/or commencement of student, a Course Variation must be issued (via PRISMS) advising of the reduced study time.

Appeals

- If students are not satisfied with the outcome of the RPL process they may appeal within the 20 working day appeals period following the assessment outcome advice. See the Academic Complaints and Appeals Policy (POL09_4_1).
### Admissions Policy (POL09_10_1)

| Policy Statement | RBIC/RBIT is committed to providing an equitable admissions and enrolment process. While most students will gain admission through established pathways RBIC/RBIT recognises the need to maintain a flexible approach the admissions to encourage students from a variety of backgrounds to apply. |
| Purpose | To ensure RBIC/RBIT has a fair and equitable admissions process which does not disadvantage any students who are seeking entry into formal training and education. |
| Scope | RBIC/RBIT Staff and prospective students. |
| **Policy** | • All applications for admission to RBIC/RBIT will be assessed against criteria such as level of schooling, previous qualifications, level of English proficiency (as measured by IELTS, TOEFL or equivalent scale)  
  • All enrolments shall be confirmed in writing by RBIC/RBIT or an authorised representative.  
  • Payment of tuition fees is outlined in the admission application form. It is the applicants (and the parent / guardian who has signed the application form) responsibility to read and understand the conditions of the RBIC/RBIT refund policy. Tuition fees may be altered at any time with appropriate written notice.  
  • Standard 2 and 3 of the National Code 2007 requires all students (or the student’s parent or legal guardian if the student is under 18 years of age) enrolled with RBIC/RBIT to enter into written agreements with RBIC/RBIT before, or at the same time, as they give the course money to the provider. The written agreement must be signed or otherwise accepted.  
  • The applicant (and the parent / guardian who has signed the application for admission form) must acknowledge that they have read and understood the “Refund Policy (POL09_1_1)” outlined in the Application Form and available on our website.  
  • The applicant (and the parent/guardian who has signed the application for admission form) must acknowledge that they have read and understood the “Complaints and Appeals Policy (POL09_3_1).”  
  • The student is responsible to ensure that RBI/RBITC is informed of any change of address, within 7 days of the change occurring, to ensure visa conditions are met, and for the purposes of mailing results or notifications. This is a requirement under your Student Visa entry into Australia.  
  • The student (and the parent / guardian who has signed the application form) agree to authorise RBIC/RBIT to call for medical treatment in circumstances where RBIC/RBIT or its staff deem it necessary. RBIC/RBIT will not be held liable for any expense, loss or damage for such medical intervention.  
  • The student is required to maintain their health insurance whilst studying in Australia. They must ensure that they have adequate health care cover after the course has finished. The student may be liable for any expenses occurred that may result in treatment at any hospital or medical services provided. RBIC/RBIT does not accept any liability if a student does not have adequate health care cover. |
• The student is advised to contact their health care provider and arrange health care cover that would cover them outside of their course duration.

• If students have any special needs concerning the delivery / assessment on the program they will have the opportunity during the induction process to complete the appropriate form. It is a requirement that they keep RBIC/RBIT informed about any illness that they may have that may adversely affect their studies at the college.

• If students require any special assistance for entry to RBIC/RBIT courses they should address this issue prior to the commencement of studies.

• If a student is here on a Centrelink funded course or here under mutual obligation they are required to meet all course requirements. In the case of non-attendance then their Job Network Member will be notified and a breach notice may occur. In the case of a first breach payments may be reduced and or cancelled. The student should contact the Job Network Member or Centrelink office for additional information relating to requirements for undertaking study. Centrelink can be contacted on 132850 to discuss mutual obligation requirements.

English language Requirements

• Any student for which English is a second language must meet the IELTS (or equivalent) requirements for entry into their chosen course. IELTS equivalence may be judged through similar measures, such as TESOL, Educational Qualifications or work experience. The table below provides a guide to IELTS and the accepted English Test Score for the entry into RBIT’s programs

<table>
<thead>
<tr>
<th>Qualification level</th>
<th>IELTS Level</th>
<th>TOEFL (iBT)</th>
<th>PTE Academic</th>
<th>CAE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate I</td>
<td>3.5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate II</td>
<td>4</td>
<td>31</td>
<td>29</td>
<td>32</td>
</tr>
<tr>
<td>Certificate III</td>
<td>4.5</td>
<td>32</td>
<td>30</td>
<td>36</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>5</td>
<td>35</td>
<td>36</td>
<td>41</td>
</tr>
<tr>
<td>Diploma</td>
<td>5.5</td>
<td>46</td>
<td>42</td>
<td>47</td>
</tr>
<tr>
<td>Advanced Diploma</td>
<td>5.5</td>
<td>46</td>
<td>42</td>
<td>47</td>
</tr>
<tr>
<td>Voc. Graduate Certificate</td>
<td>5.5</td>
<td>46</td>
<td>42</td>
<td>47</td>
</tr>
<tr>
<td>Voc. Graduate Diploma</td>
<td>6</td>
<td>60</td>
<td>50</td>
<td>52</td>
</tr>
</tbody>
</table>
Under 18 Procedure (PROC10_23_1)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>20100326 - POL10_13_2 - Under 18 Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>Marketing /Administration Staff</td>
</tr>
</tbody>
</table>

**Process**

RBIC/RBIT will no longer enrol students under 18, however if this situation should change in the future and a student under 18 starts a course, the following procedure will be implemented according to RBIC/RBIT’s Under 18 Policy and National Code Standard (NCS) standard 5.

