



INTERNATIONAL STUDENT HANDBOOK



Norwest College Australia

RTO #00000

CRICOS #00000A

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WELCOME TO NORWEST COLLEGE AUSTRALIA

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

Norwest College Australia gives you the assurance of expert assistance with any concerns you may have. You can engage with our Student Services staff who have the expertise to help you achieve your academic goals.

The Norwest College Australia International Student Handbook contains information to gear you as you adapt in your new environment. You will have sufficient information on available services and guidance on student visas, the Australian culture, and the many facilities accessible to you.

Flynn Fu
CEO, Norwest College Australia

Norwest College Australia Office Hours

8AM — 9PM, Monday to Friday

303/11 Solent Circuit Norwest NSW 2153
(Head Office)

Suite 406, 2-8 Brookhollow Ave Norwest
NSW 2153 (Training Venue)

0430 189 636
info@norwestcollege.com.au



International Student Coordinator and Emergency Contact



Sally Yang
Phone: 0430 189 636
info@norwestcollege.com.au

The aim of this handbook is to help you with your preparations to leave home and come and study at Norwest College Australia in Australia.

You can also find a lot of useful information on the Norwest College Australia website:

norwestcollege.com.au

How can our International Student Coordinator help you?

- General international student enquiries
- Accommodation advice
- General student visa information
- Orientation programs
- Social events
- A 'go to' person when you don't know who to ask

Emergency Telephone Numbers



Police, Fire, Ambulance
Phone: 000



**Department of Home Affairs
(DOHA)**

Phone: 131 881

www.homeaffairs.gov.au



APPLICATION STEP BY STEP PROCESS

Application Process	
Step 1	Student Enquiry and application
Step 2	<p>Norwest College Australia provides:</p> <ul style="list-style-type: none"> • International Student Enrolment Form • International Student Agreement • Letter of Offer • Pre-enrolment Assessment Form
Step 3	Student Acceptance
Step 4	<p>Norwest College Australia issues:</p> <ul style="list-style-type: none"> • Electronic Confirmation of Enrolment (eCoE) • Schedule Health Insurance
Step 5	Student Finalises Visa Conditions (w/ DOHA)
Step 6	Student Makes Travel and Accommodation Arrangements
Step 7	Student Arrival
Step 8	<p>International Student Orientation</p> <ul style="list-style-type: none"> • Registration and ID Cards
Step 9	<p>Student registers for OSHC</p> <ul style="list-style-type: none"> • Sets up bank account and mobile phone
Step 10	Classes begin!

ESSENTIAL CHECKLIST BEFORE I LEAVE HOME

WHAT NEEDS TO BE DONE	
Apply for passport and arrange student visa	
Make contact with Norwest College Australia	
Arrange for immunisations and medications from my doctor	
Apply for a credit card and/or arrange sufficient funds	
Confirm overseas access to your funds with your bank	
Make travel arrangements and arrange travel insurance	
Advise Norwest College Australia of travel details	
Arrange accommodation and transport from airport and accommodation	
Arrange some Australian currency for your arrival/first few days (for taxis, trains, trams, phone calls, etc.)	
<p>Pack bags being sure to include the following:</p> <ul style="list-style-type: none"> • Name and contact details of an institution representative • THIS HANDBOOK! • Passport • letter of offer from Norwest College Australia • a copy of your Confirmation of Enrolment (CoE) • receipts of payment for tuition fee and Overseas Student Health Cover (if applicable) • original or certified copies of your academic transcripts and certificates will be needed if you have a conditional offer, an offer for credit/advanced standing or you would like to apply for credit/advanced standing for previous study • other formal identification (e.g. international drivers licence/drivers licence from your home country, certified copy of your birth certificate (English translation), citizenship certificates, country ID card) • final medical and dental check up report - bring all documentation and written medical advice relating to any existing medical condition • references from landlords if you have rented or leased housing before • Travel insurance policy <p>Note: Make sure to leave originals or copies of these documents safely with family in my home country in case of loss</p>	
Take some time to prepare yourself emotionally for all the changes, new places, people and experiences that you will encounter very soon	

ON ARRIVAL ESSENTIAL CHECKLIST

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





PRE-ARRIVAL



PREPARING YOURSELF EMOTIONALLY

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

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

- Extended periods of being without your family and closest friends.
- Usage of Australian English in academic and various social settings.
- Differences in approach related to learning and teaching.
- Getting used to living on your own or sharing accommodation.
- Engaging with people from different religions, social customs, and values.
- Adjusting to a new environment including the number of people you see everyday.

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

Student Services can provide you private help and support on family, religious/spiritual, emotional, physical and psychological problems.





INTRODUCTION TO AUSTRALIA

Reasons to study in Australia

Australia is known globally as one of the world's most diverse and welcoming countries. Did you know that Australia has the fifth highest number of international students in the world behind despite having a population of only 25 million? This isn't surprising when you consider that Australia has six of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan, ranking ninth in the Universitas 2020 U21 Ranking of National Higher Education Systems.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has seven of the 100 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$300 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

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

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 16 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better. Why wouldn't you want to study with some of the best minds in the world?

Adapted from: Austrade (Australian Trade and Investment Commission) www.studyinaustralia.gov.au/english/why-australia



WELCOME TO SYDNEY!

Sydney is located at Australia's east coast between the Pacific Ocean and the Blue Mountains. While being the capital of New South Wales, Sydney is also known as the largest and oldest city in Australia. Sydney is also known for being one of the most famous tourist destination in the world because of its admirable harbour and beautiful coastline. Not just that but Sydney also has a warm and pleasant climate making it one of the most beautiful and liveable cities in the world.

For most visitors coming to Australia, Sydney is the best place to go as the city is geared and well prepared for orienting tourists about Australia's culture. Because of the city's geographical setting, having been surrounded by harbours, virgin bushlands and the famous Bondi Beach, Sydney is one of the best tourist destinations to be one with nature.

