



**St Thomas College**

# Student Handbook

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## Document Control

This document is approved and implemented by St Thomas College. Any ongoing changes made to this document will be documented as below:

| Version     | Authorised By | Description of the change                                   | Approved Date                  | Effective Date                 |
|-------------|---------------|---|--------------------------------|--------------------------------|
| Version 1.2 | PEO           | Adaptation of the new student handbook                      | 01 <sup>st</sup> February 2024 | 01 <sup>st</sup> February 2024 |
| Version 1.3 | PEO           | Course Progress and Attendance Policy and Procedure Updated | 31 <sup>st</sup> November 2024 | 01 <sup>st</sup> December 2024 |
| 1.4         | PEO           | New address and updated standard for RTO 2025               | 1 <sup>st</sup> July 2025      | 1 <sup>st</sup> July 2025      |

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## Welcome

A warm welcome to St Thomas College (STC)!

We are committed to helping you learn the knowledge, skills and confidence you need to achieve your study goals and settle into the Australian way of life.

This handbook will help answer common questions about STC such as your course, attendance, our services and much more. It is also available on our website and often updated, so please check the website regularly.

If you still have questions after reading this handbook, please come and speak to us. We have supportive and professional staff to help you have an enjoyable learning experience.

We hope you enjoy your time at STC and work hard to improve your vocational skills while you are studying here. Remember that learning a new knowledges & skills take time and effort. So, be patient and make the best of all the opportunities you have to learn and to practice.

We wish you success with your studies and hope you have a safe and rewarding stay in Australia.

*Tom Jung*

PEO

St Thomas College

## College Information

**Entity Name:** St Thomas College Pty Ltd

**ABN:** 34 646 956 309

**CRICOS Code:** 04228C

**RTO Code:** 46153

## Location/Contact Details

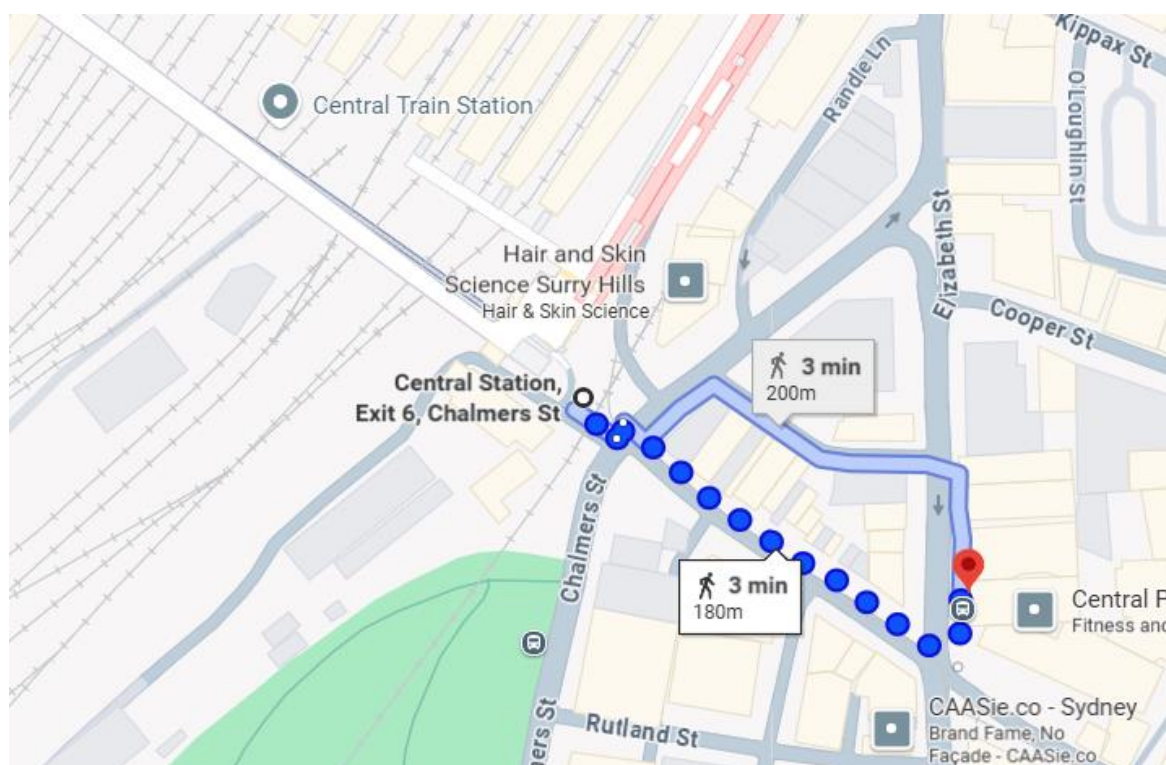
**Address:** 7A Level 1, 410 Elizabeth Street Surry Hills NSW