**Step 1**

The staff member who enrolls a student under 18 is required to contact the student and confirm the accommodation address details before enrolling the student at RBIC/RBIT.

**Step 2**

An authorized staff member will visit the student’s guardian who must be a parent/legal guardian or relative who is over 21 and inspect the accommodation to ensure it is appropriate before enrolling the student at RBIC/RBIT.

**Step 3**

The Welfare Accommodation Form (Students under 18) must be signed by the guardian to meet the requirements of the Confirmation of appropriate Accommodation and Welfare (CAAW).

Where an under 18 student is currently enrolled at RBIC/RBIT and that student has a visa which covers multiple courses, RBIC/RBIT is responsible for accommodation and welfare arrangements of the currently enrolled nominated period.

**Step 4**

The guardian’s driving licence, Passport Visa/Certificate of Citizenship/Visa of Permanent Residency must be photocopied and signed by the staff member as true copies of the original. A copy of a Blue Card and a certified document of family relationship will also be provided.

**Step 5**

The Staff member can enrol the student under 18 in the course at RBIC/RBIT.

**Step 6**

The staff member must contact the student and the guardian on a regular basis to ensure the student receives proper accommodation and welfare during the course duration plus seven days, this procedure remains until the student turns to 18 years of age.

**Step 7**

Where a student enrolment is terminated, suspended or cancelled the staff member will continue to check arrangements until the student leaves Australia or other suitable arrangements are made that meet regulations.

**Step 8**

Where RBITC/RBIT no longer approves of the accommodation and or welfare of the student under 18 RBITC/RBIT will report this to DIAC using the pro forma letter available through PRISMS as per National Code (Standard 5.1)
| Policy Statement | This policy outlines the responsibilities of RBIC/RBIT to check the suitability of students’ accommodation, support and general welfare for students that are under 18. |
| Purpose | To ensure RBIC/RBIT is compliant for checking the suitability of the accommodation, support and general welfare of students that are under 18. |
| Scope | All RBIC/RBIT students that are under 18 years of age. |

**Policy**

- Students under 18 years of age that hold a student visa must have an approved accommodation and welfare arrangement.
- Adequate welfare arrangements must be in place for the length of the student visa or until the student turns 18.
- Criteria to arrange welfare must be a parent/legal guardian or relative who is over the age of 21 and has a good character or an education provider.
- Education providers need to complete a Confirmation of Appropriate Accommodation and Welfare letter if student has asked the provider to arrange welfare.
- Students must get approval from the education provider if students change their arrangements.
- RBIC/RBIT will advise DIAC as soon as students have changed accommodation or the registered provider no longer approves of the arrangement.
- RBIC/RBIT will notify the relevant providers where accommodation and welfare arrangements no longer meet the suitability requirements.
- Where RBIC/RBIT has taken on the responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under 18 under the National code Standard 5.1, and the student has a visa that covers multiple courses, RBIC/RBIT will be responsible for approving arrangements for the student’s accommodation, support and general welfare during the nominated period.
- Where packaged courses are offered RBIC/RBIT will review arrangements with other providers regarding the scope of responsibility for welfare arrangements.
- Where the student’s enrolment has been terminated, suspended or cancelled RBIC/RBIT will continue to check the suitability of arrangements for that student until:
  - the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student’s accommodation, support and general welfare arrangements;
  - the student leaves Australia;
  - other suitable arrangements are made that fully meet migration regulations or
  - RBIC/RBIT reports under the National Code (Standard 5.1) that it can no longer approve of the arrangements for the student.
## Issue of Confirmation of Enrolment Policy (POL09_15_1)