Sydney boasts a pleasant climate where you can experience warm summers and mild winters making the city best for visits all year round. If you are planning to visit Sydney, as a guide, summer season is from December to February, autumn is from March to May, winter is from June to August and spring is from September to November.





Norwest College Australia

Norwest College Australia is an international Registered Training Organisation and CRICOS provider committed to cultivating and nurturing the knowledge and skills of each of our students to transform them into job-ready individuals who are equipped and competent to undertake the working world and their chosen careers. To make this happen, Norwest College Australia ensures that the courses we offer are tailored to suit each student's needs and the requirements of the Community Services industry.

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

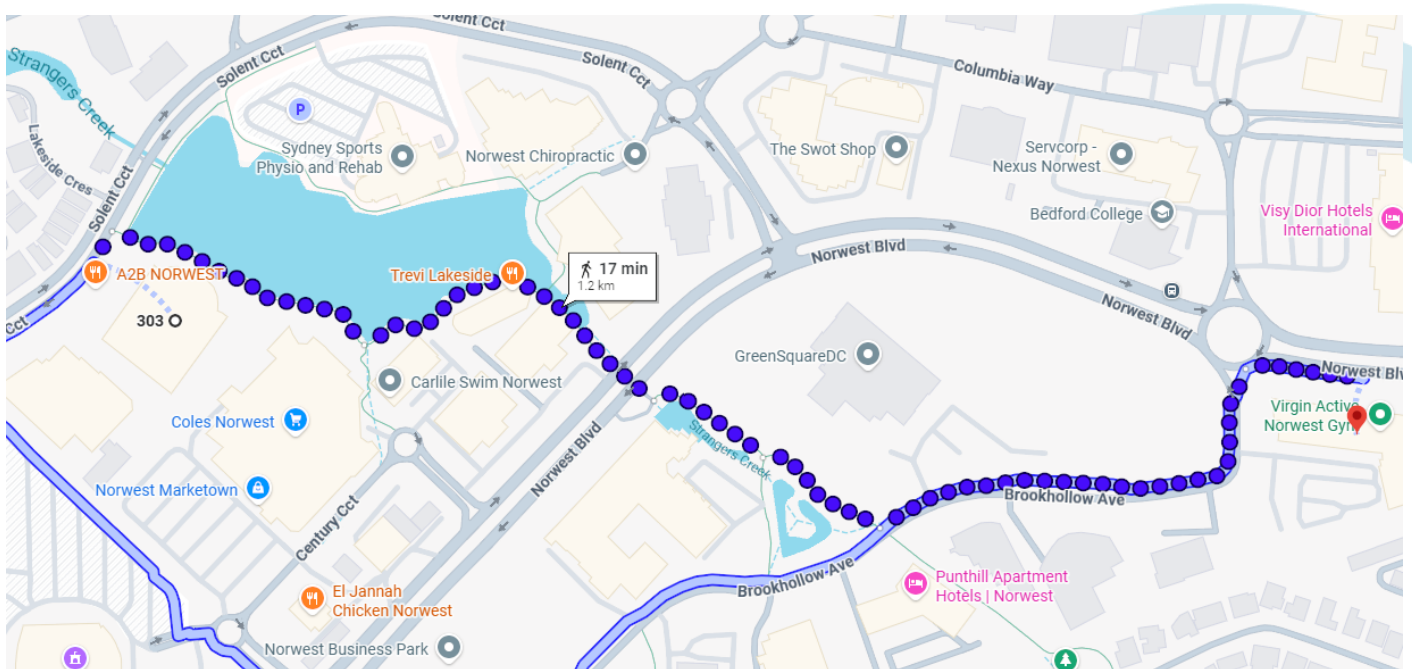
Norwest College Australia is interested and open to individuals who aspire to enhance their skills and expertise in the Community Services industry. The institution is situated in Norwest, a suburb in the Hills District of Sydney, 44 minutes from Sydney's Central Business District (CBD), offering students easy access to public transport, food outlets, shops, and business centres. This location provides international students with a convenient and comfortable living experience.



Campus map

The campus is currently located at **Suite 406, 2-8 Brookhollow Ave Norwest NSW 2153**

Head office is currently located at **303/11 Solent Circuit Norwest NSW 2153**



ARRANGING VISAS

Arranging Visas

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

Department of Home Affairs (DOHA)

The purpose of the Department of Home Affairs (DOHA) is to 'enrich Australia through the well managed entry and settlement of people.'

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

Migration Agents

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

Education Agents

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

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

Visa Conditions

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

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

For a full list of mandatory and discretionary student visa conditions please visit www.immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

