
Student Handbook

2020



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Section 1

WELCOME TO MVC

Thank you for choosing Golden Wattle Group Pty Ltd T/A Meridian Vocational College (MVC) as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional learning and providing you with the best experience possible to reach your goals.

It is important to keep this hand book on hand during your training, as it will provide additional guidance as you progress throughout your training.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning.

I look forward to hearing of your achievements and providing support where I can.

I trust you will enjoy your time with us and wish you every success in your learning.



Daman Rana

CEO

Golden Wattle Group Pty Ltd T/A Meridian Vocational College

daman@mvc.edu.au

1.1 Service Commitment

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities, to guide you through your learning with Golden Wattle Group Pty Ltd T/A Meridian Vocational College.

Golden Wattle Group Pty Ltd T/A Meridian Vocational College is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, friendly and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;

1.2 Our Aim

Produce competent and confident workers that benefit the community and industry



1.3 Campus Location and Facilities

MVC is in the heart of the Adelaide city at

Main campus

Level 2 West, 50 Grenfell street Adelaide 5000



At this **main campus** students have access to free Wi-Fi, air-conditioned classrooms with commercial printers and scanners to complete all assessments. A common break area, small kitchen with microwave and fridge, reception area, executive & administrative staff rooms, male & female toilets and access to audio video room with reference books is also available on the campus for all students.

This campus has easy access to Rundle Mall- Shopping precinct, CityCross food court, Public transport and Metro information centre about Adelaide's public transport facilities. Public transport is available on the doorstep and within the city there are free bus/tram services.

The building is centrally located in Adelaide CBD, with a modern and attractive frontage and facilities. The Building is close to Adelaide Central Market, city and State Library, Museums and Art gallery, major banks and offices.

The kitchen premises

**Room P7 -P15 Level 7 , Playford building
UniSA East campus
Adelaide 5000
SOUTH AUSTRALIA**

This campus is located walking distance from the main building. Meridian Vocational College has an access agreement with University of South Australia - East Campus in Adelaide to conduct kitchen practicals and theory classes.

At this fantastic kitchen students have their own dedicated workstations. All equipment's required for food preparation, gas stoves and ovens are available for each student along with other commercial equipment to be used. Students bring uniforms, safety shoes and knife set organised by the college and issued to students at orientation day. Student receives all ingredients on the day of the practical at this commercial kitchen and produce dishes according to recipes provided by the trainer. All practical assessments are completed at this campus under supervision of qualified trainers and assessors.

This campus also has a theory class room to conduct class sessions and presentations.



**SAY Kitchen
78, Currie Street
ADELAIDE 5000
SOUTH AUSTRALIA**

This campus is also located walking distance from the main building. Meridian Vocational College has a beautifully designed commercial kitchen and a cafe. The location of the kitchen on busy Currie street provides a simulated working environment for students.

At this fantastic facility there is a commercial cafe, function room, and training kitchen where students have their own dedicated workstations. All equipment's required for food preparation, gas stoves and ovens are available for each student along with other commercial equipment to be used. Students bring uniforms, safety shoes and knife set organised by the college and issued to students at orientation day. Student receives all ingredients on the day of the practical at this commercial kitchen and produce dishes according to recipes provided by the trainer. All practical assessments are completed at this campus under supervision of qualified trainers and assessors.

This campus also has two theory class room to conduct class sessions and presentations.



Section 2

PLAN YOUR DEPARTURE

Once you have been accepted to study at MVC and have received confirmation of your student visa, the next step is to start planning for your arrival. Here is a checklist to help you plan your departure:

- ☐ **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.
- ☐ **Student enrolment and orientation documents** – You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from MVC prior to your first day. Ensure all required forms are completed and provide to the college by the designated time
- ☐ **Make contact**
- ☐ **Make necessary payments to College**
- ☐ **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home that will cover the entire duration of your course.
- ☐ **Advise the college of your travel details**
- ☐ **Travel Insurance** – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
- ☐ **Airfares** – Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.
- ☐ **Arrange for immunisations and medications from doctor**
- ☐ **Contact details** – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.
- ☐ **Apply for a credit card and/ or arrange sufficient funds**
- ☐ **Confirm overseas access to your funds with your bank**
- ☐ **Australian currency** – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.
- ☐ **Transport from the airport** – Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving.
- ☐ **Accommodation details** – Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

☐ **Pack bags being sure to include the following:**

- Name and contact details of a College representative ☐
- Enough currency for taxis, buses, phone calls etc. in the event of an emergency ☐
- Important documents:
 - THIS HANDBOOK! ☐
 - Passport ☐
 - Letter of Offer & Agreement..... ☐
 - Confirmation of Enrolment (eCoe)..... ☐
 - Certified copies of qualifications & certificates..... ☐
 - Travel insurance policy ☐
 - ID cards, driver's licence, birth certificate (or copy)..... ☐
 - Receipts of payments made to the College ☐
 - 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.

2.1 Customs and Border Protection

You need to be aware of what you CAN NOT bring into Australia and therefore what you should not pack. It is illegal to carry drugs including marijuana, cannabis, heroin, cocaine and amphetamines in and out of Australia. There are a number of items that **you must declare** upon your arrival in Australia including:

- Firearms, weapons and ammunition.
- Currency amounts of A\$10,000 (or foreign equivalent).
- medicines

You should also be aware that as a routine part of their work, Customs and Border Protection officers may question travellers at any time, and trained dogs may also be used to detect illegal drugs or prohibited imports. If you are in doubt, declare your goods on the Incoming Passenger Card which you will receive on the plane or ask a Customs and Border Protection officer for advice. Declaring goods does not necessarily mean your baggage will be examined. Students have received on the spot fines for not declaring items. People who deliberately break Australian Customs and Border Protection regulations could be fined or taken to court. You can also find information at the Department of Home Affairs website.

For further information visit the Australian Customs website: <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/overview> and the following hyperlinks.

The Department of Agriculture and Water Resources is responsible for protecting Australia's unique environment and agricultural industries from unwanted pests and diseases by regulating imported products including certain food, plant material and animal items.

It is important to check Australia's biosecurity requirements when packing your personal items. Do not bring fresh fruit and vegetables, meat, poultry, pork, eggs, dairy products, live plants or seeds. Some products are not allowed into the country while other products need to meet strict import conditions. You can search the department's [Biosecurity Import Conditions system \(BICON\)](#) to find detailed import conditions under which various commodities may be brought into Australia.

If you are unsure of an item, declare it on the Incoming Passenger Card which you will receive on the plane, or don't bring it at all. Failure to declare items can result in an on-the-spot fine or potential prosecution. You can find more information on what you can bring or send to Australia on the [Department of Agriculture and Water Resources website](#).

Section 3 ARRIVING IN AUSTRALIA

When you arrive at Adelaide international airport (visit <https://www.adelaideairport.com.au/>) you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes.

Before arrival you must have contacted the College and give your flight details to the student support officer. Email admissions@mvc.edu.au

More information on what to expect when you arrive at the airport is available at the [Department of Home Affairs](#) website.

3.1 What to do once you have arrived in Adelaide

- Call home..... ☐
- Settle into accommodation ☐
- Contact College..... ☐
- Purchase household items and food ☐
- Enrol children in school (if applicable) ☐
- Attend international student orientation at College (compulsory) ☐
- Advise College of your Australian address, phone and email ☐
- Get student ID card ☐
- Advise health insurance company of address & get card ☐
- Open a bank account ☐
- Attend faculty/course specific orientation sessions..... ☐
- Get textbooks ☐

- Start classes ☐
- Apply for tax file number (if seeking work) ☐
- Get involved in student life and associations ☐
(e.g. join library, music, sporting and cultural clubs).
- Keep copies of all payments you make to the College ☐
- Keep a copy of your Student Contract ☐

3.2 Getting to your new home

You should arrange accommodation before you arrive in Australia even it is just for the first few days. Have your accommodation address written in English ready to show the taxi or hire car, or detailed directions if you are using public transport. If you have organised and paid MVCto pick you up from the airport then we will take you exactly where you need to go. Pick up service have extra cost please email admission@mvc.edu.au if you need a pickup service.

