



NOVA
INSTITUTE
OF TECHNOLOGY

PRE DEPARTURE & ARRIVAL INFORMATION



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PRE-DEPARTURE CHECKLIST

Make sure you have completed all the following well before your departure for Australia.

- Obtain Travel Insurance (other than OSHC)**
- Obtain a valid Student visa**
Students from some countries can apply online. Others need to apply to an Australian diplomatic mission. Processing time varies from one week to three months so be sure to apply early.
- Organize airport pickup**
Nova Institute MUST receive your request at least 5 working days prior to your arrival or pickup cannot be guaranteed. Pickup is from Tullamarine airport only.
- Organize your accommodation**
You will need to book accommodation for at least the first 2 weeks after your arrival.
- Make copies of all important documents to bring in your hand luggage**
 - Letter of offer from Nova Institute
 - Electronic confirmation of enrolment (eCOE)
 - Other formal Identification
 - International drivers license and/or drivers license from your home country

It is important that you have all these documents with you throughout your stay in Australia. We suggest that you put a second copy of each in your suitcase and leave a third copy at home with your family.

Nova Institute has prepared this guide to assist your transition to Australia and Nova Institute. Please read it carefully and make sure you complete all the steps on the pre-departure checklist. If you have any questions, feel free to contact us, preferably by email.

PRE – DEPARTURE & ARRIVAL INFORMATION

Once you have accepted an offer to study at Nova Institute of Technology, you are ready to start your journey to Melbourne Australia. Before you arrive in Melbourne, Australia there are many things to consider so we have put together this pre- departure kit containing important general information and Australian Government requirements for our international students.

◆ BEFORE ARRIVING IN AUSTRALIA

Student Visa Conditions

To study in Australia you must hold a valid student visa prior to entering the country. The visa is governed by certain condition, some of which are as follows:

- ◆ You must enroll in a course approved by the Australian Government
- ◆ You must satisfy all course requirements
- ◆ You must maintain a valid enrolment some of which will have attendance and/academic progress requirements
- ◆ You must have current Overseas Student Health Cover
- ◆ You must notify Nova Institute of Technology of your change of address within seven days
- ◆ You must not work for more than 20 hours a week (only after getting a work permit)

You are also expected to have enough money to cover your tuition fees and living expenses for the full length of the course.

Visas are issued by the Australian **Department of Immigration and Citizenship (DIAC)**

A breach of any of the conditions may result in cancellation of your visa. More information on www.immi.gov.au

Visa Applications

Carefully check the visa requirements relevant to your country and the education sector in which you wish to study to ensure that you apply for the correct visa.

Visa Type

You are required to apply for a visa that is appropriate for the education sector that you wish to study in. The following visa types are relevant to studies at Nova Institute of Technology:

- ◆ 570 Independent ELICOS
- ◆ 572 Vocational Education and Training
- ◆ 573 Higher Education
- ◆ ***If you intend to work you must apply for a visa with “permission to work” (condition 8105)***

Other Requirements

Depending on your country of origin and /or assessment level you will also need

- ◆ Evidence of English Language proficiency
- ◆ Evidence that you have sufficient funds for the duration of your course
- ◆ A medical check
- ◆ An Electronic Confirmation of Enrolment (eCOE)
- ◆ Overseas Student Health Cover (OSHC)

IELTS is now the only English proficiency test accepted for non-government and non-agency sponsored students in certain assessment levels.

Recognition of Prior Learning (RPL)

Credit for prior learning will affect the length of your course and the length of your visa.

Visa Extensions

If you need to extend your visa to complete your course of study, you must lodge an application prior to your current visa expiring. Currently the cost for an extension is \$430 AUD.

Normally your application for extension requires the following:

- ◆ A health check result
- ◆ A financial statement
- ◆ Your academic transcripts
- ◆ Electronic Confirmation of Enrolment (eCOE)

Health Check

Your health check cannot be obtained from a local medical practitioner, you will have to

- ◆ Attend a medical appointment at Health Services Australia
- ◆ Health Services Australia will provide you with an x-ray referral letter and map directing you to the location for your x-ray
- ◆ Pay all fees for the health check

Health Insurance

All international students are required to have Overseas Student Health Cover (OSHC) for the full duration of your stay in Australia. The fees must be paid before your visa can be issued. Not all fees are covered and if you wish to have extra cover for things like dental treatment and glasses see Overseas Students at www.ahm.com.au.