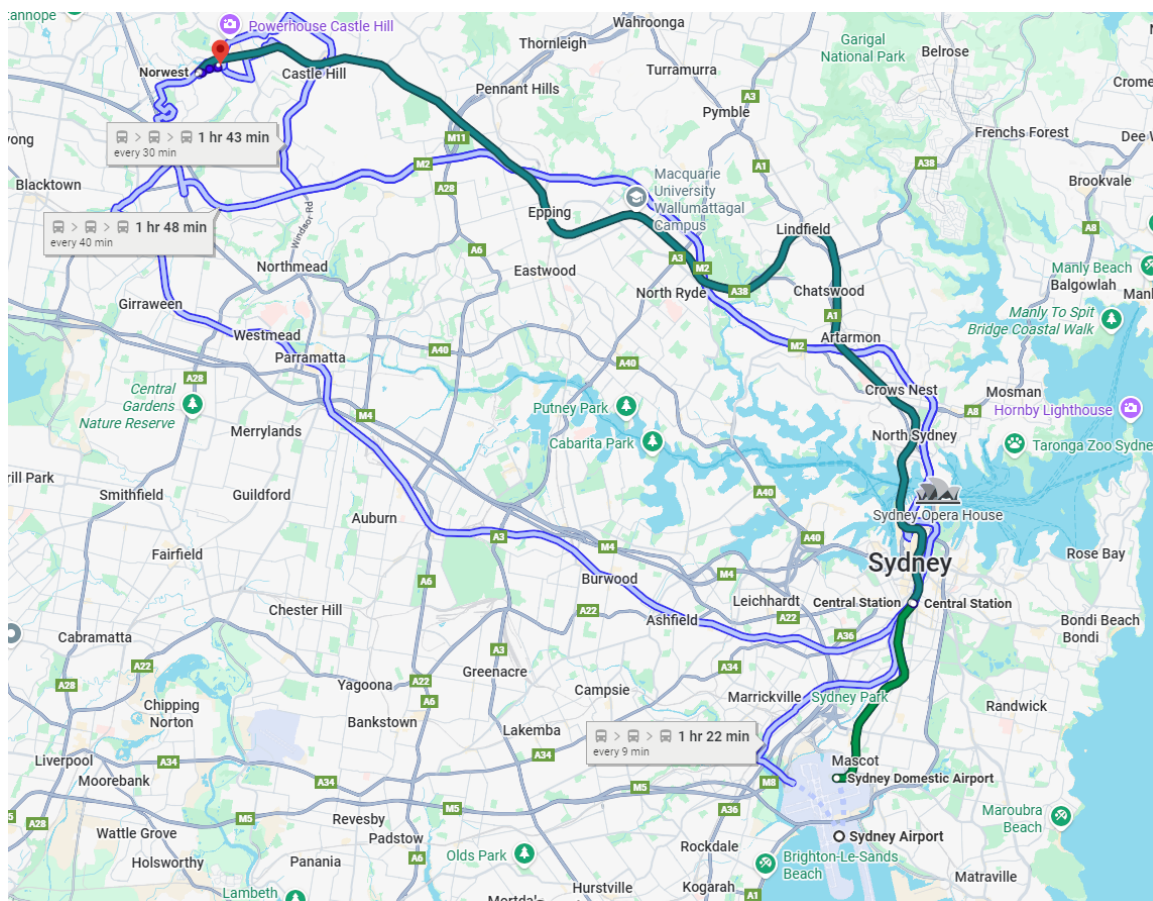


ARRANGING TRAVEL

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

You should fly into **Sydney** Airport which is the closest international airport to the city. Visit the Airport website at <https://www.sydneyairport.com.au/>

Sydney Airport is located at **Mascot NSW 2020, Australia**



TRAVEL DOCUMENTS

YOU SHOULD PREPARE A FOLDER OF OFFICIAL DOCUMENTS TO BRING WITH YOU TO AUSTRALIA INCLUDING

Valid passport with Student Visa	
Offer of a place / admission letter from Norwest College Australia	
Confirmation of Enrolment (CoE) issued by Norwest College Australia	
Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)	
Insurance policies	
Original or certified copies of your academic transcripts and qualifications	
Other personal identification documents, e.g. birth certificate, ID card, driver's license	
Medical records and/or prescriptions	

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





PREPARING TO COME TO AUSTRALIA

WHAT TO PACK

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

Summer (December to February)

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

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

Autumn (March to May)

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

- *Light jumpers and jackets*
- *Jeans*
- *Waterproof shoes*
- *Umbrella*

Winter (June to August)

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

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

Spring (September to November)

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

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

DOCUMENTS TO INCLUDE

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



Daylight Saving Time (excluding Queensland)

Most Australian states follow what is called the Daylight Saving Time. Daylight Saving Time begins at 2AM on the first Sunday in October, when clocks move forward one hour, and ends at 3AM on the first Sunday in April, when clocks are wound back one hour.

MORE TIPS ON PACKING:

- It's important to pack the clothes according to the range of temperature in various cities. Queensland, for example, has a higher range of temperature than Sydney, Melbourne and Canberra.
- www.bom.gov.au offers valuable information about the weather in each Australian city. It is prudent to check this website for awareness.
- Pack your luggage according to the limits and guidelines set by international airlines (20kg, for most airlines), including relevant information in the Entering Australia section in this guide.
- Casual clothing is a staple among students when coming to class. However, work placement *might* require wearing a uniform or smart business clothes.
- Students intending to apply for a part-time job may need to bring smart business outfits appropriate for job interviews.
- You may also bring some traditional clothes from your home country, which may be useful during cultural events

and may help you cope with homesickness.

On your Flight

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

OTHER ITEMS YOU MIGHT NEED

Most of these items can also be purchased in Australia

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

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

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



Bringing your Computer

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

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

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

Mobile Phones & Laptops

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

GETTING FROM THE AIRPORT

TRAIN

Sydney Airport is located just 13 minutes by train from the city. Airport Link offers a fast and convenient way to reach the city and suburbs, with trains running approximately every 10 minutes. The International station can be accessed from the arrivals level of the terminal, past Arrivals Hall A. The Domestic station can be accessed from the arrivals level of the T2 and T3 Domestic terminals. To use this service, you can either purchase an Opal Card from the station or WH Smith, or tap on with your Amex, Visa or Mastercard. For more information, including fares, maps, timetable changes and travel planners, **VISIT THESE LINKS:**

<https://airportlink.com.au/>

<https://transportnsw.info/tickets-opal/opal#/login>

<https://transportnsw.info/trip#/trip>



PUBLIC BUSES

Sydney Buses operates a timetabled service, Route 400, between Bondi Junction and Burwood. The service stops at both the T1 International and T3 Domestic terminals. You will find clearly marked bus stops located on the arrivals level outside each of these terminals. You'll need an Opal transport card to use the service.