3.3 Orientation Week

MVC run orientation for new students. This is typically held at the start of course date; you will learn about MVC, take tours of facilities, and meet people who will also be studying at MVC. You can usually find more information about MVC's orientation week on your "letter of offer"

it is important that you attend orientation to learn how to get the most out MVC and study experience.

3.4 Seeking help

Remember, if you have any problems or questions once you leave the airport, call MVC's Admin staff at 0432 421 482.

3.5 Living in Adelaide

Studying in Adelaide - <https://studyadelaide.com/>

What to do in Adelaide – [Things to do.](#)

<https://www.australia.com/en/places/adelaide-and-surrounds.html>

<https://southaustralia.com/travel-blog/5-of-the-best-beaches-in-adelaide>

Individuals and Travellers

Visit the following hyperlinks for more information:

- [Visiting Australia](#)
- [Bringing Items into Australia / Entering or Leaving Australia](#)
- [Moving to Australia](#)

- Visa support
- Importing or buying from overseas
- Studying in Australia
- Working in Australia
- Visas
- Check your visa and work entitlements (VEVO)

Section 4

ACCOMMODATION

Once you have confirmed your study with MVC, you can look for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- The costs will vary depending on your type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

4.1 Short-term accommodation

Short-term accommodation options you might want to consider when you first arrive in Australia include:

- Hostels and discounted rates on hotels.
- Temporary housing which may be offered through your institution while you get settled. Talk to our student support officer for details at 0432 421 482 or email admissions@mvc.edu.au

4.2 Rental

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated. You can look for accommodation options at www.realestate.com.au

For more information on your rights and obligations when renting in Australia you should visit the relevant government Fair Trading agency in your state/territory.

4.3 Homestay

With homestay, you will live with a family in their home. Homestay is aimed towards younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students. You can look for accommodation options at <https://www.adelaidehomestay.org>

4.4 Legal protection

You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or

landlord (if renting), There are also organisations such as tenants unions and consumer advocates that can provide assistance visit <https://www.cbs.sa.gov.au/renting-letting-advice>

Section 5

LIVING COSTS IN AUSTRALIA

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

5.1 Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **On campus** - \$90 to \$280 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week
- **Boarding schools** - \$11,000 to \$22,000 a year

5.2 Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

5.3 Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12 month living cost is:

- **You** - \$20,290
- **Partner or spouse** - \$7,100
- **Child** - \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>
The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your in Australia www.insiderguides.com.au/cost-of-living-calculator/.

If you experience financial trouble while in Australia, talk to our student support staff for assistance.

More information about living in Australia can be found here:

<http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm>

<http://www.studyinaustralia.gov.au/global/live-in-australia>

<http://www.studyinaustralia.gov.au/global/why-australia>

Life in Australia Book

Translated versions are also available on this page.

Section 6

GOVERNMENT AND GENERAL SUPPORT SERVICES FOR STUDENTS

There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments.

6.1 Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit australia.gov.au or www.consumerlaw.gov.au

6.2 Overseas Students Ombudsman (OSO)

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: www.ombudsman.gov.au

A number of OSO publications, including newsletters, can be found on the OSO website.

South Australian Ombudsman - www.ombudsman.sa.gov.au

6.3 Department of Home Affairs

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as <http://www.homeaffairs.gov.au> for the latest information.

Student Visa Details - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Applying for a Student Visa - <https://www.homeaffairs.gov.au/trav/visa/appl/student>

Provider default (if your provider can no longer offer your course for study) -

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default>

Offices in Australia: <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>

Make an Enquiry: <https://www.homeaffairs.gov.au/about/contact/make-enquiry>

Phone: **131 881**

Street address

99 Commercial Road,
Port Augusta,
SA 5700

Immigration Offices Outside of Australia - <https://www.homeaffairs.gov.au/about/contact/offices-locations>

6.4 Agents

6.4.1 Education Agents

Education agents promote various Australian education programs and institutions internationally and are a convenient way for students to apply to study in Australia. Agents are experienced in assisting with 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 college you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

Students can enrol directly to the college with no agent.

- Students onshore are eligible to apply for a student visa before the visa they have entered on expires. For more details contact DHA.

6.4.2 Migration Agents

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

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

6.5 Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if in an unlikely event MVC (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the Tuition Protection Service website <https://tps.gov.au>

6.6 Student associations

Australia has several student associations representing and assisting students from Australian institutions. National associations include:

- Council of International Students Australia (CISA) - national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.
- Australian Federation of International Students (AFIS) - assisting international students in maximizing the scope and potential of their experience living and studying in Australia.

6.7 Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that MVC cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

MVC offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should contact MVC several weeks before you arrive to make the appropriate arrangements for your specific needs.

MVC will make every effort to accommodate a student with a disability. However, MVC is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. MVC has to prove the changes are unjustified and, before making such a claim, must have direct discussions with the student and seek expert advice.

If you are experiencing a problem with MVC, you should first talk to staff at MVC. If informal discussions do not resolve the problem, you have the option of lodging a formal complaint. MVC is

required to have a process for students to register complaints. If you feel you have a legitimate complaint that is not being recognised by MVC, you should approach the Australian Human Rights Commission. Confidential enquiries can be made by telephone, but a formal complaint must be lodged in writing before the commission can take action. Find out more about disability rights in Australia at the [Human Rights and Equal Opportunities Commission](https://www.humanrights.gov.au/our-work/disability-rights/about-disability-rights). <https://www.humanrights.gov.au/our-work/disability-rights/about-disability-rights>

6.8 Bringing Family

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

Issues to Consider

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

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

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

6.9 Childcare

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

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

There are a wide variety of private and not-for-profit childcare centres available around Adelaide South Australia. The Australian government provides financial assistance to help parents with childcare costs. International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the child care benefit. To find out if you are eligible for child care financial assistance, read more at the [Australia.gov.au](https://australia.gov.au) website.

6.10 Schools

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

1. Fees will be charged and can vary from school to school depending on if it is a State or Private School and the location.

2. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
5. You will be responsible for the school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact:

ADELAIDE SCHOOLS:

There are two types of schools in Australia – State schools and independent schools.

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

Directory of State and Independent Schools Adelaide

<https://www.australianschoolsdirectory.com.au/adelaide-schools.php>

6.11 Australian laws and Travel Tips

Below is a link to Australian Government Legislation both Commonwealth, State and Territory:

<https://www.australia.gov.au/information-and-services/public-safety-and-law>

Please see the link below for the link to the Australian government site with tips for travellers.

<https://smartraveller.gov.au/guide/all-travellers/everyone/Pages/advice-for-all-travellers.aspx>

Below is a link to Australian Facts and Figures:

This provides information on Australian history, facts about Australian, currency, exchange rates, weather and more.

<https://www.australia.gov.au/about-australia/facts-and-figures>

6.12 Other support services

Some other support services that may be useful to know while you are studying in Australia are:

6.12.1.1 Emergency matters

Police, Fire Brigade or Ambulance

Urgent Emergencies Contact Details – Call 000 or 112 from a mobile phone

Local police – non-urgent matters Contact details - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)

Service details - Police attendance for non-urgent matters.

EMERGENCY INFORMATION:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies>

6.12.1.2 Lifeline

Contact details - 13 11 14

Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

6.12.1.3 Beyond Blue

Contact details - Call: 24 hours, 7 days a week

Chat Online: 3pm -12am, 7 days a week

Phone: 1300 224 636

Website: <https://www.beyondblue.org.au/>

Service details - Depression. Anxiety.

6.12.1.4 Kids Helpline

Contact details - 1800 551 800

Service details - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).