| Policy Statement | RBIC/RBIT will issue an electronic confirmation of enrolment (eCoE) when a student has accepted an offer of a place in a RBIC study program. The eCoE will only be issued if the student has met the entry requirements for the course applied for and has meet their obligations as outlined in the policy below. |
| Purpose | To ensure eCoE’s are only issued to students that have accepted a place at RBIC and meet the entry requirements for students entering their chosen area of study. |
| Scope | All RBIC/RBIT Admin staff, potential students- and Education Agents |
| Policy | - Potential students must complete a RBIC/RBIT Application Form and submit it to RBIC for assessment before an offer of a place at the college can be made.  
- Incomplete application forms will not be accepted and will be returned to the applicant or their agent for completion.  
- Applications will not be accepted if supporting documentation such as certified copies of transcripts of results, test scores and/or certified copies of completed qualifications are not included.  
- Upon acceptance of the application RBIC/RBIT will provide the potential student with an Acceptance Kit which will include the student handbook, relevant policies,  
- Acceptance of Offer Declaration form and an invoice for the required tuition fees.  
- Upon receipt of the signed Acceptance of Offer Declaration Form and a minimum payment of 50% of tuition fees, RBIC will issue an electronic eCoE  
- All eCoE’s will be issued within a minimum of 48 hours after receiving the signed ‘Acceptance of Offer Declaration’ and required fees.  
- All fees paid will be subject to the College’s Fees and Refunds Policy (POL09_1_1) which will be supplied as part of the Application Pack.  
- If a student wishes to withdraw their acceptance of a place at RBIC after an eCoE has been issued a $250 Administration Fee shall be withheld as per the RBIC Fees and Refunds Policy (POL09_1_1)  
- This process is subject to appeal through the College’s Non-academic Complaints Policy (POL09_3_1) |
Deferment, Cancellation & Suspension Policy (POL10_12_1)

| Policy Statement | RBIC/RBIT will maintain a Deferment, Cancellation and Suspension policy consistent with the ESOS Act 2000 (as amended in 2010) and National Code 2007 and provide for students who have to defer studies due to compassionate or compelling circumstances. |
| Purpose | To ensure all students are aware of the Deferment, Suspension and Cancellation Policy and provide for deferment in the appropriate circumstances. |
| Scope | All RBIC/RBIT students |
| Policy | Deferment |
| | • Deferment may be requested by a student by completing a written application before the commencement of the course. |
| | • Students have the option to request a deferment of their studies on the ground of compassionate and compelling circumstances as outlined in Standard 11.9 of the National Code 2007, which includes: |
| | • serious illness or injury where a medical certificate states that the student was unable to attend classes |
| | • bereavement of close family members such as parents or grandparents |
| | • major political upheaval or natural disaster in the home country requiring emergency travel |
| | • a traumatic experience which could include involvement in, or witnessing of, a serious accident or crime. |
| | • Students must inform the college to notify of their absence as soon as possible under the circumstances. |
| | • Students must apply to the college in writing for deferment within 10 working days of a verbal notification |
| | • Students that fail to inform the college of their proposed deferment may be marked absent which could affect their Visa Status (see Attendance Policy (POL09_9_1)) |
| | • Students will be informed that deferment of enrolment may affect his or her student visa. |
| | • The deferment of studies will be communicated the DEEWR through PRISMS within 14 days of the approval for deferment. |
| Policy | Cancellation |
| | • Students are permitted to transfer their enrolment to another provider within the first 6 months of study at RBIC/RBIT under certain limited circumstances including: |
| | Where the original provider or course has ceased to be registered or has had a sanction imposed on its registration, or a direction by a government agency, or for academic or compassionate and compelling personal grounds considered reasonable by RBIC/RBIT, or it is found to be in the best interests of the student, |
| | • A student may transfer to another provider if a letter of offer from the new is provided |
| | • There is no refund of fees for students transferring to other providers |
| | • A student may cancel their enrolment at anytime to return to their home country which will trigger the cancellation of their CoE. |
| | • Cancellations will be communicated to DEEWR through notification on PRISMS within 14 days of receiving the cancellation request |
| | • No refund is given for a cancellation once a student has commenced studies unless there are compassionate grounds (See Fees & Refunds Policy – POL09_2_1) |
Suspension

- A student maybe suspended from the College if misconduct has been found (See Misconduct & Discipline Policy POL09_6_1)
- A student may also request suspension of the enrolment after the course commencement on the ground of compassionate and compelling circumstances as outlined in Standard 11.9 of the National Code 2007, which includes:
  - serious illness or injury where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents or grandparents
  - major political upheaval or natural disaster in the home country requiring emergency travel
  - a traumatic experience which could include involvement in, or witnessing of, a serious accident or crime.
- If a student is suspended for more than 28 days their CoE maybe cancelled
- Suspensions may be appealed under the College’s Appeals Policy (POL09_4_1)

Deferment, Cancellation & Suspension Procedure (PROC09_12_1)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Deferment, Cancellation &amp; Suspension Policy (POL_12_1), Non-academic Complaints Policy (POL09_3_1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>Administration Staff, Registrar</td>
</tr>
</tbody>
</table>

**Process**

**Deferment**

**Step 1**
To defer their studies students must complete a ‘Student General Request’ form and check the ‘Apply for Leave’ box and provide an explanation of why they wish to defer their studies.