SHUTTLE BUSES

If you're looking for a shuttle transfer, limousine, accommodation, tours and attractions please visit the Redy2go website below. Redy2Go desks can also be found at the arrivals hall of our T1 and T2 terminals. If you're looking for bus and limousine transfer services that provide transport between the airport and most Sydney suburbs and regional areas, you can find a range of providers via Mozio.



TAXIS AND RIDESHARE

You can access taxis and rideshare services when you arrive. The Sydney CBD is a short, 20 minute ride away and will cost about \$45-\$55 one way. You'll find taxi ranks at the front of all terminals - simply follow the signs to the nearest ranks. For rideshare services, please arrange with your driver to meet you at our priority pick-up area.



KEEPING CONTACT

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

You may contact **Norwest College Australia** through:

Sally Yang
0430 189 636
info@norwestcollege.com.au



ACCESSING MONEY

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

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1,500 to AU\$2,000 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 that they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have

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

Electronic Transfer

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

ATMs

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

Credit Cards

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

ENTERING AUSTRALIA

Australian Border Force

The Australian Border Force (formerly the Australian Customs Service) is responsible for the management of the Australian borders. The ABF works closely with the following government and international agencies to ensure the borders' security and integrity:

1. the Australian Federal Police
2. the Australian Department of Agriculture, Water and the Environment (DAWE)
3. the Department of Home Affairs (DOHA), and
4. the Department of Defence, responsible for the detection and determent of unlawfully transported goods and people across borders.

Visit www.abf.gov.au for more information on entering Australia and inter-border travel.

Unaccompanied goods

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

Additional helpful information are available on www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in.

Department of Agriculture, Fisheries and Forestry (DAFF)

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

that items identified as prohibited are automatically seized and destroyed by DAWE.

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

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

Mail or Parcels From Home

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

Entry points across Australia, such as international mail centres, airports, and seaports, are manned by officers from the Department of Agriculture, Fisheries and Forestry (DAFF). These officers are equipped with X-ray machines and detector dogs to strictly screen goods and mail that may pose a quarantine risk. It is crucial to provide authentic and sufficient details about these goods and to inform relatives about the implications of Australia's quarantine laws. Failure to comply can result in legal sanctions of up to AUD 60,000 and 10 years imprisonment.

For the most recent information on quarantine requirements, visit the [Department of Agriculture, Fisheries and Forestry Biosecurity Portal](#) or Department of Agriculture, Fisheries and Forestry.

Protecting Australia's Fauna and Flora

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



SETTLING-IN



LIVING IN AUSTRALIA

Australian social culture

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

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

You can find out more information about the Australian social customs at: www.homeaffairs.gov.au/about-us/our-portfolios/social-cohesion

Keep in touch

Phones

Public telephones are made available at locations such as the airport, shopping centres, railway stations, road sides and other public centres. Local calls from public payphones in Australia are free.

Telstra has made all local and national calls from its public payphones free of charge. On the other hand, mobile phones and STD (Australian for long distance calls) are timed and will be charged per minute. You can also make reverse-charge and third-party-charge calls with public phones so you do not have to worry. You can pay for calls using various methods as most public phones would accept coins, pre-paid phone cards and sometimes credit cards.

International phone cards usually cost AUD\$5 to \$50 depending on the provider. Phone cards are available in most shops at the airport, supermarkets, malls, and suburban newsagents.

Mail services

You can find post offices in most shopping centres and in the main shopping streets. Post office services include telegrams, faxes, letters, parcels, money orders (similar to cheques), and bill paying services that allow you to pay your bills. A standard small letter or postcard usually costs about AUD \$1.50, while bigger letters cost up to AUD \$7.50.

Post offices are open Monday to Saturday from 9am to 5pm. Find out more about Australia Post at: www.auspost.com.au

Need help with calling home?

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

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

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

*If you do not know or are unsure of your home country code, you can dial (1225) for more information.
3. Dial your home telephone number including your area code.

*Do not include the "0" on the beginning of the area code.

You may check with your provider the costs of international calls as they will depend on the destination, time of day and day of the week of calls.

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

You can visit finder.com.au or whistleout.com.au to compare phones service providers.

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

To gain access to the internet, most students apply to have their own broadband, cable or wireless internet connection. For more information about internet service provider comparisons you can visit the website www.comparebroadband.com.au.

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

Mobile phones, laptop and internet

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

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

When you arrive in Australia, most providers will give you the option to use a prepaid system or to go onto a contract for your phone connections. You can ask suggestions from your fellow students on what phone and networks they use and what works best for them so that you can have an idea on which to get.



Public transport

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

- New South Wales (transportnsw.info)
- Queensland (www.translink.com.au)
- Victoria (ptv.vic.gov.au)
- Western Australia (pta.wa.gov.au)
- ACT (www.transport.act.gov.au)

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

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

Living expenses

An amount of approximately AUD\$21,000 would usually be required for a single international student to pay for living expenses on a yearly basis. Expenses allocated for tuition fees, learning resources, expenses associated with having a car and social activities such as social gatherings or attending tours is not included in the estimated cost. The estimated amount of money is not standard as expenses would still depend on the location, lifestyle and living preferences of the student but most are able to live alright within the estimated amount of money.

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





HOW MUCH DO THINGS COST?

Food and other costs

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

Pharmacy

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

Clothing

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

- Myer (www.myer.com.au)

- Target (www.target.com.au)
- Big W (www.bigw.com.au)
- Kmart (www.kmart.com.au)

Shopping

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

Opening hours for department stores usually are:

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

Many department stores also offer in-store pick-up and delivery.



Other shops

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

Laundry

Coin-operated washing machines are available in laundrettes if you do not want to buy or there are no washers or dryers where you live. Find a laundrette near you at yellowpages.com.au.