6.12.1.5 Poison Information Centre

Contact details - 131 126

Service details - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

6.12.1.6 Sexual Assault counselling service

Contact details - Search online for 'rape crisis centre' in your home state

Service details - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

6.12.1.7 Pregnancy Help

Contact details - Phone: 1300 655 156

Email: info@pregnancysupport.com.au

Website: <https://www.pregnancysupport.com.au/>

6.12.1.8 Interpreting Hotline

Contact details - Phone: 131 450 (within Australia)

Phone: +613 9268 8332 (outside Australia)

Website: <https://www.tisnational.gov.au/en>

Service Details - Immediate Phone Interpreting

Call: 24 hours, every day of the year

6.12.1.9 Legal Services

Contact Details - Phone: 1300 65 11 88

Website: <https://www.legalaid.qld.gov.au/Home>

Service Details - Legal Aid

Contact Details - Phone: 07 3392 0092

Website: <http://communitylegalqld.org.au/find-legal-help/find-a-centre>

Service Details - Community Legal Centres Queensland

6.12.1.10 Public Facilities

ATM – Suncorp Bank

Location - 77 Grenfell Street, Adelaide, 5000

ATM – ANZ

Location - 107 Gouger St, Adelaide, 5000

ATM – Bank SA

Location - 230 North Tce, Adelaide, 5000

Port Office - Australia Post

Contact Details – 13 13 18

Location - Adelaide Rundle Mall Post Shop - 59 City Cross Arc, Adelaide SA 5000

6.13 Find a doctor/GP

Healthdirect provides free, trusted health information and advice, 24 hours a day, 7 days a week. It's an emergency – what do I do?

If you think you need an ambulance or your injury or illness is critical or life threatening, call triple zero (000) for an ambulance immediately.

I need health advice – do you have a helpline?

Yes. Call the helpline free* on **1800 022 222**. registered nurses are available 24 hours a day, 7 days a week to provide advice when you're not sure what to do – whether you should see a local GP, manage the condition at home, or go to an emergency department.

The doctor's surgery is closed – can I still get help?

Yes, you can. Call the helpline free* on **1800 022 222** for information on where to go to get help in your area. If there are no GPs open near you, registered nurses may offer you a call back from a healthdirect GP who can provide advice over the phone.

I need help to access healthdirect

- If you have a hearing or speech impairment, call the National Relay Service on 1800 555 677 and ask to be transferred to healthdirect.
- If English is not your main language and you need an interpreter, call TIS National on 131 450 and ask to be transferred to healthdirect.

Can I get health advice online?

Yes, use healthdirect's online Symptom Checker. It will guide you through a set of easy questions to help you understand your symptoms and provide advice on what to do – whether you should see a local GP, manage the condition at home, or go to an emergency department.

Where's my nearest health service?

The healthdirect service finder gives you quick and easy access to Australia's most comprehensive directory of health services and providers. Search results are based on location, allowing you to find the closest doctor, pharmacy, physio, etc.

Where can I get reliable health information online?

The healthdirect website provides trusted online information about a huge range of health issues, including conditions, symptoms, treatments, the health service and more. Healthdirect works with leading health organisations and all our information goes through a comprehensive clinical review.

Does healthdirect have a mobile app?

Yes, You can download the healthdirect app. The app provides convenient access to trusted health information and allows you to check your symptoms and find a health service at the tap of a key.

**call charges may apply from mobiles and payphones.*

<https://www.healthdirect.gov.au/australian-health-services>

6.14 Department of Foreign Affairs and Trade

As well as links from the DHA website the Department of Foreign Affairs and Trade website <https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

China PR	(03) 9822 0604
India	(02) 6273 3999
Greece	(03) 9866 4524
Indonesia	(03) 9525 2755
Japan	(03) 9639 3244
Korea South	(02) 6273 3044
Malaysia	(03) 9820 0921
Taiwan	(03) 9650 8611
Thailand	(03) 9650 1714
Vietnam	(02) 6268 6059

For a complete list of foreign embassies in Australia visit -<https://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx>

Section 7

VISA COMPLIANCE

Once you have received your visa, there are requirements you must meet in order for it to remain valid, including but not limited to:

- You must remain enrolled and maintain satisfactory course progress and attendance.
- Complete the course within the duration specific on the CoE
- If you wish to change your qualification level, you will need to apply for a new student visa.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless released from the college to attend CRICOS registered school. Also Refer NC Std 7 Transfer Policy and Procedure.
- Provide your Australian address, phone, email, emergency contact, next of and any subsequent changes to MVC so we can contact you, and let us know if you change these details within 7 days of any change
- You must continue to be able to support yourself financially while you're in Australia.
- Do not breach the working conditions applicable to your visa.

Failure to comply with these conditions could result in the cancellation of your visa.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying visit: <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

7.1 Visa help and assistance

- The **Department of Home Affairs** website provides all information in relation to visa requirements, responsibilities and compliance. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>
- Education agents can also help with your visa application and paperwork.

WORK WHILE YOU STUDY

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [Department of Home Affairs](https://immi.homeaffairs.gov.au) website. <https://immi.homeaffairs.gov.au>

8.1 Paid work

Australia has a wide range of industries and many have part time employment opportunities, including:

- **Retail** - supermarkets, department and clothing stores.
- **Hospitality** - cafes, bars and restaurants.
- **Tourism** - hotels and motels.
- **Agricultural** - farming and fruit-picking.
- **Sales and telemarketing**.
- **Administration or Clerical roles**.
- **Tutoring**.

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

8.2 Internships

Paid or unpaid internships can be a great way to get exposure to the professional, financial and creative industries.

8.3 Volunteering

There are many charities and non-government organisations (NGOs) in Australia and they always need volunteers to help out. It can be a great way to meet friends, get some hands-on work experience and give back to the community. To find out more about volunteering, start your search at: <http://www.govolunteer.com.au/>

8.4 Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

To find out more about your work rights visit **the Australian Government's Fair Work Ombudsman's website** or call them on 13 13 94 for further information and advice about your workplace rights and obligations, and has workplace information translated into different languages. Your rights and protections include workplace health and safety matters. Refer: <https://www.fairwork.gov.au/employee-entitlements>

- You can also read about some common myths about being paid and working in Australia as an international student. Students working in Australia should be paid fairly for the work they do and work under reasonable conditions.
- Pay rates and workplace conditions are set by Australian law.
- The Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.
- If you're a temporary resident working in Australia, your employer has to pay super for you if you are eligible.
- Your employer cannot cancel your visa.
- Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.
- *Helpful recordkeeping hints when you start working in Australia*
- *Keep a diary of days and hours worked, keep copies or records of employment details, pay slips, agreements, superannuation and tax documents.*

NOTE: If you are 'working' by doing housekeeping/cleaning for your food and room, that is still considered by the Department of Immigration as working. The amount you work then is to be deducted from the total 40 hours per fortnight maximum you are allowed to work. You may also be entitled to superannuation payments for this kind of work. If unsure contact the Department of Immigration and Fair work. Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links.

<https://calculate.fairwork.gov.au/>

<https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

When you leave Australia, you can claim your super as a departing Australia superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the Australian Taxation Office website.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS). The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.

This covers all workers in Australia, even if you are on a temporary visa. **Visit Safe Work Australia** for more information or to download the latest checklist.

You will also need to get a tax file number to work in Australia. Visit the **Australian Taxation Office** website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

Contact the Fair Work Ombudsman

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their anonymous reporting service.

8.5 Finding Work

There are plenty of ways to find work that suits you, including:

- Newspapers and online job sites.
- Register your details at a recruitment firm; many of them help place people in casual or short-term work.

Section 9

STUDENT CODE OF CONDUCT AND MVC POLICIES

Purpose

The purpose of this student code of conduct is to provide all students with the description of the behaviour expected from Students whilst undertaking education and training with Golden Wattle Group Pty Ltd T/A Meridian Vocational College (MVC).