**Phone:** +61 02 8384 5437

**Email:** [admission@stthomas.nsw.edu.au](mailto:admission@stthomas.nsw.edu.au)

**Website:** [www.stthomas.nsw.edu.au](http://www.stthomas.nsw.edu.au)

## Map



## After Hours Contact

STC students can contact the college at any time in emergency situations, to report a serious incident that affects them or to get support when needed.

**Contact Number:** 0406 290 244

## Opening Hours

|                  |                     |                   |                      |
|------------------|---------------------|-------------------|----------------------|
| Monday to Friday | 8:00 AM to 10:15 PM | Saturday & Sunday | 08:30 AM to 08:00 PM |
|------------------|---------------------|-------------------|----------------------|

## Who Should I Speak To?

| TYPE OF ASSISTANCE          | CONTACT PERSON   | CONTACT DETAILS  |
|-----------------------------|------------------|--|
| General Information Support | Reception        | +61 02 8384 5437 or <a href="mailto:admission@stthomas.nsw.edu.au">admission@stthomas.nsw.edu.au</a> |
| My Enrolment/Visa           | Admissions       | <a href="mailto:admission@stthomas.nsw.edu.au">admission@stthomas.nsw.edu.au</a>                     |
| My Studies                  | Academic Manager | <a href="mailto:academic@stthomas.nsw.edu.au">academic@stthomas.nsw.edu.au</a>                       |

## International Students

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018. Please find out more about the ESOS framework and your rights as an international student at:

- <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>
- <https://www.studyinaustralia.gov.au/English/Australian-education/Education-system/ESOS-Act>
- <https://www.australia.gov.au/information-and-services/education-and-training/international-students>

STC has obligations as part of its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check that the details of your course, including location, match the information on CRICOS at <http://cricos.education.gov.au/>.

The ESOS Act includes consumer protection that helps you to receive a refund, or to be placed in another course if your education provider is unable to teach your course for any reason. This is managed under the Tuition Protection Service (TPS). Visit <https://tps.gov.au/Home> for more information.

## Overseas Student Visa Requirements

If you are granted a visa, you must follow its conditions. If you do not do this, your visa may be cancelled. Conditions include (but are not limited to) those below:

- Satisfy your student visa conditions
- Be enrolled in a registered course
- Maintain at least 80% attendance in your course
- Achieve satisfactory results for course progress
- Comply with any requirements of STC

- Maintain Overseas Student Health Cover (OSHC) for the total period of your stay (student visa holders)
- Notify STC in writing if you change your address, contact details and emergency contact details **within 7 days** of the changes. If you do not, this may affect your visa including cancellation.
- Can only work 48 hours per fortnight while studying full time
- Can work for more than 48 hours per fortnight during recognised course breaks at STC
- Cannot do any paid work until you have started your course
- Continue to have sufficient financial capacity to support your study and stay in Australia
- Achieve the required course requirement to receive a testamur.

### Working While Studying

- You can work for a maximum of 48 hours per fortnight (2 weeks) while studying full time.
- You **should not** rely on work to fund your studies.
- You cannot work at all if you are on a Visitor visa. Check your visa conditions on the Department of Home Affairs (DHA) website at: <https://immi.homeaffairs.gov.au/home>.
- You will need a tax file number (TFN) and can apply online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>.

Some useful job websites are:

- Seek: <https://www.seek.com.au/>
- Indeed: <https://au.indeed.com/>
- CareerOne: <https://www.careerone.com.au/>
- One Shift: <https://au.oneshiftjobs.com/>

### Your Workplace Rights

Australia's workplace laws protect overseas workers. Information on your employment rights including how to resolve workplace issues, can be found at:

- <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>
- <https://www.fairwork.gov.au/>
- <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work>
- <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>.

Information on pay rates, shift calculations, leave arrangements/notice and redundancy entitlements is at <https://www.fairwork.gov.au/>, by using the Fair Work Ombudsman Pay and Conditions Tool (PACT).