Furniture

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

- Gumtree (www.gumtree.com.au)

- Trading Post (www.tradingpost.com.au)
- Opportunity Shops (www.vinnies.org.au)

Markets

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

Check out the prices of different items at:

- Aldi (www.aldi.com.au)
- Coles (www.coles.com.au)
- Woolworths (www.woolworths.com.au)

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



WORKING IN AUSTRALIA

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

48 hours per fortnight is the maximum number of hours you will be allowed to work when your training/course is *'in session'*, which includes exam and assessment periods. However, if your training/course is not *'in session'* (i.e., during holiday breaks), the number of hours that you are allowed to work will not be limited. To find out more information about this, you can check the Department of Home Affairs (DOHA) website at www.homeaffairs.gov.au

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

Careers Advisers

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

Employment

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

- www.mycareer.com
- www.seek.com
- www.careerone.com.au

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

Tax File Number

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

- ATO website (www.ato.gov.au)
- Phone number (13 28 61)

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

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

Tax payment in Australia

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

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

A payment summary (or 'group certificate') will be given to you by your employer on the 30th of June which is the end of the financial year. You will need this certificate when making your tax return.

Information on visa

A student visa, as a rule, will only last until the duration of the course of study. Conditions for granting a student visa are also in place and such conditions would state that a student must leave Australia upon the completion of their chosen studies. As such, it is the education provider's responsibility to report the students' progress especially if they are not attending classes or are

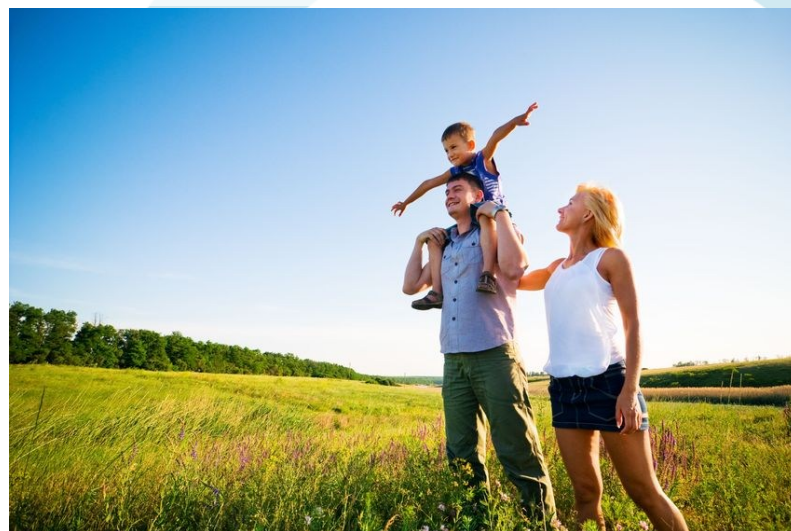
not able to provide satisfactory marks on their studies. It is also the international student's responsibility to finish and complete their study within the minimum timeframe provided in their CoE. Since international students will be required to leave Australia upon completion of their studies, you will need to apply for a visitor class visa if you wish to attend your graduation ceremony.

Student with families

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

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

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





SAFETY IN AUSTRALIA

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

Tips on safety

General safety

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

number of the person that you want to be contacted in the event of an emergency.

Public transport safety

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

Safety on the road

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

Safety on the beach

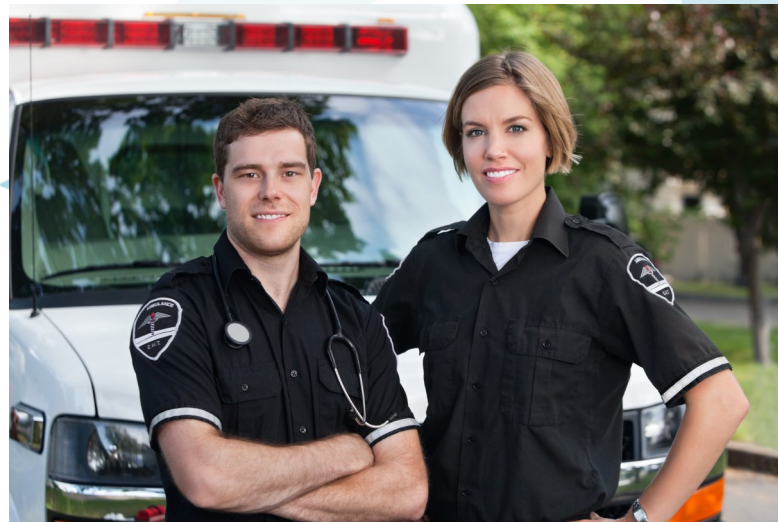
If you decide to visit the beach, always remember to swim where the lifeguards can see you. Never swim on beaches with no life guards to help you. Oceans in Australia can be really dangerous if you are not used to it or if you do not know how to swim. You can check www.beachsafe.org.au if you want to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

Keep valuables safe

- Do not forget to lock all windows and doors when going out, even if for just a short while.
- As much as possible, only use ATMs and withdraw cash during the day. Do not forget to take your card and money from the ATM.
- Do not leave car keys and other valuables unattended inside your car, even if for just a short while.
- Never give out your personal information to anyone. Personal information includes full name, date of birth, address, contact number and passport details. Only provide them when asked by authorities such as the DOHA.
- Do not leave mobile phones, laptops and other valuables unattended. Keep them with you at all times.
- If your mobile phone is stolen or lost, report it to your provider and ask them to immobilise it.
- Never trust financial help offers from strangers. If you require financial assistance, ask help from professional advisers instead. If someone offers to sell you cheap gadgets check and investigate it thoroughly first. A lot of students become victims of these kinds of scams.