Chemist or Pharmacy

The pharmacist can give you advice on the choice of medication and provide medication prescribed by a doctor. The cost of medication is not covered by your Medical Insurance

Working in Australia

To work while on a student visa you must have "a work permit", (condition 8105) on your student visa. You can work up to 20 hours, provided this does not interfere with your attendance to your studies.

This is a requirement for both paid and unpaid work.

How much should you be paid?

The government has set wages for certain jobs and employers must abide by them

Tax File Number

After you have a visa that allows you to work, you can apply for a Tax File Number (TFN). This ensures that the correct amount of tax is deducted from your earnings. It also allows you to claim a refund at the end of the financial year. Most students who work part time are eligible for a refund.

LEAVING HOME

Travel Insurance

Students are advised to take out at least four weeks of travel insurance before departure.

Booking Flights

International flights can be fully booked especially from December to February and May to July.

Once your course application has been fully processed, course tuition fees paid and your student visa granted you should book your flight to Melbourne.

Finances

Read the section on Living Expenses to get an idea of the costs involved in living in Melbourne.

It is a good idea to arrive with some Australian money, approximately \$250AUD in cash and maybe \$500-\$1000AUD in Travelers cheques.

There is a limit to how much cash you can bring or take out of the country.

It is helpful in Australia to have a Visa or Master Card especially in emergencies.

Baggage

Make sure that you can carry all your luggage by yourself.

Clothing

Melbourne has four distinct seasons so you should be prepare and dress accordingly.

Australians dress casually most of the time and students wear jeans and T-shirts, shorts and casual shoes.

Some occasions, such as job interviews and celebrations you will need to dress more formally.

Household Appliances

These can be easily purchased in Melbourne, Kmart, Big W and Target, sell good value household goods.

If you bring these from home you may need to pay customs duties.

Personal Computers

Customs fees apply on personal computers.

Australian Customs and Quarantine

Prior to landing in Melbourne you will be given an Incoming Passenger Card to complete. Please read all of the information and fill out the card correctly with your flight details and the required customs information.

This is a legal document and you must tick **YES** if you are carrying any **food, wooden material, plant material or animal products**.

If you are unsure, declare them, tick yes and let the officers decide.

Any item that has a pest or disease risk will be destroyed, or if it can be treated the choice and cost will be yours.

If you fail to declare any quarantine items or make a false declaration you could

- Be fined on the spot \$220AUD
- Be prosecuted and fined up to \$66,000 AUD and/or risk 10 years imprisonment

All luggage is screened using a combination of x-rays, sniffer dogs and physical inspections

Make sure that you have your passport and incoming Passenger card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine.

There are two exit points after you collect your baggage:

1. If you have anything to declare walk through the Red Channel
2. If you have nothing to declare walk through the Green Channel

Mail

All mail arriving into Australia is also screened, so it is important that your friends and family know what items they can send to you in Australia. Anything sent by mail must be declared on the postal declaration label.

For more information go to www.aqis.gov.au

Melbourne Airport

Melbourne's International and Domestic Airport is known as "Tullamarine" and is approximately 25 minutes drive from the city of Melbourne.

Skybus

A special bus service that runs approx. every 20 minutes from the Tullamarine Airport to Melbourne city, the cost is \$16AUD one way.

Some airlines also fly into **Avalon Airport**, approximately 50 minutes away from the city of Melbourne.

Sunbus meets all Avalon flights and provides transport to Melbourne for approximately \$20

Public Holidays for Victoria

There are no classes on Saturdays, Sundays or Victorian Public Holidays, which are outlined in the table below.