It applies to use of the MVC's resources, networks, education and support services, whilst in class, undertaking on-line activities, vocational placement activities, or any other academic activity associated with the organisation.

Student Code of Conduct

Students are expected to, at all times:

- Act in accordance with the Student Code of Conduct
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements
- Read and comply with the MVC's policies and procedures
- Meet all course requirements to the best of their abilities relevant to the education and training undertaken with the organisation, which includes regular attendance and engagement in learning, academic activities, and meeting the course assessment timelines
- Treat all staff and students with courtesy, respect and dignity
- Avoid interfering, or disrupting any training, teaching, learning, assessment, or any other academic activity of the organisation
- Use all learning and support resources and facilities, including IT resources in a manner that does not impede learning, or the learning of other students
- Conduct themselves in a professional manner whilst undertaking vocational placement or other forms of industry related training and assessment activities
- Ensure that the organisation's reputation is not adversely affected
- Comply with all reasonable directions given by the MVC's staff and trainers/assessors

9.1 MVC Code of conduct and policies

The Chief Executive Officer will ensure that the operations, staff and students of the CRICOS provider complies with the requirements of the ESOS Quality Framework, which includes the following:

- Commonwealth/State legislation and regulatory requirements
- Commonwealth Register of Institutes and Courses for Overseas Students(CRICOS)
- Education Services for Overseas Students (ESOS) Amendment Act 2017 - <https://www.legislation.gov.au/Details/C2017A00097/Download>
- Education Services for Overseas Students (ESOS) Act 2000 as amended - <https://www.legislation.gov.au/Details/C2018C00210>
- Education Services for Overseas Students (ESOS) Regulations 2001 as amended - <https://www.legislation.gov.au/Details/F2016C00681>
- Education Services for Overseas Students (Registration Charges) Act 1997 - <https://www.legislation.gov.au/Details/C2016C00773>
- ELICOS Standards under subsection 176B(1) of the Education Services for Overseas Students Act 2000 (The ESOS Act). - <https://www.legislation.gov.au/Details/F2017L01349>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 - <https://www.legislation.gov.au/Details/F2017L01182/Html/Text>

Also refer: National Code Fact Sheets: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

This applies to all its operations within the CRICOS provider's scope of registration, as listed on the Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS).

9.1.1 Legislation Information for International Students

Commonwealth Legislation

The Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further on the ESOS Framework for Students, visit:

1. <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>
2. <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
3. <https://docs.education.gov.au/node/39586>

In addition:

- if offering vocational education and training (VET) courses, the provider must comply with the VET Quality Framework
- MVC will refrain from any activities that could be detrimental to the Australian VET industry sector
- MVC will offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student
- MVC will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student

For the most current versions of our policies and procedures please click on hyperlink below or visit our website. If you are unable to access our website, please contact us for a printed copy or arrange to have one emailed to you.

- NC Standard 3 - [Refund policy](#) & [Complaints and Appeals Policy and Procedure](#)
- NC Standard 6 - Summary of [Critical Incident Policy](#)/Procedure
- NC Standard 7 - [Overseas Student Transfers](#)

- NC Standard 8 - [Monitoring Course Progress Monitoring](#), Attendance monitoring (if required), Online Distance & Completed in Expect Duration Policies and Procedures
- NC Standard 9 - [Deferring, Suspending or Cancelling](#) the Overseas Student's Enrolment Policy and Procedure
- NC Standard 10 - [Complaints and Appeals Policy](#) and Procedure
- [Privacy Policy](#)
- MVC [Student Fees and Charges Policy](#)

Section 10

STUDENT SUPPORT AT MVC

MVC will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, **at no additional cost to the overseas student**

MVC will offer reasonable support to enable overseas students to enable them to achieve expected learning outcome, irrespective of their place or mode of study, **at no additional cost to the overseas student.**

Inhouse support- no additional charges to students for this service

Student Welfare, Counselling & Support

MVC is committed to providing students with appropriate academic and welfare support services, information, advice and assistance to help them attain academic success and improve their personal well-being whilst undertaking a course at MVC.

Academic and welfare support services are also aimed at assisting students to make the transition to living and studying away from home and in a study environment. MVC recognises the diversity of student learning needs and is committed to the welfare of all students. MVC will provide academic and welfare support services.

Who are Student support Officers at MVC?

Inderdeep Kalsi -0478 750 049 (Male)

Pawan deep Kaur – 0470 187 303 (Female)

Our student support officers are available

Monday to Friday 8:30 AM to 5:00PM

at

MVC Main campus

Level 2 west 50 Grenfell street Adelaide 5000

After hours support - Daman Rana 0432 421 482 daman@mvc.edu.au

The first point of contact for students is the Student Support Officer (SSO). If the SSO is unable to assist the student, they will be able to arrange for students to see management staff as required during College hours. This can be done in person or by ringing 0432 421 482.

10.1 Academic Related concerns:

- **Program** – Admissions officer can assist students with enquiries related to their program or future program at MVC.
- **Unit** - Students can discuss their unit related concerns with their Trainer/Assessor either in class or by email.

10.2 Student Life Related concerns:

- **Non-Academic Related** - SSO can mentor students in regard to non-academic issues such as general course enquiries; being at risk of failing or understanding MVC policies and procedures.
- **Personal / welfare (including legal)** - The SSO is available to discuss physical, mental or emotional issues that may arise for students during the course of their studies. Where a SSO assesses that the student requires professional support, the student will be referred to relevant services.
- **Financial** - Students who experience financial issues during the course of their studies can discuss this with the SSO.
- **Technical issues** - Administration Services can reset passwords for students. For access to the Student Portal, printer codes etc. students can get help from the Administration staff by emailing info@mvc.edu.au.

10.3 Academic Study Skills Support Services

Students have access to the following additional support:

- English Support Workshops organised by MVC trainers and assessors
- Regular assessment explanation support from MVC trainers and assessors
- Culinary support classes organised by MVC as special events (This is a great opportunity for hospitality students to learn, practice more skills and network with visiting chefs from the industry)

10.4 Support for Students with Disabilities

Students and/or parents/care givers should advise the college in advance and provide documentation of any disabilities that may affect the student's progress prior to commencement of the course.

Students may be required to visit the SSO to obtain an MVC Access Plan.

10.5 Access to Information

Students will be provided with up to date information on the welfare, counselling and support services offered by the College via the following mechanisms:

- This Student Handbook provides a summary of support services provided by MVC. This can be accessed via the MVC website and is provided at Orientation.
<http://www.mvc.edu.au/useful-links.html>
- Overseas students are provided with a Study Adelaide link to the pre-arrival guide, which includes information regarding accommodation, arrival procedures and adapting to life in Australia <https://studyadelaide.com/>

The Orientation program is designed to assist commencing students (domestic and overseas) with the transition to study in the VET sector. This program includes information on how to access MVC's policies, welfare and support services, and resources available.

Course Guide

Designed to assist students with enrolment choices are available in course guide and are also available on the MVC website. This MVC [course guide](#) is available electronically via MVC Website or can be emailed to student on request.

10.6 Incident Management

MVC has a comprehensive Incident Management procedure to be enacted for any incident which has the potential to, or actually does, impinge upon the well-being of the College's students, staff or the College. MVC staff receives training in relation to this policy to ensure that we are alert and responsive to incidents which affect our students. To support this policy a proportion of staff are required to undertake training in Physical and Mental First Aid procedures.

- **Student Safety** MVC will implement strategies to raise student awareness to personal safety risks and issues and what to do in the event of a personal crisis.
- **Workplace Health and Safety** MVC has a workplace Health and Safety Officer to monitor and address any reported hazards in the workplace.

Who is WHS Officer at MVC?

Sapna Rana- sapna@mvc.edu.au

- **First aid** MVC has a First Aid Officer to monitor and address any reported first aid matters.