Fire safety

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



STUDYING AT NORWEST COLLEGE AUSTRALIA





WHERE TO BEGIN

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

Arriving early to attend orientation gives you the chance to:

1. See and talk to important people you will need to know, including the Student Services staff.
2. Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
3. Meet and get advice from the Student Services staff.
4. Find your way around the campus, including classrooms, facilities, recreation and eating areas.
5. Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
6. Find your way around the public transport and city to and from your accommodation.
7. Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

What to do

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

International Student Orientation

Prior to your course at Norwest College Australia, you will be given a copy of the Orientation Checklist and will be guided through the orientation process. The orientation process will cover the following topics and will be scheduled as follows:

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

International Student Code of Conduct

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

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

IELTS Requirements

Learners from non-English speaking backgrounds are required to provide any one of the following evidence of upper intermediate proficiency in English:

- IELTS total band score of at least 6.0 with no band less than 5.5, or equivalent.
- Occupational English Test (OET), TOEFL iBT, Pearson Test of English, Cambridge English Advanced with scores equivalent to IELTS 6.0 and no less than 5.5 in each band.
- The English test must have been taken within two years before the application is made

For more information on English Language Tests and Evidence Exemptions refer to the [Migration \(English Language Tests and Evidence Exemptions for Subclass 500 \(Student\) Visa\) Instrument \(LIN 24/022\) 2024](#).

Test name	Minimum test score	Minimum test score: if principal course is accompanied by at least 10 weeks of an ELICOS; or if a standard foundation program; or if an extended foundation program; or if an eligible pathway program.	Minimum test score: if principal course is accompanied by at least 20 weeks of an ELICOS.
Cambridge English: Advanced (CAE) test/ Certificate in Advanced English	169	162	154
International English Language Testing system (IELTS Test)	Overall band score 6.0	Overall band score of 5.5	Overall band score of 5.0
Occupational English Test (OET)	a score of at least B for each test component	a score of at least B for each test component	a score of at least B for each test component
Pearson Test of English Academic (PTE)	50	42	36
Test of English as a Foreign Language internet-based test (TOEFL iBT)	64	46	35

Australian Department of Home Affairs: Minimum score requirements	
DHA English language proficiency level	LANGUAGECERT Academic minimum score
Competent	57 listening 60 reading 64 writing 70 speaking

The ESOS Framework

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

The laws that protect international students form the Education Services for Overseas Students (ESOS) Framework. They include the Education Services for Overseas Students Act 2000 and the National Code 2018.

Please read a summary of the ESOS Framework including your rights, responsibilities, requirements, support services, and other information about studying in Australia on the Department of Education website: <https://www.education.gov.au/esos-framework>

Privacy Policy

Norwest College Australia will follow the Australian Privacy Principles in the management of all student and staff information, and allow access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Norwest College Australia's operations as a Registered Training Organisation and CRICOS provider.

Use of personal information and disclosure

Norwest College Australia collects personal information such as name, date of birth, contact details and Unique Student Identifier to administer enrolment, training and certification. This information is managed in accordance with privacy legislation and is only disclosed where required or authorised. Your information may be disclosed to government regulators and authorised agencies for audit, compliance monitoring and enforcement of vocational education and international student legislation. We are also required to report enrolment status, course progress, attendance, transfers, early completion or non-commencement through PRISMS to the Department of Home Affairs and the Department of Education to meet student visa obligations.

Personal information may be provided to national data collection organisations such as the National Centre for Vocational Education Research for statistical reporting and surveys. If a provider default occurs, information may be disclosed to the Tuition Protection Service so that suitable course placement or refunds can be arranged. Information may also be disclosed without consent where required by law or where reasonably necessary to prevent a serious threat to life, health or safety, including law enforcement matters.

You may check the full Privacy Policy at the Norwest College Australia website.

RPL and Credit Transfer/Course Credit Policy

Norwest College Australia recognises that a learner should not be required to undertake a unit of competency where they can already demonstrate satisfactory achievement of the required outcomes under the endorsed training package or nationally recognised course. All students may apply for recognition of prior learning or credit transfer. This allows students to submit evidence for units of competency to be assessed by a qualified assessor without completing training.

Students may apply before enrolment so that course duration and enrolment documentation can reflect any granted credit. Students may also apply after enrolment, including while they are already attending classes, and credit may still be granted where valid evidence is provided.

Applicants must provide original transcripts, statements of attainment and relevant subject information and complete the RPL or credit transfer form either prior to commencement or during the course. Where credit transfer or course credit is granted, the student will receive written confirmation of the outcome and any change to course duration in accordance with National Code 2018 requirements.

The full RPL and Credit Transfer Policy can be found in the Norwest College Australia website.

Transfer Between Providers Policy

Students, who are enrolled with another provider and have completed less than 6 months of their principal course, must provide a letter of release from their provider, or any other document authorising their transfer that fulfils Standard 7 of the National Code, before we may issue a Certificate of Enrolment. Please refer to the Transfer Between Providers Policy and Procedure for the process for lodging a request to transfer.

Students who wish to transfer from Norwest College Australia to any other educational provider prior to completion of six (6) months of study of their principal course need written approval / letter of release from Norwest College Australia. Please refer to the Transfer Between Providers Policy and Procedure for the process for lodging a request to transfer.

The full Transfer Between Providers Policy can be found in the Norwest College Australia website.

Academic Policies and Procedures

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

For more information about academic policies and procedures you may refer to the Norwest College Australia website.

Complaints and Grievances

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

Complaints About Education Agents

Students may lodge a complaint with Norwest College Australia about the conduct, advice or recruitment practices of an education agent representing us. This includes misleading information, incorrect course advice, pressure to enrol or any conduct not in the student's best interests. Students should submit the complaint directly to Norwest College Australia using the complaints process. Students are not required to contact the education agent before lodging the complaint. The complaint will be acknowledged and investigated in accordance with our complaints and appeals procedures and procedural fairness requirements.

