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## Welcome to CADET International College!

Congratulations! You can be assured that you have made an excellent career choice by deciding to study with CADET International College. For more than 30 years CADET has supported students in turning their career goals and dreams into reality. Offering a personalised and professional service, our students enjoy a unique, safe & multicultural learning experience.

CADET Caloundra Campus situated on the beautiful Sunshine Coast offers students all the opportunities of a thriving city combined with a vibrant atmosphere of a seaside resort. Our team of qualified and dedicated professionals are committed to ensuring your time with CADET is a life changing and memorable journey.

Our established links to local industries are the foundation of our College. We have consistently delivered world-class training and genuine opportunities for career advancement within high profile organisations for our students.

CADET International College welcomes you.

*Study, Work, Live!*

**Gary Hooper**  
Chief Executive Officer  
CADET Group Australia

## COLLEGE LOCATION

Caloundra is located on the southern end of Queensland's beautiful Sunshine Coast and is one of Australia's fastest growing cities with a population of approximately 95,000 people. It provides students with a safe, friendly and energetic environment.

Students from all over the world provide a dynamic exciting multicultural diversity at Caloundra College. Students from countries including India, Japan, Korea, Poland, Peru, Colombia, Switzerland and Russia are currently studying at Caloundra College and have many opportunities to interact with Australian students also studying at the college.

### **Sunshine Coast Weather**

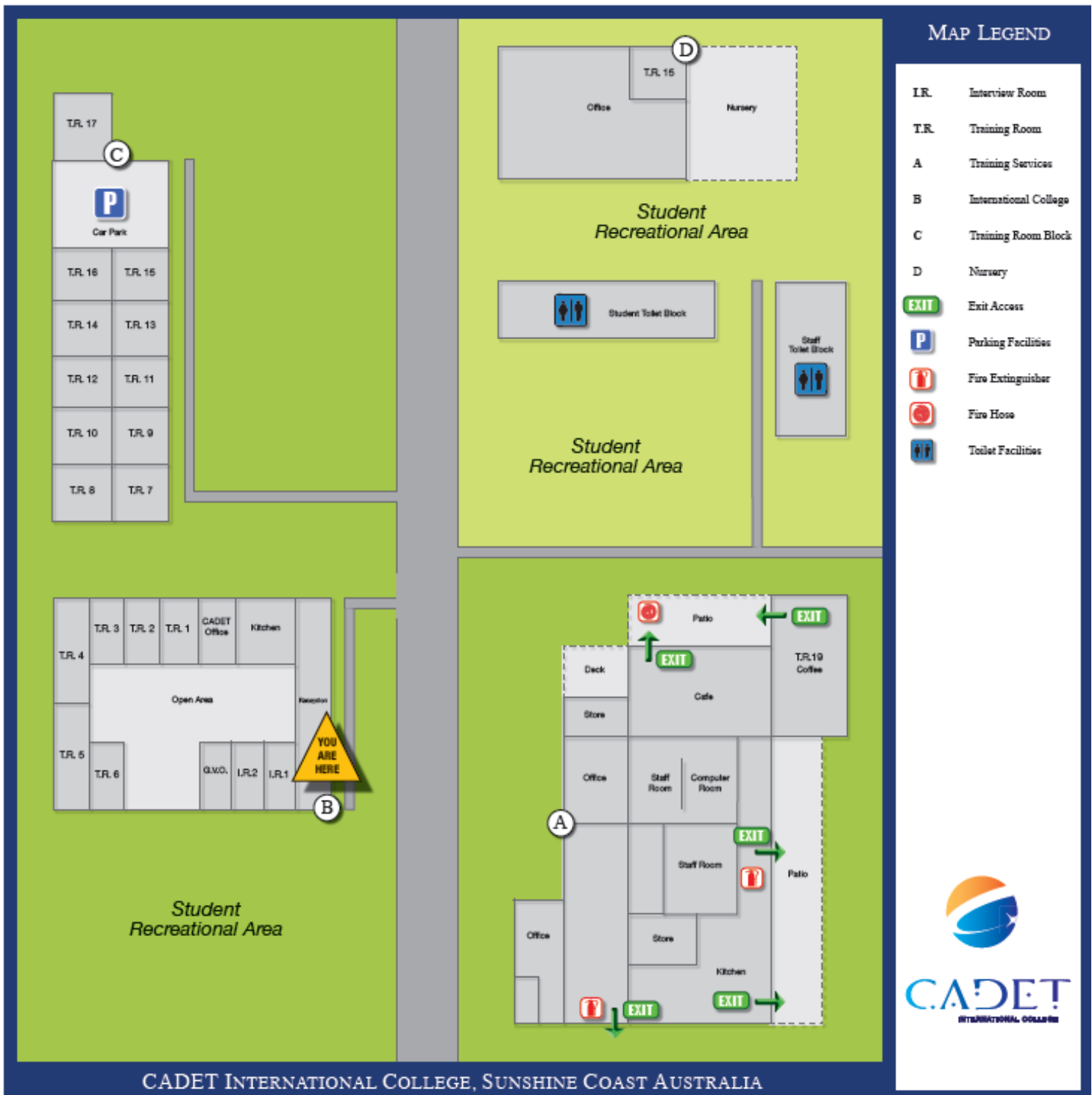
With one of the highest sunshine readings in the world, it is easy to see why they call it the Sunshine Coast. The temperature fluctuations between the summer and winter months are mild with temperatures being generally comfortable all year round. The temperature of the ocean can range from 26°C in summer to 19°C in the winter. Temperatures in the Blackall ranges can be several degrees cooler.

**Average Summer Temperatures:** In Summer, the temperatures average around 28°C (82°F).

**Average Winter Temperatures:** In Winter, the temperatures average around 20°C (68°F).

# COLLEGE MAP

CADET International College is located at 9 George Street, Caloundra Qld 4551.



## **APPLYING FOR A STUDENT VISA**

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

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (CoE) and any other documentation required by the Australian diplomatic post with which you lodge your application.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

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

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress and attendance
- 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.

For a full list of mandatory and discretionary student visa conditions please visit [www.immi.gov.au/students/visa-conditions-students](http://www.immi.gov.au/students/visa-conditions-students)

## **DEPARTMENT OF IMMIGRATION AND CITIZENSHIP (DIAC)**

The Australian Government's Department of Immigration and Citizenship 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](http://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 [www.dfat.gov.au/embassies](http://www.dfat.gov.au/embassies) 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.