Who is First aid Officer at MVC?

Manpreet Kaur- manpreet@mvc.edu.au

- **Student Misconduct** Students suspected of academic or general misconduct will be dealt with according to the Student Misconduct Policy. Students should be made aware of consequences of misconduct during information sessions. MVC has a Harassment and Discrimination policy in place.

10.7 Direct Student Support

Provide direct support and mentoring for students for their welfare needs and personal issues via one-on-one case management support e.g. for students facing difficult situations, and/or facing personal/emotional challenges (with student's consent)

Provide intake, assessment, short term counselling to identify issues, emotional support, information, negotiating and following up case plans, advocacy, appropriate referrals and follow-up support.

Organise and/or facilitate group work programs, such as

- Skills training
- Information workshops

- Support groups for young people and/or parents / family members according to needs of the student. Ensure to access young people from culturally and linguistically diverse backgrounds/non-English speaking backgrounds/refugee youth, and indigenous youth

Maintain accurate records including - Confidential and appropriate student case notes - Student statistics and outcomes for research and evaluation purposes. Referrals to external agencies for student welfare all costs associated with external services are explained to students in writing before these services are booked.

10.8 Learner Support Services

MVC understands that there may be times when personal issues may affect your ability to undertake your training. MVC has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning. Along with inhouse training and support from the trainers following are some external services available and MVC can provide references.

10.9 English language specialist support

To succeed in your studies in Australia, A command of the English language is a must. If you need help improving your English skills, there are several specialist courses available for you. English Language Intensive Courses for Overseas Students (ELICOS) are popular as they are specifically designed to prepare you for study in Australia. There are even courses tailored to focus on specific industries such as tourism, IT and business.

<https://studyadelaide.com/study/learning-english/>

10.9.1 Language, Literacy Numeracy (LLN)

Discuss with us your options for further language literacy and numeracy development.

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which MVC must abide.

MVC makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment. Where there are entry requirements for courses MVC will conduct an LLN test in the enrolment process to ensure you have sufficient skills to complete your desired course e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. MVC can assist in providing this additional development prior to completing your enrolment into vocational skills.

<https://www.sa.gov.au/topics/education-and-learning/international-students/english-language-support/english-language-courses-and-services>

10.9.2 Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/>

1300 655 506

10.9.3 Adult Migrant Education

<https://www.ames.net.au/learn-english/about-the-amep.html>

AMES Australia 13 26 37

10.9.4 Public Libraries

<http://www.libraries.sa.gov.au/page.aspx>

State Library of South Australia
Corner North Terrace and Kintore Avenue, Adelaide SA 5000
(08) 8348 2311

10.9.5 Special Needs

Students intending to enrol for training with the Golden Wattle Group Pty Ltd T/A Meridian Vocational College are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the CEO any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The CEO, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

10.10 Evaluation and Feedback

MVC values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive. MVC has developed some feedback forms for you to provide feedback. Thank you in advance for your comments.

10.11 Study at MVC

10.11.1 Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

10.11.2 Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

10.11.3 Assessment Processes

Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. MVC does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- MVC doesn't tolerate cheating or plagiarism in any circumstance.
- Mobile phones must be on silent mode and are not allowed in classrooms during assessment.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee of the day.

10.11.4 Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

10.11.5 Reasonable adjustments

Students with disabilities are encouraged to discuss with MVC any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for MVC to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

10.11.6 Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

10.11.7 Course Delivery

MVC ensures the following resources are in place:

- Students must attend a minimum of 20 hours of classes per week or as per your timetable
- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by MVC meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities

- self-paced activities
- individual projects
- workplace based training
- case studies

For the most up to date Course costs and durations visit our website <http://www.mvc.edu.au/> and our listing on training.gov.au: <https://training.gov.au/Organisation/Details/45039>

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study (as relevant), please refer to the individual course marketing material found on our website.

Fees are subject to change.

10.11.8 Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

10.11.9 Course Credit/ Recognition of Prior Learning

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student's course.

MVC requires students to complete the Application for Recognition of course credit/RPL form for assessment by the relevant trainer/assessor. Evidence is required to substantiate previous knowledge/qualifications.

MVC may require students to complete an assessment to demonstrate competency.

If MVC grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our Course Credit Policy.

10.11.10 General Entry requirements:

ENGLISH:

Students must provide one of the follow requirements to enter any course

- IELTS 5.5
- LLN Assessment - Pass MVC's internal ENGLISH test.
- English Certificate of Upper Intermediate or higher from a English Language School in Australia

ACADEMIC

- Provide evidence of a Vocational Education/university Certificate (Australian) equivalent to Year 12 Academic qualification
- Pass College NAME's internal ACADEMIC test on arrival? prior to arrival?

NOTE: Every application is individually assessed

Section 11

Your rights and responsibilities at MVC

Golden Wattle Group Pty Ltd T/A Meridian Vocational College conducts training courses at various venues to:

- Suit student needs
- Course type
- And learning styles.

The following student etiquette guidelines will help foster a healthy learning environment for all students.

Some of our courses have work placement, such as hospitality. In this instance, students would be required to attend work placement in various workplaces in order to gain the qualification for further details please refer to our [course guide](#) for more information

11.1 Assessment Measures

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

11.1.1 Assessment malpractice **includes cheating, collusion and plagiarism.**

MVC regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. MVC has [policies and procedures in place for dealing with assessment malpractice](#).

Cheating

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.

Collusion

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

Plagiarism

Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Students are expected to attend all training sessions, arriving at class on time and remaining for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Golden Wattle Group Pty Ltd T/A Meridian Vocational College administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

11.3 Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

• Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property without prior consent;
- Removing, damaging or mistreating Golden Wattle Group Pty Ltd T/A Meridian Vocational College property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and the possession of prohibited or dangerous articles at any course being unfit to participate in learning activities.
- Weapons cannot be carried onto the College premise
- English is to be spoken during class and on campus at all times
- Fees must be paid as per the due date on the agreement/invoice
- Smoking is not permitted inside training facilities, Australian Law must be followed
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Students MUST advise the College of any change to their contact details including address, mobile number, email & emergency contact details, within 7 days of the change, to the college.
- Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. Refer our Course Progress and Attendance Policies for further details. All disciplinary matters will be handled by the CEO.

• Respect for others

Respect for other students and the trainer/assessor is expected.

Golden Wattle Group Pty Ltd T/A Meridian Vocational College retains the right to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.

- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- No aggressive physical contact or verbal abuse is to occur between any persons at any time.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.
- Racist behaviour will not be tolerated
- Sexual harassment will not be tolerated
- Students are required to wear appropriate safety clothing and use equipment safely

11.4 Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **30 minutes** duration for - Lunch breaks

11.5 Change of personal details

Students are required to ensure their personal details recorded with Golden Wattle Group Pty Ltd T/A Meridian Vocational College are up-to-date at all times. Should your circumstances or details change please update your record through completing a student request form at the reception.

11.6 Disciplinary Processes

Golden Wattle Group Pty Ltd T/A Meridian Vocational College may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

11.7 Dress & Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

Section 12

HEALTH AND SAFETY

Australia is generally a very safe and welcoming place to live and study, consistently ranking among the safest countries in the world.

But it is still important to look after yourself and be aware of the risks that exist - and ways to minimise them. This is particularly important for when you first arrive and are adjusting to your new way of life.

Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.

12.1 Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

12.2 Personal health

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Golden Wattle Group Pty Ltd T/A Meridian Vocational College can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Golden Wattle Group Pty Ltd T/A Meridian Vocational College in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Golden Wattle Group Pty Ltd T/A Meridian Vocational College;
- Ensure that you are not affected by the consumption of drugs or alcohol.

12.3 Going out

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring. When you are out with friends or by yourself, here are some simple things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.
- Never hitch hike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.

- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport. If you've recently arrived and don't have anywhere permanent to live yet, talk to your institution's international student support staff about secure storage facilities on campus.
- Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

12.4 Public transport

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

Adelaide public transport information can be found at: <https://adelaidemetro.com.au/>

Information includes timetables, journey planners, maps, announcements, tickets, etc can be found on this site

12.5 Taxis

Some tips when using taxis in Australia:

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the front or the rear of the taxi.
- Always ensure you know the address of your destination before getting into the taxi.
- Tell the driver the route you would like to take to your destination, and don't be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with.
- If you don't want the driver to know exactly where you live, get them to drop you off a short distance away.

More information about Adelaide taxis can be found at

Adelaide Taxis

Contact Details – 13 22 11

<http://www.aitaxis.com.au/>

<https://www.cityofadelaide.com.au/explore-the-city/city-travelling-transport/public-transport/>

12.6 At campus or in city

When you are at city during the day or night, here are some tips to help keep you safe:

- Make sure you are aware of the security and emergency arrangements at your MVC and in your local area.
- If you drive to MVC, try to park close to your destination and use well-lit car parks.
- When leaving MVC (if applicable) at night try to walk with a friend or group and take paths that are well lit and ideally frequently used by other people.

12.7 Using the internet

When using internet, like anywhere in the world, you should protect yourself against spam, online scams like 'phishing', online bullying and identity theft. You can find more information about protecting yourself online at Australia.gov.au. Many Australian internet service providers also offer guidance so check their website as well.

12.8 Mobile Phones

All phones must be turned off during training and kept in a safe spot, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

12.9 Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Golden Wattle Group Pty Ltd T/A Meridian Vocational College accepts no responsibility for any belongings which may be stolen or go missing.

12.10 Sun and water safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country.

There are some steps you can take to protect your skin:

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending long periods of time in the sun between 10am and 3pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.

Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:

- Never dive into a body of water if you are not sure how deep it is.

- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers.

For more information on water and sun safety visit these websites: www.sls.com.au
<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>

12.11 Fire safety

Fire awareness is essential in Australia, even in city and urban areas.
If you experience a fire emergency, follow these steps:

1. Call 000 from any phone or mobile – it is a free call even from a mobile phone.
2. Say the word “fire” to the operator.
3. Don’t speak English? Just tell the operator your language and wait for instructions.
4. Answer the questions the operator asks.

12.11.1 Tips for fire prevention

- Make sure your house or room has a working smoke alarm.
- Wiring and electrical devices can overheat from too much use, especially in older buildings, so don't overload power boards or double adaptors.
- Keep electric heaters and radiators at least a metre from your bed, furniture or any curtains.
- Remember to turn off all appliances when finished cooking. Most household fires occur in the kitchen when grease, oil or other flammable cooking materials are left on the stove and forgotten.

12.11.2 What to do if there's a fire

In case there's a fire at home, plan a way to get out in advance. Don't block doorways or windows, and make sure you can open your windows – they can get stuck in older buildings. Have a specific place for keys and your phone, so if you have to leave in a hurry you know exactly where they are and can call emergency services.

If you are out in the bush when there is a fire, pay attention to media reports on television, radio and the internet, which will tell you if or when you should evacuate the area.

For more information regarding fire safety please visit:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire>

12.12 Information for emergencies

The assistance and emergency networks in Australia are widespread and well equipped for any potential emergencies. Fire, ambulance, and police services will be able to provide you with any health and safety assistance you may need. Wherever you are in Australia.

If there's a life-threatening emergency, call 000 (zero zero zero)

It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police
- Fire
- Ambulance

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

It is important to remain calm. The operator will ask questions, such as: where are you located, what the emergency is, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.
- If you have just witnessed a serious accident or crime.

Most institutions provide on-campus security who can be easily contacted. Their contact details should be in your enrolment information, but if they are not, contact your institution's international student support staff to get their phone number or office location.

If it's a life-threatening emergency, you should still call 000 even if you are at school or on campus.

For more information regarding emergencies - <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies>

12.13 Alcohol and drugs

12.13.1 Alcohol

In everyday use, alcohol usually refers to drinks such as beer, wine, or spirits containing ethyl alcohol - a substance that can cause drunkenness and changes in consciousness, mood, and emotions. These intoxicating and psychoactive effects lead to so many accidents, injuries, diseases, and disruptions in the family life of people including International students

Due to the different ways that alcohol can affect people; **there is no amount of alcohol that can be said to be safe for everyone**. People choosing to drink must realise that there will always be some risk to their health and social well-being. However, there are ways to minimise the risks.

Where to go for help?

National Alcohol and Other Drug Hotline

The states and territories operate local alcohol and other drug telephone services that offer support, information, counselling and referrals to services. These Alcohol and Drug Information Services offer services for:

- Individuals
- Family and friends
- General practitioners
- Other health professionals
- Business and community groups.

For free and confidential advice about alcohol and other drugs, call the National Alcohol and Other Drug hotline: **1800 250 015**. It will automatically direct you to the Alcohol and Drug Information Service.

The National Health and Medical Research Council released national guidelines on 6 March 2009 *Australian guidelines to reduce health risks from drinking alcohol.*

12.13.2 Illicit drugs

Illicit drugs include:

- illegal drugs (such as cannabis, opiates, and certain types of stimulants)
- pharmaceutical drugs (such as pain-killers and tranquillisers) when used for non-medical purposes
- Other substances used inappropriately (such as inhalants).

What is polydrug use?

Polydrug use is mixing drugs or taking one drug together with another drug. Combining drugs carries extra risks and can be extremely dangerous. The more drugs a person takes (or is affected by) at a time, the more chance there is of something going wrong. The Positive Choices website has further details on [polydrug use](#).

What are the effects of drug use?

The effects of any drug vary from person to person. How a drug affects you can depend on a number of factors, including:

- your size
- your weight
- your health
- whether any other drugs are already in your system
- the amount of drugs that you have taken.

It can be hard to judge how much of an illegal drug has been taken, as they are uncontrolled. Quality and strength of any drug will vary from one batch to another.

Illegal drugs may have negative after-effects which are the feelings experienced as the drugs wear off. These may vary depending on the drug taken and can include:

- Depression
- Insomnia
- Extreme tiredness.

How to find help

There are services throughout Australia that offer drug and/or alcohol support and treatment options for yourself or people you care about. Different people will have different service needs, and this will depend on the nature and complexity of the issues they might be facing. In many cases, starting a conversation with your local doctor or primary care provider can be a good first step. You may also wish to call The National Alcohol and Other Drug Hotline on **1800 250 015**. The Hotline will automatically connect you to the Alcohol and Drug Information Service operating in your state/territory. Free and confidential advice is available and professionals can assist with connecting you to the most appropriate services for your needs.

Another option you might want to consider is online support and help through Counselling Online

12.14 Personal Safety

For information on personal safety please refer to this link:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

Section 13

INSURANCE

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. But there are also other types of insurance which you may find useful.

13.1 Overseas Student Health Cover

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy. You can find more information, including a list of the providers and average costs, on the [Department of Health](#) website.

Remember, the Department of home affairs requires overseas students to maintain OSHC for the duration of time they are in Australia.

13.1.1 How do I get OSHC?

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive until you have OSHC organised and evidence of the same. If you do not buy your OSHC through the College you must provide evidence of your insurance no later than at Orientation.

Students can also purchase their OSHC through their Education Agent or contact us directly; however evidence will be required during enrolment that students have sufficient cover.