Where concerns are substantiated, we will take corrective action. If the education agent has engaged in dishonest or unethical practices, we will terminate the written agreement and cease accepting students from that agent in accordance with National Code 2018 obligations regarding education agents. All complaints are handled confidentially and accessing the complaints process will not disadvantage the student or affect enrolment status while the matter is being reviewed.

International Student Visa Conditions

Students entering Norwest College Australia must take responsibility to uphold and remain true to the International Student Visa Conditions. For more information about the mandatory student visa conditions, please visit the Norwest College Australia website.

Academic Progress

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

Attendance

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

Current Address Details

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

Student Deferment, Suspension or Cancellation Policy

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

STUDENT ADMINISTRATION INFORMATION

Paying Fees

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

Refund and Cancellation Policy

Norwest College Australia will follow the minimum refund calculation as per the *Education Services for Overseas Students (Calculation of Refund) Specification 2014*, less the administration fee of **\$300**. Please refer to Norwest College Australia's CRICOS Fee Administration and Refund Policy for further information.



External Language, Literacy, Numeracy and Digital Skills (LLND) Support Services

International students with LLND issues may be referred to the following services to discuss any additional support services available to them:

Reading Writing Hotline

Phone: 1300 655 506

<http://readingwritinghotline.edu.au>

Australian Council for Adult Literacy (ACAL)

Phone: (03) 9546 6892

<https://acal.edu.au/>

NSW Adult Literacy and Numeracy Council (NSWALNC)

Phone: (02) 9514 3478

www.nswalnc.org.au

Resources for people teaching or tutoring adult literacy

<https://www.readingwritinghotline.edu.au/wp-content/uploads/2016/08/Literacy-Face-to-Face.pdf>

TAFE NSW The Hills College

Phone 131 601 <https://www.tafensw.edu.au>

Hills Community Aid

Phone (02) 9686 3499

<https://www.hillscommunityaid.org.au>

CORE Community Services

Phone (02) 9687 9901

<https://www.corecs.org.au>

Blacktown City Libraries literacy programs

Phone (02) 9839 6000

<https://www.blacktown.nsw.gov.au>

Baulkham Hills Library literacy and study help

Phone (02) 8825 7100

<https://www.thehills.nsw.gov.au>

Adult Migrant English Program provider Navitas Skilled Futures Parramatta

Phone 13 62 68 <https://>

www.navitaskilledfutures.com.au

Mission Australia Western Sydney learning support

Phone (02) 9687 4666

<https://www.missionaustralia.com.au>

Salvation Army Hills area community support

Phone (02) 9639 1200

<https://www.salvationarmy.org.au>

Sample Refund Calculations

Refunds for cancellation of enrolments and other conditions are granted based on the Minimum Refund Calculation Table according to the Education Services for Overseas Students (Calculation of Refund) Specification 2014

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
Unsuccessful visa application	Visa rejection prior to commencement of training	<ul style="list-style-type: none"> Complete and submit Withdrawal from Training Form and Refund Request Form electronically or as a hard copy. Provide supporting evidence regarding unsuccessful visa application with your submission 	5% of the amount of course fees received from student prior to default or \$300, whichever is lesser	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014
	Sample Computations			
	Refund Amount = total course payment received so far - (5% of the amount received prior to default or \$500, whichever is lesser)	Situation A: Fees paid so far exceeds \$10,000 Sample amount: Learner pays 50% of Tuition Fee for a course that costs \$24,000 ($\$24,000 \div 2 = \$12,000$) Refund Amount = \$12,000 - \$300 = \$11,700	Situation B: Fees paid so far does not exceed \$10,000 Sample amount: Learner has paid a total of \$9,500 of course fees so far Refund Amount = \$9,500 - ((5% of \$9,500 = \$475) or \$300) = \$9,500 - \$300 = \$9,200	Sample: Learner has paid 50% of the Tuition fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) $\$13,000 \div 2 = \$6,500$ Refund Amount = \$6,500 - ((5% of \$6,500 = \$325) or \$300) = \$6,500 - \$300 = \$6,200
Enrolment cancellation / withdrawal from course prior to commencement of training	Enrolment cancelled / withdrawal from course prior to commencement of training	<ul style="list-style-type: none"> Complete and submit Withdrawal from Training Form and Refund Request Form electronically or as a hard copy. Provide supporting evidence, if any, with your submission. 	\$300 administration fee	Refund full amount of initial Tuition Fees paid, less the administration fee as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 , less the administration fee
	Sample Computations			
	Sample Computation Refund Amount = Initial fee paid - administration fee	Sample Situation: Learner has paid a total amount of \$9,500 of course fees so far Refund Amount = \$9,500 - \$300 = \$9,200	Sample: Learner has paid 50% of the Tuition fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) $\$13,000 \div 2 = \$6,500$ Refund Amount = \$6,500 - \$300 = \$6,200	