## **ESOS FRAMEWORK**

Australia has a reputation as a safe, progressive and dynamic place to study; and we maintain this reputation by providing quality education and consumer protection specifically developed for overseas students.

The Education Services for Overseas Students (ESOS) Act 2000 and associated legislation is the legal framework governing the responsibility of education institutions towards overseas students.

For a full description of the ESOS Framework, we strongly recommend that you visit the following:

[http://www.aei.gov.au/AEI/ESOS/QuickInfo/Easy\\_Guide\\_to\\_ESOS\\_pdf.pdf](http://www.aei.gov.au/AEI/ESOS/QuickInfo/Easy_Guide_to_ESOS_pdf.pdf) or  
[http://aei.gov.au/AEI/ESOS/QuickInfo/ESOS\\_FrameWork\\_pdf.pdf](http://aei.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf)

## 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.

## PRE ARRIVAL CHECKLIST



- 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 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
    - Receipts of payments (tuition fees, OSHC, bank statements etc)
    - Confirmation of Enrolment (CoE)
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or copy)
    - Medical records and/or prescriptions

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 CHECKLIST



- 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 session
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations

## MOBILE PHONES & LAPTOPS/COMPUTERS

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.

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.

## **MONEY**

### **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 Australia you can also change money at any bank or at currency exchanges.

### **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.

## **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.

## **Detector Dogs**

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

## **Australian Customs and Quarantine**

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

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

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

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

## **ADJUSTING TO LIFE IN AUSTRALIA**

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

### **➤ Listen, observe and ask questions**

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand, as this will reduce the chance of confusion or misunderstandings.

### **➤ Become involved**

Make an effort to meet people and become involved in groups both at the college and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

➤ **Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place, Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

➤ **Maintain some of the routines and rituals you may have had in your home country.**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

➤ **Keep lines of communication open with those at home.**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences, which will smooth the transition when you return home.

➤ **Sense of humour**

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

➤ **Ask for help**

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations on the Sunshine Coast to ensure you have a successful and enjoyable time in Australia.

➤ **Finally, relax and enjoy the journey!**

## CULTURE

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

### Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words

a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

### **Greeting People**

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

### **Clothing Customs**

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

### **Polite Behaviour**

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as

you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

### **Australian Slang**

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon
- **Fortnight** - This term describes a period of two weeks
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken
- **Chook** - The term chook means a chicken, usually a hen
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee
- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill
- **Flat out** - busy
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout

- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'

For more information on Australian slang visit: [www.cultureandrecreation.gov.au/articles/slang](http://www.cultureandrecreation.gov.au/articles/slang)

### Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

## **PUBLIC HOLIDAYS AND SPECIAL CELEBRATIONS**

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

### New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

### Australia Day

Australia Day, **January 26**, is the day we as people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

### Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with Australian school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

### Easter Traditions

- **Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the Shrove Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off
- Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour
- Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter
- A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit
- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period
- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world
- **The rabbit** and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century

### Anzac Day

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades. ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "TWO-UP". A game of chance played by the ANZACS where money is wagered on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

### Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

### Queen's Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

### Melbourne Cup Day

The Melbourne Cup is a 2-mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a "Cup

Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup>, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It’s a very colourful time to be in Melbourne.

## **Christmas**

Christmas is celebrated in Australia on **25 December**. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

The Boxing Day Test, **December 26** is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.

The Sydney to Hobart Yacht Race, the “Sydney-to-Hobart” is Australia’s most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

## **SUN PROTECTION & BEACH SAFETY**

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

### **Sun Protection**

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

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

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears

5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun

### **Beach Safety**

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

### **Remember the F-L-A-G-S and Stay Safe**

**F** Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.

**L** Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

**A** Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

**G** Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

**S** Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember – **NEVER**

**Never** swim at unpatrolled beaches

**Never** swim at night

**Never** swim under the influence of alcohol

**Never** run and dive into the water

**Never** swim directly after a meal

### **Rips**

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water, which then returns to sea, causing a drag effect. The larger the surf the stronger the rip. Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

### **Identifying a Rip**

The following features will alert you to the presence of a rip:

- Darker colour, indicating deeper water
- Murky brown water caused by sand stirred up off the bottom
- Smoother surface with much smaller waves, alongside white water (broken waves)
- Waves breaking further out to sea on both sides of the rip
- Debris floating out to sea
- A rippled look, when the water around is generally calm

### **Escaping From a Rip**

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help by raising your arm in the air
- Remember to stay calm and conserve your energy

### **Negotiating the Surf**

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

## **BUSH & OUTBACK SAFETY**

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

### **In the Bush**

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map

- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park

### **Advice for Motorists Caught in Bush Fires**

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates.

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire-fighting operations

### **In the Outback**

Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.

- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions
- Always carry a current road map
- Make sure your vehicle is in good working order and has been serviced recently
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle
- If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB)
- Obey road closure signs and stay on recognised routes
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles

Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.

The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows
- Unplug sensitive electrical devices like computers, televisions and video recorders
- Listen to your radio for weather updates
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

## 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.

### **Buses**

*Waiting for a bus:*

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

*Riding on the bus:*

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

### **Trains**

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

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

### **Taxis**

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

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with

- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination

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

- Ask the driver to stop. You may choose to make up an excuse to do so;
- 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

### **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 Hitchhiker. 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.

### **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 AUSTRALIAN 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**

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 is 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 Point 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.

## **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.

## **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:

## **Factors Affecting your BAC**

*The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BAC levels. 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 BAC levels 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](http://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 0.05% Blood Alcohol Content.