	2008	2009	2010
New Year's Day	Tuesday 1 January	Thursday 1 January	Friday 1 January
Australia Day	Monday 28 January In lieu of Sat. 26	Monday 26 January	Tuesday 26 January
Labour Day	Monday 10 March	Monday 9 March	Monday 8 March
Good Friday	Friday 21 March	Friday 10 April	Friday 2 April
Easter Saturday	Saturday 22 March	Saturday 11 April	Saturday 3 April
Easter Monday	Monday 24 March	Monday 13 April	Monday 5 April
Anzac Day	Friday 25 April	*Saturday 25 April *No day in lieu when Anzac Day	*Sunday 25 April falls on a weekend
Queens Birthday	*Monday 9 June	Monday 8 June	Monday 14 June
Melbourne Cup	Tuesday 4 November	Tuesday 3 November	Tuesday 2 November
Christmas Day	Thursday 25 December	Friday 25 December	Saturday 25 December
Boxing Day	Thursday 26 December	Saturday 26 December	Monday 27 December

KEY: * Yet to be proclaimed | ** Not a state-wide public holiday | # Holiday automatically transferred from Sunday

COUNSELLING AND SUPPORT SERVICES

Staff is always available to assist at any time during your course. Students may talk to their teacher, or make an appointment at any time to see Student Support Officer or Counselor for confidential information or advice on:

- Class allocations
- Subjects you have completed
- Subjects you need to undertake
- Assessments
- Results
- Coping with assessments
- Attendance and overseas student health cover
- Ways of managing your time
- Assistance with the setting and achieving of your goals
- Tutorial support and assistance
- Looking for work

Dealing with Problems

It may be difficult for you at first, you have moved to a new country and culture and maybe away from your family for the first time so it is normal to have some problems in settling down. Sometimes the problem is because you do not really understand the way things are done in this new country, but the best way to deal with any problem is to talk about it. So if you have a problem, the first person to contact is your teacher unless the problem is one with your teacher.

Remember we have a student counsellor who is trained to help you with personal problems and below is a list of staff best approached for specific problems

Problem	Talk to.....
Any problem or worry that you have	... your teacher
You do not get on with you teacher	... the Student Support Officer
Unhappy with your home stay	... the Home stay Co-ordinator
Medical problem	... General Admin Manager / counsellor
Visa problem	... General Admin Manager
Money problem	... counsellor / General Admin Manager
Personal problem... - homesickness, loneliness harassment, bullying	... counsellor

Personal Problems

Nova has a counselling service to help you but if have a personal problem and would like to see a counsellor independently of the institute you can contact one of the services listed here.

:

Melbourne Counselling Services	(03) 9653 3250
Salvation Army	(03) 13 7258
Anglicare	(03) 9412 6133
St Vincent de Paul	1300 305 300

LOCAL INFORMATION

Cost of Living

Nova Institute of Technology students in Australia typically spend between \$250 to \$400 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs.

The following chart is only a guide to help you understand the breakdown of costs.

Accommodation	\$150 - \$200 / week
Food	\$100 - \$200 / week
Public Transport	\$20 - \$ 50 / week
Entertainment/movies	\$13 per ticket

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. Some people spend a lot more than this, and others spend less. To live more cheaply, you could share a room, cook for yourself and shop at the markets.

We estimate that international students will require approximately AU\$12,000 for living expenses each year.

Transport

Nova Institute of Technology is located in the Melbourne Central Business District at 140 Queen Street, Melbourne, on the 10th floor. The institute is close to Flinders Street Railway station. Many public bus and tram services depart from Queen Street, very close to the institute. However, most people in Melbourne travel by tram. The central location of the institute means that few students will be able to live in the immediate area of the college and walk to and from school. Most students will live in suburbs further away and will need to catch a bus, tram or train. Trains run regularly throughout peak hours and all of Melbourne's major railway lines go through Flinders St Station.

Information about Melbourne's public transport is available at this website: www.metlinkmelbourne.com.au/ for trains, buses and trams. Metropolitan rail, bus and tram and free city trams city circle timetables may be found at the following website: www.metlinkmelbourne.com.au/timetables

As no student concession is available for overseas students, it is recommended that students buy a weekly, monthly or period rail ticket in order to save on cost. A weekly ticket is about the same price as four return tickets.

The Melbourne Public Transport system is divided into 2 Zones

Zone 1 (yellow) inner Melbourne

Zone 2 (blue) suburban and outer Melbourne

Trams, trains and buses all run under the Metlink system, so you can use your ticket on any or all of these.

Driving

If you are in Victoria on a temporary student visa you can drive on your current and valid overseas drivers licence, but it must be in English or contain an English translation and you must also carry photo id.

In Australia we drive on the left side of the road. The driver and all passengers **must** wear seatbelts.