### Overseas Student Health Cover (OSHC)

The Australian government requires that all Student Visa holders have medical insurance called OSHC. OSHC must be paid before coming to Australia to cover students from the day they arrive in Australia, until the end date of their visa. Students who have arranged their OSHC themselves or through their education agent, must directly contact the OSHC



provider for any questions, a refund request or to make a claim. If you see a doctor, you must pay at the time of your visit and keep the receipt to make a claim. For more information, please visit: Department of Home Affairs (DHA) website: <https://immi.homeaffairs.gov.au/> and <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>. Also, you can compare Australian Government approved OSHC providers at: <https://oshcaustralia.com.au/en>.

## Courses

### Diploma of Business BSB50120

#### Content Overview

The BSB50120 Diploma of Business covers the skills and knowledge required to engage and manage the work of others or to add value to or review management practices.

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

#### Qualification code

BSB50120

#### Duration

The preferred pathway into this qualification is for individuals who have achieved Certificate IV in Business or with some vocational experience in assisting team leaders, supervisors or managers to conduct BSB activities but without formal BSB qualifications.

The programme delivery duration for BSB50120 Diploma of Business is 800 hours. This program is delivered over a period of 52 weeks (40 academic weeks + 12 weeks' holiday). This comprises 100% by face to face at STC campus.

#### Qualification packaging rules and requirements

12 units of competency, comprising of 5 core & 7 elective units.

Elective units are relevant to the work outcome, local industry requirements and the qualification level.

#### Study hours per week

This program is delivered over a period of 52 weeks (40 academic weeks + 12 weeks' holiday)  
20 hours per/week

#### Mode of Study

Face-to-face in class mode

### Assessment method

Assessment will be conducted through a combination of questioning, case studies, reports, role-plays and demonstrations.

### Entry Requirement

The entry requirements are as follows:

- Students must be over 18 years of age,
- Students must have completed an overseas equivalent of Year 12
- Students must have either an IELTS score of 6.0 total or above with no band lower than 5.5 or
- Paper based (PBT) TOEFL score of 550 or above or
- Internet based (iBT) TOEFL score of 78 or above and must provide documentation to that effect.

Entry requirements will be checked at enrolment in line with the St Thomas College's Student entry requirements, selection, enrolment and orientation policy.

### Academic Pathways

On completion of this qualification, candidates may choose to undertake the BSB60120 Advanced Diploma of Business, BSB60420 Advanced Diploma of Leadership and Management, or other Advanced Diploma qualifications from the BSB Business Services Training Package or any other training package to further enhance their career opportunities in their chosen field.

### Employment Pathway

Participants will also be eligible to seek employment working in a small, medium or large enterprise, in a variety of industries, in both the public and private sector. Graduates with no prior work experience should expect to enter the industry in positions such as Business Manager, executive officers, business consultants and program coordinators.

### Award

At the successful completion of this course the participant will receive a BSB50120 Diploma of Business.

For partial completion of this qualification, students will be issued with a Statement of Attainment indicating completed Units of Competency.

### Organisation

The program is organized into four stages; each stage is ten (10) weeks in duration. Whilst the delivery and assessment of units within this program are done so on a stand-alone unit by unit basis, units have been organized in a way to offer the most beneficial learning experience for students. The focus during the design phase of this course was to provide the opportunity for students to progressively learn business concepts in a way that most closely reflected how the competencies would be implemented in the workplace

### Licensing, Legislative, Regulatory Requirements

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, when required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

| <b>Training and Assessment Matrix: BSB50120 Diploma of Business</b><br><b>Total delivery hours = 800 hours</b> |  |                        |                    |                   |                  |              |         |        |
|--|--|------------------------|--------------------|-------------------|------------------|--------------|---------|--------|
| Code   | Title of unit  | Training delivery mode |                    | Assessment method |                  |              |         |        |
|  |  | Total Delivery Hours** | Face-to-face Hours | Demonstration     | Written response | Presentation | Project | Report |
| BSBCRT511  | Develop critical thinking in others                          | 80                     | 80                 |                   | X                | X            | X       | X      |
| BSBFIN501  | Manage budgets and financial plans                           | 80                     | 80                 |                   | X                | X            | X       | X      |
| BSBOPS501  | Manage business resources                                    | 80                     | 80                 |                   | X                | X            | X       | X      |
| BSBSUS511  | Develop workplace policies and procedures for sustainability | 80                     | 80                 |                   | X                | X            | X       | X      |
| BSBXCM501  | Lead communication in the workplace                          | 80                     | 80                 |                   | X                | X            | X       | X      |
| BSBLDR523  | Lead and manage effective workplace relationships            | 60                     | 60                 |                   | X                | X            | X       | X      |
| BSBMKG541  | Identify and evaluate marketing opportunities                | 60                     | 60                 |                   | X                | X            | X       | X      |
| BSBOPS504  | Manage business risk   | 60                     | 60                 |                   | X                | X            | X       | X      |
| BSBPEF501  | Manage personal and professional development                 | 60                     | 60                 |                   | X                | X            | X       | X      |
| BSBTWK503  | Manage meetings  | 60                     | 60                 |                   | X                | X            | X       | X      |
| BSBCMM411  | Make a presentation  | 40                     | 40                 |                   | X                | X            | X       | X      |
| BSBWRT411  | Write complex documents                                      | 60                     | 60                 |                   | X                | X            | X       | X      |