### **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!**

## **ALCOHOL, SMOKING & DRUGS**

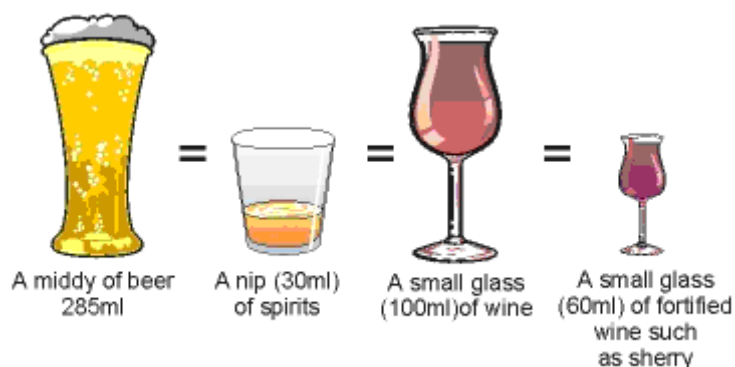
### **Standard Drinks**

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.



Please keep in mind:

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

### **Smoking**

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. 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 workplaces. CADET premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas. Cigarette butts must be placed in the bins provided and not on the floor. It is illegal to litter in Australia.

### **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 immediately to report it and get help.

## DANGEROUS ANIMALS & PLANTS

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you.

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals

In the warm waters of Tropical Queensland:

- Take care to avoid marine stingers
- Do not enter water where crocodiles may live

### **Bites and Stings**

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them.

The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or call **000**.

### **Anaphylaxis – allergic reactions**

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. **For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.**

### **General First Aid for Bites and Stings**

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection

[www.health.qld.gov.au/poisonsinformationcentre/bits\\_stings](http://www.health.qld.gov.au/poisonsinformationcentre/bits_stings)

### 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. Dial 000 in **life threatening or emergency situations only**.

#### 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. Dial 000 in **life threatening or emergency situations only**.

#### Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000 in **life threatening or emergency situations only**.

#### 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.

### Types of Health Care in Australia

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

#### Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are

owned by the State. One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities.

### **Private System**

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

### **Attending an Australian Hospital**

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

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

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

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.

### **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 eg: 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.

### **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](http://www.immi.gov.au) or phone 131 450

### **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.

## **PERMISSION TO WORK**

### **Permission To Work**

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. **Please note that you will NOT be able to work in Australian until the first official day of classes when the education provider will confirm your study commencement.** Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

### **Working While Studying**

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of twenty (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 (CoE) 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](http://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.

Try these online companies:

[www.seek.com.au](http://www.seek.com.au)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.getjobs.com.au](http://www.getjobs.com.au)  
[www.mycareer.com.au](http://www.mycareer.com.au)  
[www.jobsinoz.com.au](http://www.jobsinoz.com.au)  
[www.jobsearch.com.au](http://www.jobsearch.com.au)

### **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](http://www.ato.gov.au), or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

### **Taxation Returns**

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

- Lodge online using e-tax at [www.ato.gov.au](http://www.ato.gov.au)
- For a registered tax agent visit [www.tabd.gov.au](http://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](http://www.ato.gov.au/departaustralia)

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

## CADET INTERNATIONAL COLLEGE FACILITIES

CADET International College offers students quality training in an ideal study environment. Located in the heart of Caloundra, the International College offers a variety of courses including Aged Care, Children's Services, and Hospitality (including Commercial Cookery).

The college is situated in beautiful landscaped gardens and only 10 minutes walk from the beach. Students will enjoy a wide range of facilities that include:

- New classrooms & facilities
- Free wireless internet
- Relaxing lounge area with DVD, Plasma TV & play station
- Kitchen, microwaves & complimentary tea & coffee
- Subsidised café
- Student BBQ area
- Sports facilities including, volleyball, pool table, table tennis and sports fields
- Close to local shops, gymnasium, tennis courts, swimming pool and local library
- Student accommodation within close proximity

## TOURIST ATTRACTIONS

The Sunshine Coast offers an exciting variety of activities and attractions for all ages. Whether you are looking for a relaxed atmosphere or one off action and adventure, the Sunshine Coast has it all!! Sun-drenched surfing beaches, the tranquil hinterland where you can taste local wines and attractions, which provide hours of entertainment. Other tourist attractions near by include:

- The world famous Australia Zoo
- The Big Kart Track & Bungie Bullet
- The Big Pineapple
- Aussie World & Ettamogah Pub
- Underwater World
- The Wharf Mooloolaba
- Eumundi Markets
- Scuba World
- Super Bee Honey Factory
- Ski & Skurf Cable Water Ski Park
- Top Shots Adventure Park

Public transport is easily available to assist you to experience the following most popular Australian theme parks:

- Dream World & White Water World
- Sea World
- Movie World
- Wet n Wild

## STUDENT SUPPORT SERVICES

CADET International College are committed to supporting you every step of the way, from your initial enquiry throughout the application process and during your studies, whatever your question our Student Support Officer is available to help you to ensure your stay in Australia is unforgettable.

An appointment can be made with the Student Support Officer by booking an appointment time with the attending receptionist at the International College. The Student Support Officer is available for appointments:

Monday and Tuesday - 9am to 4pm  
Wednesday - 9am to 11.30am

Student Support Services include but are not limited to the below:

### **Accommodation**

Students are required to find their own accommodation but CADET can provide assistance on sourcing accommodation options. We encourage you to make an appointment to speak with our Student Support Officer for more information.

#### **Students have many options for accommodation including:**

- Temporary student housing
- Home stay
- Private rentals (particularly share housing with other students)
- Motels/tourist accommodation

Caloundra offers very affordable and relaxed living compared to Australia's major capital cities.

#### **Caloundra Student Accommodation**

Only a 15-minute walk from the college and two minutes walk to the town centre. Student accommodation offers individual, shared or dormitory style rooms at very reasonable prices in a clean and friendly environment. The accommodation is located in a modern hostel and includes two fully equipped kitchens and a laundry. Many students choose to stay here for the first few weeks while they find more permanent housing. For more information, visit the website.

Housing options include:

- Private board (Home stay): Your own bedroom, usually in family home, meals included. Approximately \$180+ per week
- Share accommodation: your own bedroom in a shared flat or house, which generally involves sharing rental, electricity/gas and phone bills. Approximately \$150 to \$190+ per week
- Renting a flat: Single bed/living room with its own basic kitchen, and often a shared bathroom. Approximately \$100 to \$200+ per week
- Renting a house or flat: One or more bedrooms, a kitchen, bathroom, living area, and usually laundry. Approximately \$150 to \$250+ per week for one bedroom plus \$60 to \$150+ per week for each additional bedroom

A number of Real Estate agencies service the college area and are easily contactable either in person, by telephone or e-mail. Some useful websites are [www.realestate.com.au](http://www.realestate.com.au) and [www.domain.com.au](http://www.domain.com.au).