Car Rental

Most rental agencies require you to be 25 and on a full licence to rent a car.

Bicycles

- ◆ You must wear an approved safety helmet
- ◆ Having a bell – warning device
- ◆ Fitted reflectors and lights
- ◆ Must obey all road rules

Shopping

Most Melbourne suburbs have a shopping area or mall where students can find a variety of shops, so there is no need for them to travel to the CBD for their daily requirements. As a multi cultural country, Australian supermarkets stock a large variety of products from different countries, especially from the Indian Continent, China, Thailand and Malaysia as well from many European countries.

Fresh fruit and vegetables are cheap and plentiful and most other goods can be bought in our large supermarkets, especially at markets like Preston, Prahran, Footscray and Victoria Market.

Australia has a multicultural population, so food and other items from many countries are readily available.

Banking

Students will need to set up an Australian bank account on their arrival in the country to avoid the necessity of carrying large amounts of cash. They will need to show their passport and evidence of residency.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday.

There are a number of major banks with branches close to Nova Institute of Technology where students may wish to open an account.

LIST OF BANKS CLOSE TO NOVA

COMMONWEALTH BANK

385 Bourke St.

Melbourne VIC 3000

Ph: (03) 9675 8926

WESTPAC Bank

447 Bourke St.

Melbourne VIC 3000

Ph: (03) 9602 2322

ANZ Bank
100 Queen Street
MELBOURNE VIC 3000 Ph: (03) 9273 555

National Australia Bank
500 Bourke Street
MELBOURNE VIC 3000 Ph: 1300 889 398

Legal Services

If you need legal advice from a solicitor you can go to LIV's online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes consultation for free. After that you will have to pay. The website is <http://www.liv.asn.au/>

As this is the Law Institute of Victoria, it has a listing of all solicitors and their specializations, so it is the most reliable place for information regarding solicitors.

Medical Services

If you cannot find a doctor locally you can go to Outpatients of any public hospital. In an emergency call 000 and ask for an ambulance (it will be covered by your OSHC)

Choosing a doctor

Your health insurance allows you to consult the doctor of your choice, but it may be difficult for you to choose a doctor. Your home stay family may advise you or even introduce you to their family doctor. If you cannot find a doctor you might wish to see one with a surgery close to the school. These doctors are listed below.

LIST OF DOCTORS CLOSE TO NOVA

Medical One
Level 3, 23 QV Terrace
229 Swanston St.
Melbourne 3000 VIC Ph: (03) 9650 4218

Melbourne Sports Medicine Centre
Level 4, 250 Collins Street
Melbourne 3000 VIC Ph: (03) 9650 9372

Mid-Town Medical Clinic
Level 4, 250 Collins Street
Melbourne 3000 VIC Ph: (03) 9650 4284

DENTISTS CLOSE TO NOVA

Please be aware that your health insurance does not cover you for dental visits

Dr Gulia Rakesh
Level 12, 140 Queen Street
Melbourne VIC 3000 Ph: (03) 96428955

Drs. Aitken & Taylor
Level1, Manchester Unity Bld.
220 Collins Street
Melbourne VIC 3000

Ph: (03) 9654 5585

Some Melbourne Hospitals

Austin Hospital

145 Studley Rd Heidelberg VIC 3084
ph: (03) 9496 5000

St Vincent's Hospital

41 Victoria Pde Fitzroy VIC 3065
ph: (03) 9288 2211

Alfred Hospital

Commercial Rd Prahran VIC 3181 -
ph: (03) 9276 2000

Box Hill Hospital

Nelson Rd Box Hill VIC 3128
Ph: (03) 9895 3333

Dandenong Hospital

David St. Dandenong VIC 3175
Ph: (03) 9554 1000

Monash Medical Centre

246 Clatyon Rd Clayton VIC 3168 -
ph: (03) 9594 6666

Accommodation

Home stay

If you are living with a home stay family remember that they expect you to behave as part of their family not as a hotel guest. Australian families do not have servants so you may have to do things that you are unused to doing at home, such as clearing plates from the table, making your bed and keeping your room tidy and clean. You will also have to do your own washing using the facilities provided for you.

You will find the food is different from what you are used to but you should try everything. If there are any foods that you cannot eat, either for medical or religious reasons or you simply dislike them, you have to let your homestay family know. If you really don't like the food discuss your problem with your home stay family or the Nova Homestay Coordinator.