**Note: Delivery Hours\*\*** - 20 hours per week face-to-face. In addition, it is expected that the learner to have 5 hours of assessment research as well as 5 hours of self-directed study per week.

#### Definitions of Assessment methods

|                 |   |
|-----------------|---|
| Demonstration:  | Any practical display that happens off-the-job including role-play, simulation and performance of a skill.  |
| Knowledge test: | Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. May be written, oral or open-book.  |
| Interview:      | Interviews may be conducted face-to-face, by telephone or web conference.   |
| Presentation:   | Oral presentations may be made to an audience during a workshop or on video. Differs from demonstration as not actually demonstrating a skill.  |
| Project:        | A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.  |
| Report:         | A report provides information about something that has happened. Usually done in the candidate's own time and submitted for assessment. A reflective journal is a type of report.   |
| Documents:      | A candidate may be asked to present previously completed documents as evidence. A supervisor's verification is also a document.   |
| Workbook:       | Completion of the assessment activities in the student's workbook. Assessment activities may relate to questions assessing knowledge, demonstration of skills, case studies and practical activities which become part of formative assessment and are collected over a period of time. |

### Academic Calendar, Course Breaks and Public Holidays in 2025

|                   |   |
|-------------------|---|
| Term 1            | 13th Jan 2025 ~ 23rd March 2025   |
| <i>Term Break</i> | 24/03/2025 ~ 13/04/2025 3 weeks   |
| Term 2            | 14th April 2025 ~ 22nd June 2025  |
| <i>Term Break</i> | 23/06/2025 ~ 13/07/2025 3 weeks   |
| Term 3            | 14th July 2025 ~ 21st September 2025  |
| <i>Term Break</i> | 22/09/2025 ~ 05/10/2025 2 weeks   |
| Term 4            | 06th October 2025~ 14th December 2025   |
| <i>Term break</i> | 15/12/2025 ~ 11/01/2026 4 weeks   |
| Public Holidays   | Visit the link provided below:<br><a href="https://www.nsw.gov.au/about-new-south-wales/public-holidays/">https://www.nsw.gov.au/about-new-south-wales/public-holidays/</a> |

### Academic Calendar, Course Breaks and Public Holidays in 2026

|                   |   |
|-------------------|---|
| Term 1            | 12th Jan 2026 ~ 22nd March 2026   |
| <i>Term Break</i> | 23/03/2026 ~ 12/04/2026 3 weeks   |
| Term 2            | 13th April 2026 ~ 21st June 2026  |
| <i>Term Break</i> | 22/06/2026 ~ 12/07/2026 3 weeks   |
| Term 3            | 13th July 2026 ~ 20th September 2026  |
| <i>Term Break</i> | 21/09/2026 ~ 04/10/2026 2 weeks   |
| Term 4            | 05th October 2026~ 13th December 2026   |
| <i>Term break</i> | 14/12/2026 ~ 10/01/2026 4 weeks   |
| Public Holidays   | Visit the link provided below:<br><a href="https://www.nsw.gov.au/about-new-south-wales/public-holidays/">https://www.nsw.gov.au/about-new-south-wales/public-holidays/</a> |

### Orientation Program

All students must attend the Orientation Program before attending any of their classes. It is held on your first day (stated on your Confirmation of Enrolment (CoE) at STC, or on a different day if you arrive late. On orientation day, you will have an LLND test to find out your general knowledge level. We will answer all your questions, and you will get important information about:

- studying and living in Australia including social and cultural customs
- general safety information for when you are at college and in Australia, including beach safety
- student expectations, college rules, facilities, resources and premises including a campus tour
- critical incident and emergency evacuation procedures/emergency meeting point
- class timetables and study assistance/ academic intervention (Extra Class)
- course attendance and progress requirements
- visa requirements
- College Policies and Procedures including Refund
- complaints and appeals processes
- Student Handbook
- student support services including accommodation, emergency/health services, and legal including workplace rights and conditions

Students who are unable to attend their Orientation Program must contact the college.