**Step 2**
A meeting must be organised with the Director of Studies to discuss the reasons for deferment and the need to discuss it with an immigration agent if successful to determine its impact on their Visa’s

**Step 3**
If deferment is approved then the student must be reported as ‘Deferred’ on PRISMS with 14 days of the approval being accepted. This is indicated on the form and placed on the student file. This should be communicated in writing to the student.

**Step 4**
If the request is denied then the details are recorded on the form and put on the student file. The student’s right to appeal the decision is explained to the student.

**Cancellation**

**Step 1**
The student must complete a ‘Student General Request’ form and indicate that they wish to cancel their studies.
Step 2
The student must be told of the impact cancellation might have on their Visa and that we are required to report it on PRISMS as well as the application of the Fees & Refunds Policy to any fees that they might have paid. Indicate that they will need to fill out a ‘Student General Request’ form indicating the request for a refund.

Step 3
Report the student as ‘Cancelled’ on PRISMS within 14 days.

Suspension

Step 1
Student can be suspended as a result of misconduct or temporary cessation of enrolment due to the compelling and compassionate grounds.

For the students identified to have the issue of misconduct, the period of suspension will be determined by the Discipline Committee who heard the misconduct case. Students must be informed of the intention to suspend their studies in writing.

This communication must also provide information on the Appeals & Complaints process if they wish to access it. This letter should also indicate RBIC’s intention to report the suspension on PRISMS after the appeal period has ceased. A copy of this letter must be included on the students file.

For the students on the temporary cessation of enrolment, relevant documents must be provided to support the reason for the suspension. These might include but not limited to:

- medical certificate states that the student was unable to attend classes
- bereavement documentation of close family members such as parents or grandparents

Step 2
If the student appeals the Suspensions on the ground of misconduct then the Appeals & Complaints Policy and Procedure applies. If the student does not appeal the suspension then they must be reported on PRISMS as suspended.

Step 3
Communication must be sent to the student at the conclusion of the suspension informing them of the need to continue with their studies and the dates and times of the next class they can attend.

Step 4
All documentation and communication must be filed with the students information
# Student Transfer Request Policy (POL10_17_1)

<table>
<thead>
<tr>
<th><strong>Policy</strong></th>
<th><strong>Statement</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose</strong></td>
<td>To ensure the student transfer process meets the National Code and complies to RBIC/RBIT policies on Fees &amp; Refunds (POL09_1_1) and the Admission Policy (POL09_10_1)</td>
</tr>
<tr>
<td><strong>Scope</strong></td>
<td>All RBIC Students and administration staff</td>
</tr>
<tr>
<td><strong>Policy</strong></td>
<td>- RBIC/RBIT will not knowingly enrol a student wishing to transfer from another registered providers course prior to completing six months of his or her principal course of study, OR Transfer their enrolment to another provider within the first six months of commencing an RBIC/RBIT course except under the following limited circumstances: Where the original provider or course has ceased to be registered or has had a sanction imposed on its registration, or a direction by a government agency, or for academic or compassionate or compelling personal grounds considered reasonable by RBIC/RBIT, or it is found to be in the best interests of the student, - Students must provide a Letter of Offer from the other provider before a letter of release can be granted. - If student satisfies the above criteria and the transfer is approved by Senior Management RBIC/RBIT will provide a letter of release at no cost to the student within 10 working days. - The letter of release must advise the student to contact DIAC and inform them of the change in providers as a new Student Visa may need to be issued. - RBIC Administration staff will notify DEEWR of the change to the student’s studies via PRISMS within 14 days of processing the request. - A letter of release may not be granted if the student is assessed as having not made satisfactory progress and or attendance or if all course fees have not been paid or transfer is considered detrimental to the student’s best interests. - If the student is under 18 they must also have a letter from their parent, guardian or nominated relative supporting the transfer. - If a letter of release is refused the student may appeal the decision under the colleges Non-academics Complaints Policy (POL09_4-1). - A full record of the application for transfer and resultant decisions must be kept on the student file. - There is no refund of fees if a student transfers to another provider after the course commences (see Fees &amp; Refund Policy POL09_1_1) unless extenuating circumstances are proven.</td>
</tr>
</tbody>
</table>
# Student Transfer Procedure (PROC09_17_2)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Student Transfer Policy (POL09_17_1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>Administration Staff</td>
</tr>
<tr>
<td><strong>Process</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Step 1</strong></td>
<td>Students should be informed of the student transfer policy (POL09_17_1) prior to enrolment and during the orientation process.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Students who have been issued an eCoE from RBIC/RBIT will not be permitted to transfer to another college in the first six (6) month of their studies unless exceptional or compassionate circumstances apply.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>All applications for transfer must be approved by Senior Management before a letter of release is issued.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>If an application for transfer is approved a letter of release must be provided to the student using the Letter of release template. Student must be informed that their eCoE from RBIC/RBIT will be cancelled and that they must have a new eCoE issued by their new provider.</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td>Once the letter of release has been issued then the student’s eCoE must be cancelled on PRISMS.</td>
</tr>
<tr>
<td><strong>Step 6</strong></td>
<td>Put all relevant documentation and communication on the students file.</td>
</tr>
</tbody>
</table>
### Online Study Policy (PROC09_21_1)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Online Study Policy (POL09_21_1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>Academic &amp; Administration staff</td>
</tr>
<tr>
<td>Process</td>
<td></td>
</tr>
</tbody>
</table>