Some Australian houses are not heated in winter so you might need extra bedding in order to keep warm. Please ask your home stay family about this. They may be able to provide blankets or doonas for you but you may have to buy them yourself. Please do not use small heaters and leave them on overnight as this can be dangerous.

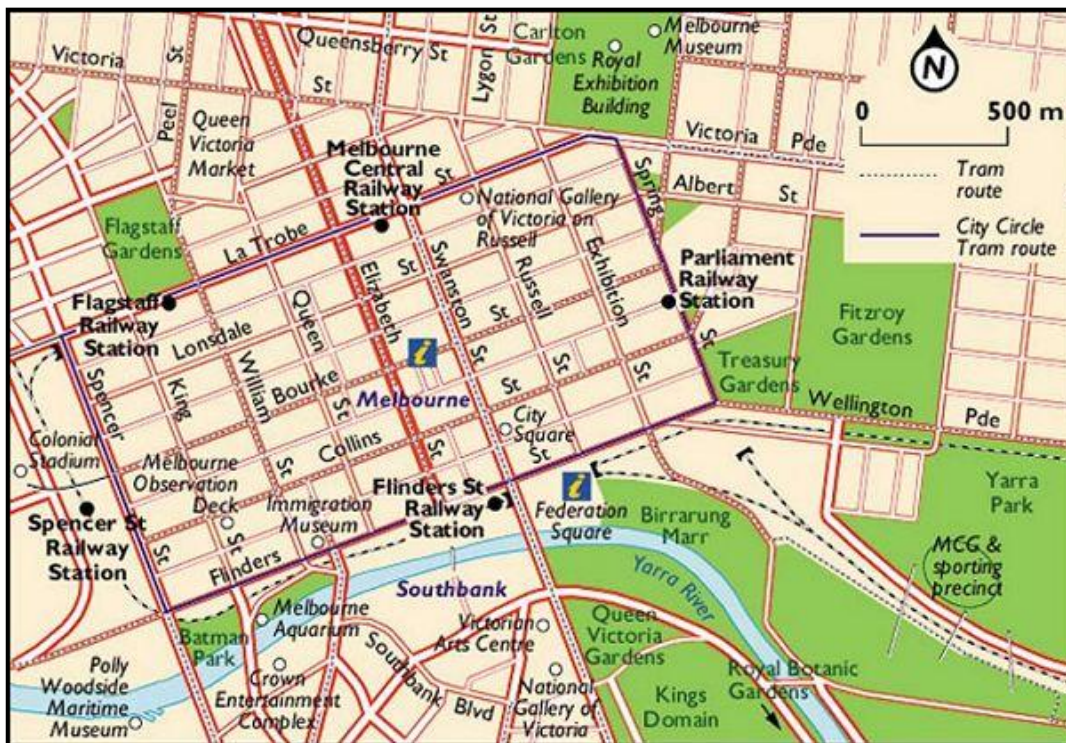
DEPARTMENT OF IMMIGRATION AND CITIZENSHIP OFFICES

Please phone the department before coming into any office so that you know what documentation to bring with you. See www.immi.gov.au for further details

You may find that you do not need to visit an office in person or that you will need to make an appointment.

<p>Melbourne CBD Casselden Place Ground Floor 2 Lonsdale Street Melbourne VIC 3000 General Enquiries ph 131881</p>	<p>DANDENONG OFFICE 51 Princes Highway Dandenong VIC 3175 General Enquiries ph 131881</p>
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NOVA INSTITUTE LOCATION



Melbourne City Centre



Streets around Nova Institute of Technology



Location of Nova Institute of Technology

Transfer Request Assessment

Policy and Procedure

It is an Australian regulatory requirement that students must complete six months of their “principal course of study” before changing or transferring between providers. A Provider such as NIT must not knowingly enroll the student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except where:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has provided a written letter of release;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

NIT will not seek to enroll a student who has not yet completed six months of their principal course of study with another registered provider.

NIT students enrolled with NIT, and who have not yet completed six months of their principal course of study will not be authorised to transfer to another registered provider unless it is deemed by NIT management to be detrimental to the student to remain at NIT.

Students who have not yet completed six months of study of their principal course may still request a transfer for consideration.