### **Transport**

Transport is easily accessible from the Sunshine Coast Airport and an easy 20-minute drive from Caloundra College. CADET can provide a shuttle service to and from Brisbane or Sunshine Coast airports upon request. Our friendly staff will also assist you in advising on travel by train, bus or plane to the College.

Methods of transport include:

- Buses
- Trains
- Taxis

*You can use your CADET Student ID Card for discounts on bus and movie tickets!*

## **Counselling & Career Services**

Counselling & Career Services are available if you need non-judgemental support and advice: Below are some examples of how a counsellor can assist:

### **Educational Problems**

- Study skills
- Exam anxiety
- Learning difficulties
- Course choices

### **Personal Problem**

- Relationships
- Stress
- Depression
- Self-esteem
- Culture shock

### **Career pathways**

- Planning a career path
- Choosing a career
- Changing jobs

### **Counsellors can also help with:**

- Complaints
- Harassment
- Pathways to further education
- Centrelink/Austudy

## **Learning Support**

If you have any questions regarding your studies please ask your Trainer or Student Support Officer for assistance. Student learning support is available and could include but is not limited to the below:

- Tutorial support
- Study skills workshops
- Counselling service
- Library books and other resources
- Access to free Internet café

If you require further learning support, your Student Support Officer will be more than happy to assist you! Appointments are necessary.

## **Assistance with Opening a Bank Account**

The main types of financial institutions in Australia offering financial services are banks, credit unions and building societies. Australian banks are licensed and regulated under Commonwealth or State Government legislation; credit unions and building societies are registered and regulated through each State.

To open a bank account you will need to take your passport and any other forms of identification you may have (Student ID). All Australian banks offer a key card account suitable for your day-to-day needs. This allows you to deposit and withdraw cash, transfer money from any automated teller machine (ATM) or to use EFTPOS (electronic funds transfer at point of sale).

The Commonwealth Bank of Australia has a great service to make moving to Australia easier. You can set up a student bank account and transfer funds all before you leave your home country. For further information or to apply online visit [www.commbank.com.au/movingtoaustralia](http://www.commbank.com.au/movingtoaustralia).

Alternatively you can speak with your Student Support Officer for assistance with opening a bank account and finding a suitable financial institution once you arrive in Australia.

## **Religion**

The Sunshine Coast caters for all of the world's major religions. Whether you're looking for a religious retreat, a convent in the hinterland surrounds or a place of worship in a township, you'll be able to find it here.

For a list of all the places of worship available on the Sunshine Coast visit <http://www.sunshinecoast-australia.com/sunshine-coast-religion.html> or for further assistance you can speak with your Student Support Officer.

**Other support services could include welfare advice, Legal services, financial guidance, disability support, sporting clubs and committees, buddy programs.**

## STUDY MODE

Only courses that are provided as full-time courses in Australia can be registered on CRICOS and you must be aware and understand that the course you are enrolled in involves full time study.

The registration of courses under CRICOS includes the expected course duration. Department of Immigration and Citizenship (DIAC) must be notified of any changes to this duration.

You will be required to attend classes during the day or evening or a combination of both and must ensure that you are available between Monday & Friday, 8.00am – 6.00pm as per rotating class schedule.

## COMPULSORY SCHOOLING REQUIREMENTS FOR DEPENDANTS

DIAC requires student visa holders to maintain adequate schooling arrangements for school-aged dependants who are on a student dependant visa and are in Australia for more than three months. EQI is required to notify DIAC of breaches of the above condition. All dependant students are required to abide by Education Queensland's School regulations. Failure to adhere to these regulations may lead to the cancellation of a dependant student's enrolment, in which case no refund of tuition fees will be made.

The tuition fee that is charged for dependant children varies according to the level of schooling for which they will be enrolled. Fees are required to be paid for the current year on enrolment and thereafter one year in advance.

If the student fees are not paid in advance, the dependant enrolment will automatically be withdrawn (after the Debt Management Process has been implemented). The annual fees for 2010 are as follows, please note these are subject to change at anytime:

2009/2010 Tuition Fees	Year	Semester	Term
Prep Year	AUD\$8000	AUD\$4000	AUD\$2000
Primary (1-7)	AUD\$8000	AUD\$4000	AUD\$2000
Junior Secondary (8-10)	AUD\$8000	AUD\$4000	AUD\$2000
Senior Secondary (11-12)	AUD\$8800	AUD\$4400	AUD\$2200
Application Fee	AUD\$110 (incl. gst) per application		
School Unknown Fee **	AUD\$100 per student		

\*\* This fee is payable on applications where school name is unknown at the time the application is made. This fee will be refunded if EQI is advised of school name within 2 weeks of a student's nominated start date. If this required notice is not given, students will not receive a refund of this fee.

The tuition fee covers:

- All compulsory schooling and teaching costs
- Textbook hire
- Compulsory subject-related excursions

The tuition fee does not cover:

- School uniforms
- School activities that are not compulsory, such as optional excursions and performances
- Personal items and holiday travel
- Stationery items
- Lunch at school
- Passport and visa application fees
- International and domestic travel

## VISA REQUIREMENTS

### Overseas Student Health Cover

All international students are required to take out Health Insurance (OSHC) and must register prior to arriving within in Australia. The student will then be issued with a membership card. There are several companies that provide OHSC for you to choose from.

CADET currently recommends Australian Health Management (AHM) as a provider for OHSC. 12 months coverage will cost \$374\* (basic cover only) for a single and \$748 (basic cover only) \*for a family. Fees are payable annually in advance. For further information on AHM go to [www.ahm.com.au](http://www.ahm.com.au).

\*These prices are determined by AHM and may be subject to change at any time.

## VISA CANCELLATION

Mandatory cancellation of student Visas will occur when a student Visa holder is assessed as not complying with the requirements of their Visa conditions relating to meeting course requirements. Visa cancellation can mean detention, removal from Australia and a bar on applying for other Visas, other than a Protection Visa.