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

OSHC Providers

Medibank Private: www.medibank.com.au

NIB: <https://www.nib.com.au/overseas-students>

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

Some students may be exempt from requiring OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-deed.htm>

OSHC FACTSHEET (Australian Government)

<https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

Comprehensive Questions and Answers

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Frequently+Asked+Questions-1>

13.2 Private health insurance

Along with your OSHC you might want to consider purchasing private health insurance to cover items that your OSHC does not cover. You can take out private health insurance to cover just you or your family as well. Benefits, membership costs and eligibility can vary greatly between funds and insurance policies, so when buying health insurance take care to ensure the cover you select is suitable for your needs. You can find more information at: www.privatehealth.gov.au

13.3 Travel insurance

Australia has a very reliable travel industry, but cancelled flights, lost luggage or other un-planned issues can arise. If you are travelling with valuables or are on a travel schedule you have to meet, travel insurance can help cover any mishaps or missed flights. You can arrange travel insurance through a range of providers including travel insurance companies, airlines and travel booking companies.

13.4 Home and contents insurance

Home and contents insurance covers the building you live in and your belongings, such as furniture, clothes and appliances. If you rent a property, building insurance is the responsibility of the owner and you do not need to worry about it. But contents insurance is worth considering if you have valuable items you couldn't afford to replace very easily if something happened to them.

13.5 Vehicle insurance

If you purchase a car, motorbike or other vehicle you will need to consider what type of insurance you will need to purchase. In SA you must purchase Compulsory Third Party insurance which covers you for personal injuries caused to someone else in an accident. You should check with the relevant government find out what, compulsory insurance you might need.

<https://www.sa.gov.au/topics/driving-and-transport/vehicles-and-registration>

You can also choose to purchase vehicle insurance that covers your car for accidental damage, malicious damage, theft, fire, flood or storm. There are a wide range of providers in Australia that offer vehicle insurance so make sure you research your options and consider what your specific insurance needs are before you purchase vehicle insurance.

Section 14

BANKING

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies. Here are some quick tips on setting up your bank accounts.

- You can set up a bank account before or after you arrive.
- To open an account you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification
- You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the Australian Tax Office website. www.ato.gov.au
- Financial or student support officers at your university or college will be able to give you information on how to set up a bank account.
- You can also read advice from the Australian Government's [Money smart](http://www.money-smart.gov.au) website.

14.1 Australian currency

The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar (\$1). Australian dollar notes come in denominations of \$5, \$10, \$20, \$50 and \$100. Coins are issued in denominations of 5c, 10c, 20c, 50c, \$1 and \$2.

Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay \$1.95 for an item priced \$1.97, but \$2 for an item priced \$1.99.

14.2 Accessing your money

You can withdraw your money at automatic teller machines (ATMs) which can be found all over Australia. It is generally free to withdraw money from an ATM that is associated with your financial provider. Be aware that if you use another provider's ATM they will usually charge you a fee. The ATM will advise you of the fee at the point of withdrawal.

Even if you haven't set up a bank account before you get here, most ATMs recognise international cards, so you will be able to use your credit or debit card from your home country. Just remember that there are fees associated with withdrawing money from your home account including transaction fees and the currency exchange rate. These vary by provider so check with your home financial provider before you arrive in Australia.

Refer to Public Facilities section of this handbook for the nearest ATM's to the college.

14.3 Moving money overseas or to Australia

Australian banks offer various services for moving money to and from Australia. For all these services, fees and charges will apply. These can be found on financial provider websites. You can have funds electronically transferred into your Australian bank account from overseas banks. To send money to another country you will need to provide the banking details of the person you wish to send money to. Your financial provider will then electronically transfer the funds from your account to their account.

14.4 Banking ombudsman

The Australian Banking and Financial Services Ombudsman assists individuals and small businesses to resolve complaints concerning all financial services provided by banks. For example, there may be an instance where you see that money has been withdrawn from your bank account without your consent. In this case, it may be necessary to talk to the banking ombudsman to resolve the issue. Free interpreter services are available. For more information on the banking ombudsman visit: www.fos.org.au or call 1300 780 808.

Section 15

PHONE AND INTERNET

Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet.

15.1 Mobile phones

It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile phone accounts you can choose from:

15.1.1 Prepaid

A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many convenience stores and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

Australian Mobile providers:

Telstra - <https://www.telstra.com.au/>

Optus - <https://www.optus.com.au/>

Virgin - <https://www.virginaustralia.com/au/en/>

Vodafone - <https://www.vodafone.com.au/prepaid/plans>

15.1.2 Contract

If you will be using your mobile a lot and will be in Australia for a fixed period of time for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans similar to the above. If you choose a contract service, will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

15.3 Making international calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.

You can read more about telephone, internet and mobile phone services in Australia at: www.communications.gov.au

Section 16

TRANSPORT

The transport options available in South Australia include buses, trains, trams Your access to these transport services will vary depending on where you live. You will also be able to access private and public car services from taxis to hired limousines, available to take you from door to door.

16.1 Transport Concessions

16.1.1 South Australia

The South Australian Government provides transport concessions for all international students on presentation of their formal student identification card. Further information on fares and conditions can be found at Adelaide Metro.

16.2 Driving

If you hold a current driver licence in your home country, you might be able to drive in Australia without sitting for any further driving tests. But remember that many state and territory governments require you to get an Australian driver licence if you are here for more than three months. Your licence requirements, and any driving restrictions, are managed by the state government in South Australia

Section 17

TRAINING PROGRAM OFFERED BY MVC

Golden Wattle Group Pty Ltd T/A Meridian Vocational College delivers a range of training programs, which we conduct as public courses or customised for students and industry.

COURSE	CRICOS
FSK20113 Certificate II in Skills for Work and Vocational Pathways (11 weeks)	095337M
SIT30816 Certificate III in Commercial Cookery(52 Weeks)	093703K
SIT40516 Certificate IV in Commercial Cookery(30 Weeks)	093704J
SIT31016 Certificate III in Patisserie(58 Weeks)	095806J
SIT40716 Certificate IV in Patisserie(35 Weeks)	095807G
SIT50416 Diploma of Hospitality Management(30 Weeks)	093705G
SIT60316 Advanced Diploma of Hospitality Management(30 Weeks)	095340E
BSB42015 Certificate IV in Leadership and Management(26 Weeks)	095341D
BSB51918 Diploma of Leadership and Management(52 Weeks)	098874F
BSB61015 Advanced Diploma of Leadership and Management(52 Weeks)	095342C
BSB61315 Advanced Diploma of Marketing and Communication(43 Weeks)	095809F
BSB80215 Graduate Diploma of Strategic Leadership(52 Weeks)	095808G

For current courses available please refer to

<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03551M> and our [Course Guide](#) on our website.



Section 18

POLICIES AT MVC

Refer to Administration for copies of Policies

Document Name	Framework
Access and Equity Policy	SRTO 2015
Assessment Policy & Procedures	SRTO 2015
Audit Policy	SRTO 2015
Client Information Policy	SRTO 2015
Complaints and Appeals Policy	CRICOS 2018
Continuous Improvement Policy	SRTO 2015
Critical Incident Policy	CRICOS 2018
Deferral, Suspension and Cancellation Policy	CRICOS 2018
Diversity and Cultural Awareness policy	SRTO 2015
Education Agents Policy	CRICOS 2018
Engagement Prior to Enrolment Policy	CRICOS 2018
Enrolment Policy	SRTO 2015
Evaluation Policy	SRTO 2015
Financial Management Policy	SRTO 2015
Formalisation of Enrolment and Written Agreements Policy	CRICOS 2018
Industry Placement Policy	SRTO 2015
Issuing Certification Policy	SRTO 2015
Legislation Compliance Policy	SRTO 2015
LLN Policy and procedure	SRTO 2015
Management of RTO Policy	SRTO 2015
Marketing Policy	CRICOS 2018
Overseas Student Health Cover Policy	CRICOS 2018
Student Support Services Policy	CRICOS 2018
ESOS Framework	CRICOS 2018
National Code 2018	CRICOS 2018
Partnering Policy	SRTO 2015
Privacy Policy	SRTO 2015
Progress, Completion and Attendance Policy	CRICOS 2018
Recognition and Credit Policy	CRICOS 2018
Records Management Policy	SRTO 2015

Refund Policy	CRICOS 2018
Registration of Courses Information and CRICOS Policy	CRICOS 2018
Staff Policy MVC	SRT0 2015
Student Fees and Charges Policy	CRICOS 2018
Student Intervention Policy	CRICOS 2018
Student Misconduct Policy	CRICOS 2018
Student Orientation Policy	CRICOS 2018
Student Welfare, Counselling & Support Policy	SRT0 2015
Training and Assessment Strategies Policy	SRT0 2015
Training Delivery Policy	SRT0 2015
Transfer of Provider Policy	CRICOS 2018
Transition of Training Packages Policy	SRT0 2015
Unique Student Identifier Policy	SRT0 2015
Validation Policy	SRT0 2015
Work Health and Safety Policy	SRT0 2015
Younger Overseas Student Policy	CRICOS 2018
Workplace mentoring Policy	SRT0 2015

Section 19

Helpful references and legal services

19.1 Legal services

Legal Services Commission

The Legal Services Commission has a central office in Adelaide located at 159 Gawler Place, along with six offices in metropolitan and regional SA. The Commission also provides a Duty Solicitor at most Magistrates Courts and the Youth Court. Duty Lawyers are also available at the Family Law Courts.