Students who apply for release will be assessed by the General Administration Manager. Applications for transfer from a student must:

- Be in writing;
- Relate to and provide details about the student’s individual circumstances;
- Provide details as to the reasons why the application should be approved.

Upon receipt of the application, the institute must consider the request within 30 working days. This period may be extended if the applicant fails to provide all relevant information/documentation, however in such instances the Institute will advise the student of the additional information/documentation required to make the decision.

If they are unsuccessful in their request to transfer prior to completing 6 months of their principal course at NIT, NIT students can appeal the decision.

- An application will be refused:
 - a) Unless the student has a valid enrolment offer from the receiving provider; and
 - b) In cases where student is under 18 years old, unless there is written evidence that student’s parent or legal guardian supports the transfer AND written confirmation that the new provider will accept responsibility for approving a student’s accommodation, support and general welfare arrangements.

- c) The student has any outstanding fees, charges or accounts with NIT
- An application will also be refused:
 - a) If the application is made within 3 months of the commencement of course.
 - b) Where the applicants transfer may jeopardise the student's progression through a package of courses.

Notwithstanding the above, an application will be accepted where: In the view of the General Administration Manager, the applicant has provided evidence of compelling and compassionate reasons for seeking the transfer. Applicants should note that it is their responsibility to provide appropriate evidence/documentation.

REFUNDS

Procedure

Nova Institute of Technology reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In circumstances where the course is postponed by more than four weeks a student is unable to enroll in a similar course at NIT all fees will be refunded. Refund of the fees will only be granted in accordance with the refund policy set out below.

Full Refund of Tuition Fees

The Nova Institute of Technology (NIT) has a fee refund policy for situations where special circumstances exist. We will make a full refund of course fees paid in the following circumstances:

- Application for a student visa is unsuccessful

In this case NIT, reserves the right to retain an administration charge of A\$200 and where applicable, any agent's fee. A completed Refund Application form and proof of visa refusal must be sent to NIT. A full refund will be made within 28 days.

- If for any reason NIT is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed

A full refund will be made within 14 days of the specified starting date or from the time the course ceases to be delivered in accordance with the refund guidelines of the ESOS Act.

Partial Refund

NIT will make a partial refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received from a candidate at least 28 days prior to the commencement of the term, 75% of the tuition fees are refundable, less an administration charge of A\$200 and where applicable, any agent's fee.

Or

- If written notice of withdrawal is received from a candidate less than 28 days prior to the commencement of the term, 25% of the tuition fees are refundable less an administration charge of A\$200 and where applicable, any agent's fee

No Fee Refund

- If a student withdraws from, cancels or fails to attend a program or course after the start of the program, NIT will not refund any of the fees paid for that program or course semester. No refund will be issued for monies paid to NIT for Overseas Student Health Cover (OSHC), airport pick-up, or accommodation booking.

- Refunds for any monies received by NIT on behalf of the student for services other than tuition fees must be requested from the company delivering that service and students will be subject to the respective companies refund policies.
- In the event that an extension to the student's visa is not granted and the course has commenced a refund will not be issued to the student. A student is advised not to enroll if they believe their visa will not be extended.
- In the event that the student seeks and is granted approval by NIT to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted.
- In the event that the student's enrolment is cancelled because of infringement with NIT's disciplinary Policy or breach of student visa conditions, NIT will not refund any of the fees paid.

Requests for Refund of Tuition Fees

A student who wishes to apply for a Refund of tuition fees in accordance with this Refund Policy should do so by filling a Refund Application form and submitting it to the General Administration Manager, Nova Institute of Technology, PO Box 89, Collins Street West, Melbourne 8007.

Payment of Refund

All refunds for which a student is eligible will be forwarded, within 28 days to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to *Visa conditions*), in which case any refund may be remitted to that institution. NIT will provide the student with a statement detailing the calculation of the refund.

Approvals

All refunds must be approved by the General Administration Manager. Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds as determined by the PEO. "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws"

IN CASE OF EMERGENCY

In case of fire, need for police or a medical emergency ring 000 and ask for the service you need.

In case of emergency, you can also ring the PEO, Mr. Vaneer Randhawa is available to all students, staff or Emergency Services 24 hours a day on mobile 0411 245 800.