You will be informed of the date of your Orientation Program.

We take your photo at orientation, and you can pick up your ID card from Reception a week later. You cannot use your ID card for discounts on public transport fares because international students must pay the full fare. ID cards can be used as proof of identity, and you must carry your ID card at all times while at STC for security reasons.

## Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

## Recognition for Prior Learning (RPL)

Recognition of Prior Learning means recognition of competencies currently held regardless of how, when or where the learning occurred. This includes any combination of formal or informal training and education, work experience or general life experience.

Consistent with the VQF, RTOs must:

- Ensure that RPL is offered to all applicants on enrolment, and
- Have an RPL process that is structured to minimize the time and cost to the applicant and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held.

For RPL to be granted, the course applicant must provide quality evidence that he/she:

- Has attained the competencies described in the unit/s of competency that are being claimed
- Possesses current competency in the unit/s that are being claimed
- Possesses the required underpinning knowledge specified in the unit/s of competency
- Has applied the relevant competencies in a context that is applicable to their area of specialisation in resource and infrastructure. The evidence, which has been gathered by the assessor or the candidate, as proof of current competency may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

The assessor must ensure that such evidence complies with the rules of evidence, namely that it is authentic, valid, reliable, current and sufficient. St Thomas College offers a simple, but methodical RPL process which is outlined in its Recognition of Prior Learning (RPL) policy.

Prospective students will be made aware of the RPL policy and process prior to enrolment into the program, via discussions and the Student Handbook, and are encouraged to apply if they believe that they may be eligible.

Students are encouraged to apply for RPL at the commencement of training. If granted student will receive credit against the units, they have been deemed competent via the RPL process.

Students who receive credit will be given an amended schedule for training and will still be required to attend training for additional information and are not assessed in the units granted. All students must display evidence of equivalent competency to Diploma of Business

## Sample Timetable

| 2025 Intake Dates |                |  |                |                |                |                |                |
|-------------------|----------------|--|----------------|----------------|----------------|----------------|----------------|
| 13<br>Jan/2025    | 17<br>Feb/2025 | 14<br>Apr/2025   | 19<br>May/2025 | 14<br>Jul/2025 | 25<br>Aug/2025 | 06<br>Oct/2025 | 03<br>Nov/2025 |
| Class Timetable   |                |  |                |                |                |                |                |
| Shift 1           |                | Monday to Tuesday - 8:00am to 4:30pm and Wednesday - 8:00am to 12:30pm |                |                |                |                |                |
| Shift 2           |                | Thursday to Friday - 8:00am to 4:30pm and Wednesday - 1:00pm to 5:00pm |                |                |                |                |                |
| Shift 3           |                | Monday ~ Thursday – 5:00pm to 10:15pm                                  |                |                |                |                |                |
| Shift 4           |                | Saturday & Sunday- 08:30 to 08:00pm                                    |                |                |                |                |                |

## Sample Timetable

| 2026 Intake Dates |                |  |                |                |                |                |                |
|-------------------|----------------|--|----------------|----------------|----------------|----------------|----------------|
| 12<br>Jan/2026    | 16<br>Feb/2026 | 13<br>Apr/2026   | 18<br>May/2026 | 13<br>Jul/2026 | 24<br>Aug/2026 | 05<br>Oct/2026 | 02<br>Nov/2026 |
| Class Timetable   |                |  |                |                |                |                |                |
| Shift 1           |                | Monday to Tuesday - 8:00am to 4:30pm and Wednesday - 8:00am to 12:30pm |                |                |                |                |                |
| Shift 2           |                | Thursday to Friday - 8:00am to 4:30pm and Wednesday - 1:00pm to 5:00pm |                |                |                |                |                |
| Shift 3           |                | Monday ~ Thursday – 5:00pm to 10:15pm                                  |                |                |                |                |                |
| Shift 4           |                | Saturday & Sunday- 08:30 to 22:15                                      |                |                |                |                |                |

## Direct Entry Pathway for Further Study

### Academic Pathways

On completion of Diploma of Business, candidates may choose to undertake the BSB60120 Advanced Diploma of Business, BSB60420 Advanced Diploma of Leadership and Management, or other Advanced Diploma qualifications from the BSB Business Services Training Package or any other training package to further enhance their career opportunities in their chosen field.