Some of the Visa conditions set down by DIAC for international students include:

- Study full-time whilst in Australia
- Satisfy course requirements
- Maintain a valid enrolment with CADET
- Notify CADET of any change of address within seven days
- Have sufficient funds to cover tuition fees and living expenses whilst in Australia
- Do not work more than 20 hours per week during semester
- Maintain a valid Overseas Student Health Cover
- Inform DIAC of any change in their student status
- Inform DIAC if they withdraw from the course they are enrolled in
- Students must extend their student Visa before it expires

**Please note:** It is the student's responsibility to be familiar with all of their visa requirements and obligations. CADET strongly recommended you visits the DIAC website [www.immi.gov.au](http://www.immi.gov.au) or contact them by phone on 131 881.

### Student's Address

All international students are required to inform their education provider of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address within seven days.

### Accidents

All accidents must be reported at Reception and recorded on the Incident Report Form, which must be signed by the International College Manager. Any action taken must be recorded. Follow-up will be completed to ensure the student's well being.

## **First Aid**

In the event of a student requiring First Aid, a Trainer or staff member will administer First Aid and the student must complete an Incident Form. Staff may not issue any medication under any circumstances.

Students will be referred for medical assistance and if necessary and will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

## **Dress Code**

Dress requirements are neat casual or business attire, with the exclusion of shorts and thongs. Please note for some courses there may be required footwear or dress.

If a Trainer feels that a student is inappropriately dressed, the student will be sent to the International College Manager.

Hospitality students will be required have hair tied back, with no watches, jewellery on hands, fingers or wrists. Students must wear long sleeved shirts, long pants and enclosed rubber soled shoes at all times while in the kitchen.

## **Behaviour on College**

Students are expected to abide by the code of behaviour of CADET in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of CADET.

We strive to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person
- To assist in maintaining the self-confidence and self-esteem of others
- To maintain constructive relationships with all staff and fellow students
- To take the initiative to assist in making things better
- To always lead by example
- To always respect the property of CADET, staff and fellow students
- To never use inappropriate language with the understanding that to do so will not be tolerated
- To always turn off Mobile phones during classes
- To never consume food or drinks in non-designated areas at CADET. Water bottles in classrooms are acceptable

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

## **Plagiarism and Cheating**

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. CADET will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

## **Theft**

Students found stealing any items from CADET may result in suspension or cancellation of your enrolment.

As the premises of CADET is open to the public, students are advised not to leave their valuables unsupervised. CADET cannot be held responsible for anything which may be stolen from its premises.

## CONDITIONS OF ENROLMENT

### STUDENTS MUST BE 18 YEARS OF AGE:

- Students must be at least eighteen (18) years of age at the commencement of their course. CADET will **not** accept enrolment from any student under the age of eighteen (18) years. Proof of age will be required to be provided with your Application for Enrolment.

### ENTRY REQUIREMENTS FOR STUDENTS WISHING TO ENROL WITH CADET:

- Students wishing to gain entry into a Course provided by Cadet must have the appropriate skills, abilities and English proficiency for the course for which enrolment is sought.
- English Language Proficiency Level:
  - IELTS band score of 5.5 or an equivalent internationally recognised exam result
  - Evidence of IELTS score to be provided with Application for Enrolment
  - Further information on score tests and levels can be located at [www.ielts.org](http://www.ielts.org)

### COURSE FEES:

1. Course fees are payable in Australian Dollars (AUD)
2. You will be provided with an itemised list of course money payable in your Letter of Offer.
4. The Overseas Student AHM Health Cover Fee & 50% of the total course fee must be paid within twenty eight (28) days prior to course commencement, unless otherwise stated in your Letter of Offer.
5. Students will not be allowed to commence studies until all applicable fees are paid.
6. CADET cannot provide education to students where fees remain unpaid. Students who do not pay their fees by the due date will not be issued with a timetable or able to access classes until fees are paid. (*See Formalisation of Enrolment Policy*).
7. If you have not paid your total tuition fee, you will not be eligible to graduate or receive your formal Qualification or Statement of Attainment until all fees have been paid (*See Issuing AQF Qualifications and Statements of Attainment Policy and Procedure*)

### Schedule of Payments:

- Fees are payable fourteen (14) days before the beginning of each new semester.
- The total fees payable are detailed in your Letter of Offer and must be paid by the expiry date shown.

Please note: Subsequent tuition payments are due fourteen (14) days prior to classes starting. If your payment is late you will be charged a late fee of AUD \$100.00. If for any reason you are unable to pay your fees prior to classes starting, please contact our office immediately. Invoices will be issued for these further payments.

### Further Expenses

- You are responsible for associated sundry expenses including: stationary and other personal expenses during your program of study.

## REFUND POLICY

Cancellation Reason	Cancellation Notice Period	CRICOS Course Refund Policy
Course cancelled by CADET before Course commencement	Any	Full Refund of all Fees
Course cancelled by CADET after course commencement	Any	As per ESOS Regulations (OSTAS insurance)
Student unable to obtain suitable VISA	Any	Full refund less \$250.00 administration fee. Refund will be provided within 14 days of notification.
Student withdraws from Course of own accord	28 Days or more before Course commencement	25% of total course fee withheld
	Less than 28 Days before or after Course commencement	Refund of all fees paid (where paid in full) less 50% of total course fees withheld. Where student has paid less than 50% of the tuition fees, no refund will be given.
	28 Days or more after Course commencement	NO REFUND
Other CADET approved withdrawal	Any	Pro-Rata amount of remaining (undelivered) course units less \$500 Administration Fee

Overseas students are advised that CADET has arranged for their course monies to be insured under the Government's National Insurance Fund against whom students may have a claim if the College cannot meet its withdrawal undertaking as outlined above. Students have the right to take further action under Australia's consumer protection laws.

No refunds will be made after the student has completed more than twenty-eight (28) days of a course unless the student has a legitimate complaint against the college that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia or the State of Queensland.