**Step 1**
The units available for online study in each qualification will be identified by the Director of Studies and communicated to relevant administration, technical and teaching staff.

**Step 2**
Prior to the commencement of any subject that contains online units the administration staff member will enrol students enrolled in the subject into the designated online unit. A designated administration staff member will be allocated to manage the allocation of online units. They will also be responsible for ensuring that suitable numbers of units are available for allocation. This can be monitored through the online system.

**Step 3**
The Username (student number) & password will be sent to the students email address along with instructions on logging into the online site. A confirmation email will be requested to ensure that students have received the required information.

**Step 4**
Teaching staff taking the subject that contains online units will ensure that all students enrolled in the subject have received the access information and have been able to access to online site. Any students identified who have not received the information or have had problems trying to access the online site will be reported to administration so corrective action can be taken.

**Step 5**
Teachers allocated to online units will regularly monitor (at least once a week) student access to the online system and assess any work that has been completed by students. Feedback on work shall be provided and students assessed as Not Yet Competent will be given guidance on how to achieve competency within the required timeframes.

**Step 6**
If students are identified that have not accessed the online system, or have accessed the online system but have not submitted any assessments, then the allocated teacher will discuss the issue with them to develop strategies designed to improve student performance.

**Step 7**
Results from online study must be collated and given to administration staff to be recorded on the RBIC/RBIT TQM system.
POL10_24_1: Non-payment of Fees Policy

**Policy Statement**
This Policy is designed to ensure students who do not pay the required student fees to RBIC/RBIT as directed are dealt with fairly and equitably through the process of collecting fees.

**Purpose**
This policy describes the possible impact of non-payment of fees on a student’s studies and visa status.

**Scope**
All RBIC/RBIT Students and Administration staff

**Policy**
Students will be invoiced when fee payments are due. The invoice will include the amount of the payment and the payment due date which must be met. If a student does not pay the required fees by the due date this will be considered an outstanding debt.

Where a student has been invoiced and there is an outstanding debt this is considered misconduct by the student and a Final Notice and/or email will be issued within two weeks of the original invoice communicating the timeline for payment of the outstanding debt. Students with outstanding fees will be informed that if they make no further payment or do not contact the College concerning their debt in the designated timeframe, their enrolment may be cancelled as stated under the RBIC/RBIT Misconduct Policy (POL10_6_2) and Procedure.

Where a student continues to have an outstanding debt beyond the final due date their enrolment will be cancelled.

Students are able to appeal the decision to cancel their enrolment under the Colleges ‘Complaints & Appeals Policy’. Student appeals with evidence approved by RBIT will be processed as normal. Student appeals with evidence denied by RBIT will have their enrolment cancelled.

Students who have had their enrolment cancelled will be immediately report to DIAC, through PRISMS for which may result in the cancellation of their student visa.

**Procedure**

1. Student Fees Overdue
2. Notify Students of Misconduct
3. Request payment within two weeks
4. Student appeal with evidence
5. RBIT Approved & Accepted Appeal
6. 2nd Installment payment method
7. Process as normal

**Template**
1. Notice of Student Misconduct – Non-Payment of Student Fees
2. PRISMS Update and Internal Audit Schedule
3. DIAC Update and Internal Audit Schedule
Graduation Policy

**Policy Statement**

As part of the National Vocational Education and Training Regulator Act, 2011, Standard for NVR Registered Training Organisations outline the various obligations RBIT is required to comply as a Registered Training Organisation.

RBIC/RBIT recognises the achievements of its students upon successful completion of their courses for which RBIC/RBIT is accredited to offer as per SNR 23 of the Standard for NVR Registered Training Organisations: Strategy for Certification, Issuing and Recognition of Qualifications and Statement of Attainments.

**Purpose**

This policy outlines the rules for students to receive their Graduation Certificates and Academic Reports and the procedures staff need to follow in the issuance of the Graduation Certificates and Academic Reports.

**Scope**

All RBIC/RBIT students and staff.

**Policy**

The graduation is not an automated process; hence all students must apply to graduate.