If you need general legal assistance call the Legal Help Line for information and advice. LEGAL HELP LINE 1300 366 424

19.2 Training Issues

The Office of the Training Advocate

Level 5

131 Grenfell Street, cnr. of Hyde Street

Adelaide, SA 5000

- Provides information about the training system in South Australia
- Offers independent advice and support
- Provides advocacy o address issues
- Investigates complaints or refers them to the appropriate authority
- Promotes the benefits of training and employment
- Advises the State Government on ways to improve the training system

Office hours:

Monday to Friday

9.00 am – 5.00 pm

Website: www.trainingadvocate.sa.gov.au

Phone: 1800 0060488

+61 88226 4242

Contact

Fax: 8226 4278

trainingadvocate@sa.gov.au

Post: GPO Box 320

Adelaide SA 5001

19.3 Youth Support and Welfare

St John's Youth Services

78 Currie Street Adelaide 5000

Email: admin@sjys.com.au

Website: www.stjohnsyouthservices.org.au

Phone: (08) 8359 2989

19.4 Overseas Students visa

Visa information and assistance:

Australian Government, Department of Home Affairs

<https://www.homeaffairs.gov.au/Trav/Study>

For assistance with complaints or problems

<http://www.ombudsman.gov.au/about/overseas-students>

19.6 ESOS legislative framework

The Education Services for Overseas Students Act 2000 as amended, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

- ESOS Act
- Provider Registration
- Tuition Protection Service
- International Education Agents Data Project
- Schools Compliance
- Information for Students
- Further information

19.6.1 ESOS Act

Australia provides rigorous protection for international students through the [Education Services for Overseas Students Act 2000 \(ESOS Act\)](#) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

- Recent changes to ESOS
- The ESOS framework

19.6.2 ESOS Standards for Education Providers

19.6.3 The National Code 2018

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 ([National Code 2018](#)) sets nationally consistent standards for the delivery of courses to overseas students. The National Code 2018 commenced on 1 January 2018. Education institutions must comply with the National Code to maintain their registration to provide education services to international students.

- National Code 2018 Implementation
- National Code 2018 factsheets

The [English Language Intensive Courses for Overseas Students \(ELICOS\) Standards](#) outline specific quality requirements for registered providers delivering English language courses to overseas students and are in addition to the National Code requirements. [ELICOS Standards 2018 factsheet](#)
The [Foundation Program Standards](#) are designed to equip international students with the skills and capabilities to seek entry into higher education programs in Australia.

19.7 Standards for Registered Training Organisations (RTOs) 2015

The purpose of these Standards is to:

1. Set out the requirements that an organisation must meet in order to be an RTO;
2. Ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
3. Ensure RTOs operate ethically with due consideration of learners' and enterprises' needs.

19.8 Australian Government Information for Students

The Australian Government is committed to ensuring you have an excellent education experience in Australia.

The [new fact sheet](#) for international students contains important information about their rights and responsibilities while studying in Australia.

This fact sheet gives you information on:

- Choosing and enrolling in a course of study
- Support services available in Australia
- The rights and responsibilities of students on a student visa
- Working in Australia
- Making complaints and getting help.

19.9 The Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector's quality is maintained through the effective regulation of:

- Vocational education and training providers
- Accredited vocational education and training courses
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) providers including those delivering English Language Intensive Courses to Overseas Students (ELICOS).

ASQA makes sure that the quality and reputation of Australia's VET system is maintained through effective national regulation. <https://www.asqa.gov.au/about/agency-overview>

Section 20

After completing your vocational education and training

After your graduation, you have several options available to you whether you stay in Australia or head home. You may be able to continue your studies in Australia to pursue a higher level qualification or another field of study, you may be eligible to undertake post study work to put your newly gained

knowledge to use and gain work experience in Australia, or you may choose to go home to undertake further study or work there.

If you decide you want to undertake further study or work in Australia you will need to check whether your visa allows this or whether you need to apply for a new visa. You can go to the [Department of Home Affairs](#) website to check your visa conditions and find out what your options are.

Wherever your path leads, think about joining MVC alumni group. It will help you stay in touch with your classmates, and can provide you with great benefits and opportunities.

20.1 Preparing for home

If you're returning home after study, here are some steps to consider:

- Shipping goods back home.
- Getting exam results, which aren't part of your academic qualification, from your institution.
- Claiming the security bond back from your rental accommodation.
- Joining relevant alumni organisations.

MVC run information sessions or seminars with advice on returning home and adjusting to life outside of Australia. Ask your friendly Student support for more information.

Section 21

STUDENT DECLARATION

STUDENTS NOTE: You are required to return a signed copy of this page to MVC with your enrolment application. (From Student Handbook)

I have read and understand all the information contained in this International Student Handbook, the links provided and recommended websites.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- ✓ Completing the course within the duration specific on the CoE
- ✓ **Maintaining** satisfactory attendance and academic progress
- ✓ **Maintaining** approved Overseas Student Health Cover (OSHC) while in Australia
- ✓ Remain with my current education provider for 6 months of my principal course, unless issued a release from a provider to attend another college
- ✓ Notify my training provider of my Australian address and any subsequent changes of address, phone, emergency contacts/next of kin or email within 7 days.
- ✓ I am only allowed to work up to 40 hours per fortnight during college study periods.
- ✓ I have been provided in plain English with information regarding -
 - the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
 - the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods

- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students
- the details of any arrangements with another provider, person or business
Who will provide the course or part of the course?
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
- the ESOS framework, including official Australian Government material or links to this material and online
- where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger Overseas students (in accordance with Standard 5)
- Accommodation options and indicative costs of living in Australia.

- ✓ I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the hyperlinks provided.
- ✓ I am aware of my obligation to pay all outstanding course fees and understand MVC will pursue outstanding fees under Australian Law.
- ✓ I am aware that I can only study with a CRICOS registered provider found at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx> whilst I am studying on an international student visa in Australia.

Signed: _____ Dated: _____

Name (please print): _____

Unsigned declarations cannot be processed.

Education Agents CANNOT sign on behalf of students.

PLEASE RETURN THIS SIGNED DECLARATION WITH YOUR ENROLMENT FORM AND RETURN TO:

Mail: Level 2 West, 50 Grenfell Street Adelaide 5000, South Australia or email: admissions@mvc.edu.au

Section 22

REFERENCE:

22.1 Sources

1. www.oecd.org

2. cricos.deewr.gov.au
3. www.australiaawards.gov.au
4. <https://www.studyinaustralia.gov.au/english/why-australia>
5. www.asqa.gov.au
6. www.austrade.gov.au
7. <http://www.health.gov.au/>
8. ESOS Act guidelines
9. National code 2018 Guidelines
10. MVC Policies

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