If a student is suspended from the college for a serious breach of discipline, no fees will be refunded. The college has a complaint process in place whereby a student can lodge a complaint if a dispute arises

### REFUND APPLICATION PROCESS

- Student request for refund must be made in writing using the Cancellation/Refund Application Form and supplied to CADET
- Applications for refund will be processed and student will be notified of outcome within five (5) working days
- If a refund is declined, the reason for the decline will be clearly outlined in writing to the student
- Cadet will make payment of all refunds within twenty-eight (28) days of receipt of a written application for refund where approved
- The student will meet all bank charges incurred by CADET in issuing the refund
- Students are not permitted to transfer course fees to another student
- Students cannot transfer to another course at another institution within the first six (6) months of commencement of primary course unless application has been made for compassionate or compelling circumstances and such request has been reviewed by CADET and subsequently approved

- CADET will provide all students with a Refund Calculation Statement that explains how the refund amount has been calculated

This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protector laws.

### **REFUNDS WHERE CADET INTERNATIONAL COLLEGE IS UNABLE TO DELIVER YOUR COURSE IN FULL (Provider Default)**

In the unlikely event that Cadet International College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid within two weeks from the day on which the course ceased being provided. Alternatively you may be offered enrolment in an alternative course by Cadet International College. You have the right to choose whether you would prefer a full refund of course fees or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

**Please Note:** *If you choose to be placed in another course, you will be offered a course to the same value of the replacement course (or of higher value at the discretion of the International College Manager).*

If Cadet International College is unable to provide a refund or place you in an alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or if this is not possible you will be eligible for a refund as calculated by the Fund Manager.

### **COMPASSIONATE AND COMPELLING CIRCUMSTANCES**

In cases where you need to establish compassionate and compelling circumstances, you must provide proof of these circumstances. The evidence will be reviewed and a decision made at the discretion of the CADET International Student Registrar.

#### **Definition:**

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include:

1. Serious medical condition or injury (Medical Certificate required)
2. Bereavement of close family members such as parents or grandparents (Death Certificate required)
3. Major political upheaval or natural disaster in the home country requiring his/her immediate travel
4. A traumatic experience which could include but is not limited to:
  - involvement in or witnessing of an accident; or
  - a crime committed against the student; or
  - the student has been a witness to a crime and this has impacted on the student

### **STUDENT ID CARDS**

Student photos are taken on orientation day and are sent off immediately for processing. Student ID Cards take up to five (5) days to arrive and will be kept at reception for you to collect. There will be a fee of \$10.00 if you require a replacement Student ID Card. You will be required to carry your Student ID Card on you at all times while at the college.

You can use your CADET Student ID Card for discounts on bus and movie tickets!

### **SPEAKING ENGLISH**

When in an English speaking country it is a common courtesy to speak their language. Our policy includes that you **MUST** speak English when:

- In classrooms, campus buildings and surrounding areas
- When engaging in college activities and off campus practical sessions
- In groups and gathering around the college campus
- Any external activities (e.g. Work Experience and off campus classes)

## STUDENT TRANSFER

CADET International College will not knowingly enrol a student wishing to transfer from another registered providers course prior to the student completing six (6) months of their primary course of study unless stipulated in the circumstances below:

- The original registered provider has provided the student with a written letter of release
- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider has had a sanction imposed on its registration by the Australia Government or state or territory government that prevents the student from continuing his or her principle course
- Any government sponsor of the student considers the change to be in the students best interest and has provided written support for the change

If you wish to transfer from CADET International College prior to completing the first six (6) months of your primary course you must apply for a Letter of Release by completing a "Request for Transfer Form". CADET will assess your request under the guidelines of its Student Transfer Policy and Procedures. If you have completed more than six (6) months of your primary course, no transfer restrictions apply.

In order for your transfer request to be processed, you must provide the following documents:

- Completed Request for Transfer Form
- Letter of Offer from another registered provider

On receipt of the above documents your request will be processed within ten (10) working days in which you will be notified of the decision in writing. If your request is accepted CADET International College will immediately issue you with a Letter of Release at no charge.

It is important to note that CADET International College will not grant transfer requests where students have outstanding course fees or other amounts owing.

If you are not satisfied with the response to your transfer request you are entitled to access our complaints and appeals process.

When transferring to another registered provider you are required to contact the Department of Immigration and Citizenship (DIAC) to seek advice as to whether a new student visa is required. Telephone: 131 881 (Mon-Fri 0900-1600 AEST).

## COURSE PROGRESS & INTERVENTION STRATEGY

CADET is required by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 to monitor student course progress. Course progress is monitored regularly and student support is offered to students who are not progressing satisfactorily.

CADET International College recognise unsatisfactory course progress as having completed less than 70% of the course requirements in a term. This means you would have been deemed not yet competent in at least 30% of your course for that term. Your trainer will monitor, record and assess your course progress at the end of every term to ensure you are meeting your requirements. If you have failed to pass at least 70% of that terms course content you will receive a "Failure to Progress" letter and will be required to meet with your Trainer and Student Support Officer to implement an Intervention Strategy.

Intervention Strategies could include but is not limited to:

- Suitability of course
- Transition support
- English language support
- Study skills support
- Welfare support
- Reduction in course load
- Counselling services
- Disability services
- Increased monitoring/mentoring

An Intervention Strategy is to assist you to complete your course within the registered course duration and will be tailored to meet your individual needs whether academic or personal. If any party involved in your Intervention Strategy believe it is still not helping you progress it can be adjusted as much as necessary at the review dates that are set at your first meeting.

If you have failed to progress inline with the Intervention Strategy or have had two (2) consecutive unsatisfactory terms you will receive a "Notice of Intention to Report" letter. If there are suitable reasons that have contributed to your unsatisfactory course progress, you will be able to access our appeals procedure within twenty (20) working days. If you do not appeal within the twenty (20) working day timeframe or your appeal was unsuccessful, we will proceed to report you to the Department of Immigration and Citizenship. Once reported you will have twenty-eight (28) days to contact the Department of Immigration and Citizenship or your visa will be automatically cancelled.

In the event of the below, please contact the college immediately:

- You believe your results have not been recorded or calculated correctly
- There are compassionate or compelling reasons, which contributed to your unsatisfactory progress
- CADET Intervention Strategy was not implemented as outlined in our policy and procedure

If you feel you will not make your course progress requirements for a term or have any concerns please speak to your Trainer or Student Support Officer immediately.

### **Deferred and Re-sit of Assessment Policy:**

A deferral of, or opportunity to re-sit or hand in to the course trainer a formally scheduled assessment activity or examination is a major concession which may be granted as an outcome of a special consideration given by CADET International College.