Graduation Eligibility

- A student is eligible for graduation from the award in which they are enrolled in if a
  - All course requirements have been met in accordance with the Australian Qualifications Framework requirements;
  - No financial debt is owed to the institute
  - They have not already graduated from that award
- This applies to all students including those who have completed their courses earlier than the proposed end date.
- Where students have partially met the course requirements for graduation and with no outstanding financial debt owing to RBIC/RBIT, students could apply for the Academic Report or Statement of Attainment.

Applying to Graduate

- It is expected all students must apply to graduate during the last session of their course of study
- The students must complete a request form and forward to the administration staff/helpdesk.
- The students may apply for deferment of their graduation until the Annual Graduation Ceremony takes place.

Annual Graduation Ceremony

- Each year, RBIC/RBIT would hold an Annual Gala Celebration which includes our Annual Graduation Ceremony
- Students eligible for graduation around the Annual Gala Celebration would be invited to attend the Graduation Ceremony.

**Procedures**

The process of the Issuance of Graduate Certificate and/or Academic Results is expected to complete within the 20 working days from the date of application.

Although the assessment results for the final term would be finalised by the trainers and assessors 2 weeks after the end of the term, the eligibility for graduation should be determined as soon as the applications for graduation are received.
Related Template

Template 1.1 Student Application for Graduation
Template 2.1 Student competency Record from
Template 3.1 RBIT Graduation Procedures and Process

RBIT GRADUATION PROCEDURES

- RBIT Student Graduation Application Procedures
- Help Desk
  - Registrar KPI: 5 days
  - R2
  - Registrar Complete Transfer to Account
- Account KPI: 5 d
  - A3
  - Account Complete Transfer to PAO
  - A2
- Graduation Authorization Process (PAO/CEO)
  - 20 Working Days
  - Registrar KPI: 8 days
  - R1
  - Registrar Complete Transfer to Account
- RBIT JobReady Study Management System
- RBIT MYOB Account Management System
  - P1
  - P2
  - P3
  - PAO KPI: 3 d
  - C3
  - PAO Complete Transfer to CEO
  - C2
  - PAO Complete Transfer to CEO
- CEO KPI: 3 d
  - C1
  - CEO Completes Final to Registrar
- Graduation Seal Graduation Certificate (Registrar)
  - Complete Certified Graduation Ceremony (PAO/Registrar)

Arrange Graduation or Notes: Student Certification Ready

Reviewed by: Board of Directors
Published: 30/03/11

20111121_DMG_Student Handbook V3.9
2012 Academic Calendars

Academic Calendar 2012

Intake Dates – Cert II, III, IV and Dip Courses
20th January – 20th July
12th February – 12th August
5th March – 5th September
5th April – 5th October
14th May – 14th November
4th June – 4th December

VGC and VGD courses
2nd January – 2nd July
13th February – 13th August
25th April – 25th October
12th May – 12th November

Tides – Cert II, III, IV, Cert IV, DIP
Intake – Cert, III, IV, VGC Courses
Teaching Period
Lecture Free Week (full students)
Lecture Free Week (Cert II Students)
Public Holiday

Royal Brisbane
Institute of Technology

January

February

March

April

May

June

July

August

September

October

November

December

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Reviewed by: Board of Directors
20111121_DMG Student Handbook V3.9
# Schedule of Course Fees

## Vocational Graduate Diploma & Vocational Graduate Certificate Course

<table>
<thead>
<tr>
<th>Course</th>
<th>Entry Requirement</th>
<th>Jan to Mar</th>
<th>Apr to Jun</th>
<th>Jul to Sep</th>
<th>Oct to Dec</th>
<th>Weeks</th>
<th>Full-Time</th>
<th>Fees* AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>3683QLD Vocational Graduate Diploma in Business Administration (General, Project, Tourism and Logistics Management) CRICOS Code: 073841K</td>
<td>IELTS 6.0 or equivalent</td>
<td>•</td>
<td>•</td>
<td>•</td>
<td>50</td>
<td>$13,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TAE80210 Vocational Graduate Diploma of Management</td>
<td>IELTS 6.0 or equivalent</td>
<td>•</td>
<td>•</td>
<td>•</td>
<td>40</td>
<td>$10,500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30834QLD Vocational Graduate Certificate in Business Administration (General, Project, Tourism and Logistics Management) CRICOS Code: 0738407</td>
<td>IELTS 5.5 or equivalent</td>
<td>•</td>
<td>•</td>
<td>•</td>
<td>26</td>
<td>$6,500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TAE70210 Vocational Graduate Certificate of Management</td>
<td>IELTS 5.5 or equivalent</td>
<td>•</td>
<td>•</td>
<td>•</td>
<td>17</td>
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## Advanced Diploma Course