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from course after commencement date	Enrolment cancelled / withdrawal from the course after commencement date	<ul style="list-style-type: none"> Complete and submit Withdrawal from Training Form and Refund Request Form electronically or as a hard copy. Provide supporting evidence, if any, with your submission. 	\$300 administration fee	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 , less the administration fee
Sample Computations				
$\frac{\text{Total tuition fees for the}}{\text{Number of calendar days}} \times 7$	<p>Weekly Tuition fee =</p>	<p>Sample Situation: Total Course duration is 52 weeks, and the total fee is \$24,000. Student withdraws 6 weeks in.</p> <p>Weekly Tuition fee = \$460</p> $\frac{\$24,000}{365} \times 7$	<p>Sample: Learner has paid 100% of the Tuition fee for CHC33021 Certificate III in Individual Support (Ageing and Disability)</p> <p>Weekly Tuition fee = \$249.32</p> $\frac{\$13,000}{365} \times 7$	
<p>Weeks in default period =</p> <p>Number of calendar days from the default day to the end of the period to which the payment relates</p> $\frac{7}{7}$	<p>Weeks in default period =</p>	<p>Sample analysis of Weeks in default period: Learner has made 50% payment for the course, therefore payment relates for $52 \div 2 = 26$ weeks of the course. It's been 6 weeks since the commencement of the course, therefore $26 - 6 = 20$ weeks are left in default period</p>	<p>Refund Amount = Learner has made 100% payment for the course, therefore payment relates for 52 weeks of the course. It's been 9 weeks since the commencement of the course, therefore $52 - 9$ weeks = 43 weeks are left in the default period</p>	
<p>Refund Amount = (weekly tuition fee × weeks in default period) - administration fee</p>	<p>Refund Amount = (\$460 × 20) - \$300 = \$8,900</p>	<p>Refund Amount = (\$249.32 × 43) - \$300 = \$10,420.76</p>		
Visa cancellation due to actions of the student Or Enrolment cancellation due to actions of student	<ul style="list-style-type: none"> Enrolment cancelled by the college due to false or misleading information Enrolment cancelled due to academic or behavioural misconduct Enrolment cancelled due to non-payment of full course fees Enrolment cancelled due to unsatisfactory course progress or attendance 	N/A	\$300 administration fee	Refund full amount of initial Tuition Fees paid, less the administration fee as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 , less the administration fee
Sample Computations				
$\frac{\text{Total tuition fees for the}}{\text{Number of calendar days}} \times 7$	<p>Weekly Tuition fee =</p>	<p>Sample Situation: Total Course duration is 52 weeks, and the total fee is \$22,000. Student enrolment is cancelled after 10 weeks.</p> <p>Weekly Tuition fee = \$422</p> $\frac{\$22,000}{365} \times 7$	<p>Sample: Learner has paid 100% of the Tuition fee for CHC33021 Certificate III in Individual Support (Ageing and Disability)</p> <p>Weekly Tuition fee = \$249.32</p> $\frac{\$13,000}{365} \times 7$	
<p>Weeks in default period =</p> <p>Number of calendar days from the default day to the end of the period to which the payment relates</p> $\frac{7}{7}$	<p>Weeks in default period =</p>	<p>Sample analysis of Weeks in default period: Learner has made 50% payment for the course, therefore payment relates for $52 \div 2 = 26$ weeks of the course. Student enrolment is cancelled after 10 weeks, therefore $26 - 10 = 16$ weeks are left in default period</p>	<p>Refund Amount = Learner has made 100% payment for the course, therefore payment relates for 52 weeks of the course. Student Enrolment is cancelled after 12 weeks, therefore $52 - 12 = 40$ weeks are left in default period</p>	
<p>Refund Amount = (weekly tuition fee × weeks in default period) - administration fee</p>	<p>Refund Amount = (\$422 × 16) - \$500 = \$6,252</p>	<p>Refund Amount = (\$249.32 × 40) - \$300 = \$9,672.8</p>		

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
Provider default	Where training ceased due to RTO closure / sanction and other reasons	N/A	N/A	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 . OR offer alternate training arrangement / course (if agreed to by the student)
Sample Computations				
	<p>Weekly Tuition fee = $\frac{\text{Total tuition fees for the}}{\text{Number of calendar days}} \times 7$</p> <p>Weeks in default period = $\frac{\text{Number of calendar days from the default day to the end of the period to which the payment relates}}{7}$</p> <p>Refund Amount = (weekly tuition fee × weeks in default period)</p>	<p>Sample Situation: Total Course duration is 52 weeks, and the total fee is \$17,000. A sanction is imposed upon the trainer preventing training from proceeding.</p> <p>Weekly Tuition fee = \$326 $\frac{\\$17,000}{365} \times 7$</p> <p>Sample analysis of Weeks in default period: Learner has made 50% payment for the course, therefore payment relates for $52 \div 2 = 26$ weeks of the course. It's been 20 weeks since the commencement of the course, therefore $26 - 20 = 6$ weeks are left in default period</p> <p>Refund Amount = $(\\$326 \times 6) = \\$1,976$</p>	<p>Sample: Total Course duration is 52 weeks, and the total fee is \$13,000. A sanction is imposed upon the trainer preventing training from proceeding.</p> <p>Weekly Tuition fee = \$249.32 $\frac{\\$13,000}{365} \times 7$</p> <p>Sample analysis of Weeks in default period: Learner has made 100% payment for the course, therefore payment relates for 52 weeks of the course. It's been 20 weeks since the commencement of the course, therefore $52 - 20 = 32$ weeks are left in default period</p> <p>Refund Amount = $(\\$249.32 \times 32) = \\$7,978.24$</p>	

QUICK GUIDE TO KEY PERSONNEL

ACADEMIC

Trainers	⇒ Questions about content of units, teaching procedures, assessment.
Student Services	⇒ Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (inform International Education Office) ⇒ Help with reading, writing, note-taking, preparation for exams &

ADMINISTRATIVE

Student Services	⇒ Visa problems, financial problems, enrolment and short term accommodation ⇒ Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.
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PERSONAL

Student Services	⇒ Problems with relationships, home-sickness, depression ⇒ Spiritual / religious issues, personal issues ⇒ Sexual harassment , discrimination, ⇒ Examination, study adjustments ⇒ Accommodation issues
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STUDENT SURVIVAL PAGE

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

CONTACT DIRECTORY	
EMERGENCY	000 or 112 from my mobile
Department of Home Affairs (DOHA)	131 881 or immi.homeaffairs.gov.au/help-support/contact-us
Australian Taxation Office (ATO)	13 28 65 or www.ato.gov.au/about-ato/contact-us
Health Cover	137 742 +61 7 3305 8841
Norwest College Australia Emergency Contact	Telephone: 0430 189 636 info@norwestcollege.com.au
MY IMPORTANT PEOPLE AND PLACES	