Where a student fails to attend or achieve a satisfactory assessment result, the student will be provided with one alternative assessment date and time at no charge to the student.

Should a further re-sit of the same assessment be required, a re-sit fee of \$250.00 will be charged.

Should you fail to achieve a satisfactory result after two (2) re-sits, you must re-enrol in the subject to gain a further assessment in the subject unit. This will be at your own cost.

## **COURSE ATTENDANCE**

Student attendance is recorded and monitored for all CADET courses. Students are required to attend a minimum of 80% of scheduled course contact hours per term. If you do not meet attendance requirements, you may be reported for unsatisfactory attendance and your student visa may be cancelled.

CADET International College Trainers record student attendance both in the morning and afternoon by completing an attendance list. The attendance list indicates whether the class is a compulsory study period.

Administration enters compulsory study period absences into the data management system recording, the date of absence, number of hours absent, the reason for absence and if it was approved or not approved leave.

Administration will record copies of all attendance lists electronically for future reference.

CADET runs fortnightly reports using the data management system to ensure students are meeting course attendance requirements (80% attendance of the course contact hours in the term or over a period of the course if less than six (6) months in duration).

Where a student is at risk of not achieving the 80% attendance requirement in a given term, or has been absent for more than five (5) days without approval CADET will contact the student by sending a warning letter via mail to the student's residential address or email to arrange a meeting to discuss unsatisfactory attendance. A copy of the letter will be recorded on the students file.

The purpose of the meeting is to discuss and identify reasons for student's unsatisfactory attendance. All details will be recorded and a copy will remain on the students file.

If the student has been assessed as not achieving satisfactory attendance (fallen below 80% attendance), the student will be reported for breaching their course attendance requirement.

Only in the following situations may CADET choose not to report the student:

- The decision is consistent with this procedures
- The students records clearly indicate that the student is maintaining satisfactory course progress and the student is attending at least 70% of the scheduled course contact hours for which they are enrolled
- Compassionate or Compelling Circumstances

If CADET does not report inline with the above, CADET must provide evidence to support this decision on the student file. If CADET reports the student, they will be issued with a Notice of Intention to Report Unsatisfactory Attendance letter via mail or email advising of CADET intentions to report them to DIAC and the availability of our complaints and appeals procedures in which the student has twenty (20) working days to access from the date detailed in the letter.

CADET must report the student through PRISMS, which will generate a breach notice. The original will be posted to the student immediately and a copy will be retained on student file.

## **CRITICAL INCIDENTS**

CADET International College always record and action Critical Incidents which involve students and their families. A Critical Incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, injury or death.

Examples of Critical Incidents are:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Domestic violence, sexual assault and drug or alcohol abuse

When a Critical Incident has been identified the Student Support Officer and International College Manager will call an immediate meeting to create a clear understanding of the known facts, plan an immediate response, plan ongoing strategies and allocate themselves individual roles and responsibilities. To help students and families at such a traumatic time our Student Support Officer can help and support you and your family. Support Services in a Critical Incident can include but are not limited to:

- Finding emergency accommodation
- Airport transfers
- Counselling
- Financial advice
- Arranging a funeral

In the event of a Critical Incident CADET will liaise with all emergency services involved, contact next of kin/significant others and have group/individual debriefing sessions for staff and students with counsellor/s to ensure the opportunity is given to:

- Share the impact of the event
- Discuss various interpretations of the event in cultural/ethnics
- The resulting sense of vulnerability
- The experience of painful emotions and the normalisation of reactions

## COMPLAINTS & APPEALS

CADET will deal with any complaint or appeal in an effective and timely manner. CADET has processes in place for all students to lodge complaints and appeals in relation to any concern.

In the event of a complaint or appeal the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer. If the student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support from the Student Support Officer who will assist in providing a Complaint /Appeals form.

All complaints/appeals must to be recorded in writing via the Complaints/Appeals Form. The Student Support Officer will pass on your completed form to the Educational Services Manager who will record the complaint in the BIO register and initiate an investigation within ten (10) days of lodgement of your complaint and supporting documents. CADET International College will supply the Student with a response to the Compliant/Appeal within twenty (20) working days.

All complaints are reviewed at Management meetings and where appropriate, used in our continuous improvement process. Results of all complaints/appeals are communicated in writing to the student and a copy of this communication is also kept on file, both on the BIO register and in the student's individual file.

Students should also be aware:

1. They may nominate a support person to accompany them at any stage of the dispute resolution process
2. If it is not possible to resolve the dispute internally, via the process above, then CADET will arrange for independent mediation to resolve the dispute. Independent mediation is available through the:

Dispute Resolution Branch, Department of Justice and Attorney General. There are six (6) Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on 13<sup>th</sup> Floor, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288.

At present there is no fee for use of this service, but this may change

3. Nothing in CADET's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies

If a student is concerned about the actions of CADET they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the College's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the College should be addressed to The Manager, IQ Unit, TIQ, Department of Education and Training, Level 5, Education House, 30 Mary Street, Brisbane / LMB 527, Brisbane 4001. Complaints must be made in writing.

## DEFERMENT, SUSPENSION OR CANCELLATION

### Deferral, Leave Of Absence or Transferral

- International College Manager is only permitted to approve deferral, leave of absence or transferral.
- Students wishing to withdraw from a course prior to expected completion date must provide written notification. (*Please refer to Student Transfer Policy*).
- Students wishing to transfer to another College must provide written evidence of acceptance into another College. No administration fee for transfer will apply. (*Please refer to Student Transfer Policy*).
- Student wishing to defer or take leave until a later semester, CADET will hold the fees paid for six (6) months, as at the date advised in writing, without penalty. If the student withdraws or exceeds

this agreed holding period, all fees paid will be automatically surrendered to and become the property of CADET International College

- Deferment or suspension of studies is only available to students on medical grounds (with a doctor's certificate) or in compassionate circumstances such as bereavement (with a death certificate). Deferment or suspension of studies on any other grounds will result in the student being reported to DIAC as not complying with their visa conditions
- A student may transfer to another course at CADET International College, but will be required to pay an administration fee as well as the difference in course cost (if any). If less expensive the student will be allocated additional study time

### **Deferring – (postponement of commencement of course)**

If you have signed a Letter of Offer and require a deferment, you or your agent are required to request deferment in writing (via email) detailing compassionate and compelling circumstances (if applicable).