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<th>Course</th>
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<th>Jan to Mar</th>
<th>Apr to Jun</th>
<th>Jul to Sep</th>
<th>Oct to Dec</th>
<th>Weeks</th>
<th>Full-Time</th>
<th>Fees* AUD</th>
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<tbody>
<tr>
<td>BSB60207 Advanced Diploma of Business CRICOS Code: 067640C</td>
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<td>42</td>
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<td>BSB60707 Advanced Diploma of Project Management</td>
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<td>SIT60107 Advanced Diploma of Tourism</td>
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<tr>
<td>TLL60110 Advanced Diploma of Material Logistics</td>
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# Diploma Course

<table>
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<tr>
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<th>Entry Requirement</th>
<th>Course Starting Dates</th>
<th>Course Duration</th>
<th>Fees</th>
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<tbody>
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<td>Oct to Dec</td>
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<td>Weeks Full-Time</td>
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<tr>
<td>Diploma of Hospitality</td>
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<td></td>
<td></td>
<td>Oct to Dec</td>
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<td></td>
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<tr>
<td>Diploma of Logistics</td>
<td>IELTS 5.5 or equivalent</td>
<td>Jan to Mar</td>
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<td>$13,500</td>
</tr>
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<td>Apr to Jun</td>
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<td>Jul to Sep</td>
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<td></td>
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<td>Oct to Dec</td>
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<tr>
<td>Diploma of Tourism</td>
<td>IELTS 5.5 or equivalent</td>
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<td>Oct to Dec</td>
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<tr>
<td>Diploma of Events</td>
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<td>Oct to Dec</td>
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<tr>
<td>Diploma of Business Administration</td>
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<td></td>
<td>Oct to Dec</td>
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<tr>
<td>Diploma of Management</td>
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<td>CRICOS Code 073872C</td>
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<td>Oct to Dec</td>
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<tr>
<td>Diploma of Project Management</td>
<td>IELTS 5.5 or equivalent</td>
<td>Jan to Mar</td>
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<td>Apr to Jun</td>
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<td>Jul to Sep</td>
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<td>Oct to Dec</td>
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<td></td>
</tr>
<tr>
<td>Diploma of Community Services, Work***</td>
<td>IELTS 5.5 or equivalent</td>
<td>Jan to Mar</td>
<td>TBA</td>
<td>$6,500</td>
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<tr>
<td></td>
<td>Customized Special fit for Groups/Individual request</td>
<td>Apr to Jun</td>
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<td></td>
<td>Jul to Sep</td>
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<td></td>
<td>Oct to Dec</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma of Retail Management</td>
<td>IELTS 5.5 or equivalent</td>
<td>Jan to Mar</td>
<td>TBA</td>
<td>$6,500</td>
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<td>Apr to Jun</td>
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<td></td>
<td>Oct to Dec</td>
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## RBIT Management School

### Certificate IV Course

<table>
<thead>
<tr>
<th>Course</th>
<th>Entry Requirement</th>
<th>Course Starting Dates</th>
<th>Course Duration</th>
<th>Fee*</th>
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<tbody>
<tr>
<td>BSB40207 Certificate IV in Business</td>
<td>IELTS 5.0 or equivalent</td>
<td>● ● ● ●</td>
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<td>CRICOS Code: 066923M</td>
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<td>BSB40597 Certificate IV in Business</td>
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<td>● ● ● ●</td>
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<td>CRICOS Code: 0672173K</td>
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<tr>
<td>TAE40110 Certificate IV in Training &amp; Assessment</td>
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<td>● ● ● ●</td>
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<tr>
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<td>● ● ● ●</td>
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<tr>
<td>CHC40708 Certificate IV in Community Services Work***</td>
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<td>Customised Special fit for Groups/Individual request</td>
<td>TBA</td>
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<tr>
<td>FNS40810 Certificate IV in Finance &amp; Mortgage Broking</td>
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<td>● ● ● ●</td>
<td>TBA</td>
<td>$7,440</td>
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<tr>
<td>SIR40207 Certificate IV in Retail Management</td>
<td>IELTS 5.0 or equivalent</td>
<td>● ● ● ●</td>
<td>TBA</td>
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<tr>
<td>TLI42010 Certificate IV in Logistics</td>
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<td>● ● ● ●</td>
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<tr>
<td>BSB41407 Certificate IV** in Occupational Health and Safety</td>
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### Certificate III Course

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<th>Course Duration</th>
<th>Fee*</th>
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</thead>
<tbody>
<tr>
<td>BSB30107 Certificate III in Business</td>
<td>IELTS 4.5 or equivalent</td>
<td>● ● ● ●</td>
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<td>CRICOS Code: 066907M</td>
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<tr>
<td>BSB30407 Certificate III in Business</td>
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<td>CRICOS Code: 0672796G</td>
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<tr>
<td>SIT30707 Certificate III in Hospitality</td>
<td>IELTS 4.5 or equivalent</td>
<td>● ● ● ●</td>
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<td>CRICOS Code: 066912C</td>
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<td>SIT30107 Certificate III in Tourism</td>
<td>IELTS 4.5 or equivalent</td>
<td>● ● ● ●</td>
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<tr>
<td>Certificate III in Events***</td>
<td>IELTS 4.5 or equivalent</td>
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*Fee includes all fees, study fees, course fees and resource fees.
### RBIT Management School

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<tr>
<th>COURSE</th>
<th>ENTRY REQUIREMENT</th>
<th>COURSE STARTING DATES</th>
<th>COURSE DURATION</th>
<th>FEES</th>
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<tbody>
<tr>
<td>TLI32410 Certificate III in Logistics **</td>
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<td>TBA</td>
<td>25</td>
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<tr>
<td>TLI32107 Certificate III in Transport and Logistics (Logistics Operations) CRICOS Code: 068395C</td>
<td>IELTS 5.0 or equivalent</td>
<td>TBA</td>
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<td>$5200</td>
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<tr>
<td>SIT30267 Certificate III in Retail</td>
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<td>CHC30208 Certificate III in Aged Care***</td>
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<td>Customised Special fit for Groups/Individual request</td>
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<td>BSB30707 Certificate III ** in Occupational Health and Safety</td>
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### Certificate II Course

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<th>COURSE DURATION</th>
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<tbody>
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<td>BSB20107 Certificate II in Business CRICOS Code: 065038D</td>
<td>IELTS 4.5 or equivalent</td>
<td>● ● ● ●</td>
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<td>$4200</td>
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<td>SIT20207 Certificate II in Hospitality CRICOS Code: 065040K</td>
<td>IELTS 4.5 or equivalent</td>
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<td>$4200</td>
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<td>SIT20107 Certificate II in Tourism CRICOS Code: 0653677</td>
<td>IELTS 4.5 or equivalent</td>
<td>● ● ● ●</td>
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<td>$4200</td>
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<tr>
<td>TLI32107 Certificate II in Transport and Logistics (Logistics Operations) CRICOS Code: 068394D</td>
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<td>TLI31810 Certificate II in Logistics</td>
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<td>SIT20207 Certificate II in Retail</td>
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<td>Creative Integrated Training Project***</td>
<td>RPL</td>
<td>Customised Special fit for Groups/Individual request</td>
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<td>TBQ</td>
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* RBIT CBP Campus Courses on scope of Registration, which is available for international student study (CRICOS)
* Fee is subject to change without notice: Promotion price is sold until the specific date
* Home stay: $235 AUD per week • Home stay placement $180 AUD • Airport Pickup - $110 AUD
* Material fee will apply for every course – General English $10 per week, 6-month course $50, 12-month course $100, 24-month course $200
* Subject to the approval of the update of the scope
** Only courses with CRICOS Code would be offered to International Students
*** RPL or Assessment Only

For entry and course consolation, please make an appointment at Help Desk with the Principle Administrative Officer / Course coordinator / Registrar.
## RBIT Language School

<table>
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<th>ENTRY REQUIREMENT</th>
<th>COURSE STARTING DATES</th>
<th>COURSE DURATION</th>
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<td>ISLFR#</td>
<td>●</td>
<td>30 Weeks</td>
<td>$6,500</td>
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<td>English Proficiency Course in Certificate VI</td>
<td>ISLFR3#</td>
<td>●</td>
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<tr>
<td>English Proficiency Course in Certificate III</td>
<td>ISLFR2</td>
<td>●</td>
<td>20 Weeks</td>
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<tr>
<td>English Proficiency Course in Certificate II</td>
<td>ISLFR1+#</td>
<td>●</td>
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<td>$6,000</td>
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<tr>
<td>English Proficiency Course in Certificate I</td>
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<td>●</td>
<td>20 Weeks</td>
<td>$6,000</td>
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<td>Customised Study Tours</td>
<td>Customised Special Program for Groups at Price On Application</td>
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<tr>
<td>Customised In-house Training</td>
<td>Customised Special Program for Groups/Individual request at Price On Application</td>
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* RBIT CRICOS Campus Courses on the basis of Registration, which is available for international student study (CRICOS)
  * Fees are subject to change without notice
  * Homestay - $20 AUD per week  ● Home stay placement $30 AUD  ● Airport Pickup - $60 AUD
  * Material fee will apply for every course - General English $10 per week, 6 month course $150, 12 month course $300, 12 month course $600
  ** Subject to the approval of the Dean of the school
  *** Only courses with CRICOS Code would be offered to international Students

For entry and course consultation, please make an appointment at the Office of the Principal Administrative Officer/ Course coordinator / Registrar.

* Promotion price valid till the specific date