The Student Registrar will assess the request and check for availability of places. If there is a place available the Student Registrar will issue a revised Letter of Offer. If no place is available, the Student Registrar will notify the agent of the next available intake date.

### **Suspending or Cancelling Student Enrolment – Initiated by Student**

If you wish to suspend or cancel your enrolment you must complete an Application to Suspend or Cancel Form with evidence to support the application. This must be submitted fourteen 14 days prior to the suspension or cancellation date. Evidence to support the application could include but is not limited to:

- Medical certificates
- Police reports
- Psychologist reports

Studies can only be temporarily suspended for up to six (6) months, or cancelled by the student on the grounds of compassionate or compelling circumstances, which includes but is not limited to:

- Serious injury or illness
- Bereavement of close family members
- Major political upheaval or natural disaster in home country requiring emergency travel
- Pre requisite not available
- A traumatic experience for example involvement in, or witnessing or being the victim of a serious crime (These cases should be supported by police or psychologist reports)

The College Manager will assess your application and provide a response to you in writing. If your application is successful you must contact DIAC within twenty-eight (28) days for advice on how this change to your enrolment status may impact upon your visa.

### **Suspending or Cancelling Student Enrolment – Initiated by Cadet**

Studies can only be temporarily suspended or cancelled by CADET for a maximum of six (6) months on the grounds of compassionate or compelling circumstances or misbehaviour by the student which includes but is not limited to:

- Misconduct
- Discrimination
- Sexual harassment
- Vilification
- Bullying
- Cheating / Plagiarism
- Disrupting other learners and or trainer
- Disobeys instructions
- Damages or theft

- Non-payment of fees
- Pre requisite not available
- Endangering students or themselves
- Serious injury or illness (Medical certificate required)
- Bereavement of close family members (Death Certificate required)
- Major political upheaval or natural disaster in home country requiring emergency travel
- A traumatic experience for example involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime (These cases should be supported by police or psychologist reports)

## **Student Misconduct or Misbehaviour:**

Steps taken by Cadet International College for misconduct/misbehaviour will be as follows unless extenuating circumstances\*\* (see definition below) apply. Depending on the nature of the misconduct/behaviour Cadet International College may be required to commence from any stage of the following steps. In the case of extenuating circumstances, Cadet International College will start the cancellation process at **step 5**:

### **1. First misconduct/misbehaviour incident:**

You will receive a verbal warning from your trainer.

### **2. Second misconduct/misbehaviour incident:**

If misconduct is cited a second time, you will be given a Written Warning Notification from your trainer outlining the misconduct details and advising you that any further warnings will result in a meeting with the Registrar and possible cancellation or suspension of your enrolment.

### **3. Third and final misconduct/misbehaviour incident:**

If misconduct is cited for a third and final time, you will be given a Final Warning Notice – Misconduct Incident Report from your trainer outlining the specific misconduct issues and an appointment time and date for a meeting with the International Student Registrar. You will receive a letter from CADET advising you of the appointment time and date. At your meeting with the Registrar you will have an opportunity to discuss the misconduct/misbehaviour matter in full and a decision will be made with regards to cancellation or suspension of your enrolment.

### **4. Meeting with Registrar:**

A letter will be issued from Cadet International Registrar and handed to the student advising them of a meeting date and time scheduled with the Registrar. The Registrar will meet with the student to discuss the grounds for the Warning Notification and the misconduct or behavioural issues contained therein.

### **5. (Extenuating Circumstances):**

Where a student has been identified as exhibiting serious misconduct/misbehaviour and Cadet has reason for concern for the safety and welfare of the student and/or others in contact with the student as well as Cadet staff members, the International College Manager shall immediately address the issue to secure the safety of all parties involved (*refer to Critical Incident Policy*).

The student will be immediately notified of Cadet's intention to cancel his/her enrolment and a letter will be sent stating in writing the reason for cancellation.

Cadet will report the student to DEEWR via PRISMS of cancellation of enrolment for disciplinary reasons.

If CADET intends to suspend or cancel your enrolment as a result of your misconduct/misbehaviour, you will receive a letter outlining the reasons and your right to appeal within twenty (20) working

days. If CADET suspends your studies, it will be up to the College Manager to decide if you will be provided with learning through the appeal process (unless extenuating circumstances apply).

If you have not appealed within twenty (20) working days, DIAC will be notified via PRISMS of the change of your enrolment status. You must contact DIAC within 28 days for advice on how this change to enrolment status may impact upon your visa.

**\*\*Definition: Extenuating Circumstances will include, but not be limited to:**

- Severe depression or psychological issues
- At risk of committing a criminal offence
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others including Cadet Staff members.

## **COURSE CREDIT**

You may be eligible for course credit if you have studied elsewhere and achieved competency in units studied.

Course credit is the recognition of any equivalent study you have previously undertaken. To apply for course credit transfer, you are required to provide evidence of the accredited study along with your Application for Credit Transfer.

Initial consideration for granting course credit (if applicable) is carried out by the International Student Registrar. Course credit will be assessed and granted (if appropriate) at the time of application for enrolment.

Where it is not possible for you to apply for course credit at the time of enrolment, application must be made as soon as practicable after enrolment to allow assessment of your eligibility for course credit. If you believe you could be eligible for course credit please ensure you make application for Credit Transfer with your enrolment application or alternatively arrange an appointment with your Trainer to discuss your eligibility and the course credit process. Please note there is no fee for this service.

If your trainer believes you could be eligible for course credit you will be required to complete the Course Credit Application Form and sign to say you accept. A copy of your acceptance will be recorded on your student file. Your Trainer will then process your application and provide you with a written response outlining whether your application has been successful or unsuccessful.

If your application is successful your Trainer will advise you via the Course Credit Application form if your end date has been affected. If your end date has changed your original COE will be cancelled and you will be issued with a new COE.

### **Refund of fees for Credit Transfer of units:**

A refund of fees for individual units attained through the credit transfer process will not be given.

Tuition fees may be reduced only if the student is granted sufficient credits or exemptions to complete the program in a significantly shorter period of time than normal. The final decision on a refund in this situation will be given by the International College Manager after consideration of an application for refund.