### Employment Pathway

Participants will also be eligible to seek employment working in a small, medium or large enterprise, in a variety of industries, in both the public and private sector. Graduates with no prior work experience should expect to enter the industry in positions such as Business Manager, executive officers, program consultants, Senior Manager, or Senior Executive and program coordinators.

## Education Agent

- **THEY WILL HELP YOU SORT THROUGH YOUR OPTIONS:** Education agents can give you a lot of information about the colleges in Australia. After discussing what kind of institution you are looking for, they will help you sort through your options to find the right institution and course for you.
- **THEY HAVE EXPERT KNOWLEDGE:** Qualified education agents have an excellent knowledge of the Australian vocational education sector and can provide you with all the information you need about the application process and what studying in Australia is really like.

- **THEY CAN ASSIST WITH THE APPLICATION PROCESS:** Education agents will help you to complete the application forms and will deal directly with the institution on your behalf, which will take some of the work out of the application process for you. Education agents may also help you apply for a student visa.
- **IT'S A FREE SERVICE:** You don't have to pay for the service that education agents provide because institutions pay them a commission. However, you will still need to pay an application fee to the institution.

Please visit the college website under *Education Agent*.

## Deferment, Suspension and Cancellation of Course

Please read below for information about deferring, cancelling, withdrawing or suspending enrolment as requested by you for compassionate or compelling circumstances (beyond the control of the student and which have an impact on course progress or wellbeing), or initiated by STC for other conditions. Our *Deferment, Suspension and Cancellation of Course Policy and Procedure* is available from Reception on request.

Any change of enrolment may impact your student visa so, you must go to the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) or call the helpline (131 881) for further information.

If your request is not approved, the reason for the rejection will be explained in the letter you will receive. You have 20 working days from the date of our decision to make an appeal. Your enrolment is maintained until the Appeals process is finalised. Also, the balance of course fees is not refundable and cannot be transferred to another college or student.

### Deferring Your Course

You can defer or postpone your course start date (before you commence your study) by submitting a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. STC will inform you in writing of the result which may affect your student visa and your CoE. If your request is approved, your period of deferment will not be included in attendance monitoring. The new start date must be within six (6) months of the original start date.

### Cancelling Your Course

You can cancel your course before it starts by submitting a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. STC will inform you in writing of the result. Any fee paid will be subject to the Refund Policy.

### Cancellation of Your Course After Commencement

You can only withdraw from your enrolment before completing your course, if your tuition fee payments are up to date. STC will inform you in writing of the result.

If you cancel your enrolment to move to another provider (Transfer), you must have completed **six months** of study in your principal course. If you have not yet completed six

months of your principal course, your withdrawal request will be assessed against our *Transfer between Registered Providers Policy and Procedure*. Before any transfer can be granted, a student must first submit a Letter of Offer from the other education provider, together with their *Course Variation Form*. Your request will be assessed in line with our *Refund Policy and Procedure*.

### Suspension from Your Course After Commencement

You must submit a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. Also, all your course fees must be paid before your application is assessed. You can suspend your enrolment for a maximum of three (3) months and if your request is approved, your period of suspension will not be included in attendance/academic monitoring.

### Suspension or Cancellation Due to Unacceptable Behaviour

STC may suspend or cancel your enrolment because of unacceptable behaviour. We will write to you about our intention to suspend or cancel your enrolment, and the reasons for our decision. There is no refund in these cases.

### Suspension Due to Non-Payment

It is a condition of enrolment that students pay tuition fees. If you do not, you may be suspended from your course until your course fee payment is up to date. No certificates will be issued until all course fees have been paid in full.

### Overseas Student Transfers

STC will follow our *Overseas Student Transfers Policy and Procedure* to make a decision on *Transfer Request Form* applications. We will also consider your individual circumstances and any other relevant factors.

### Student Surveys

You will be asked to complete surveys anonymously about your course, class, assessments, learning experience, college facilities etc during your studies with us. Your feedback is important and will help STC to improve its services and better meet your needs.

### Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as per the "Complaints and Appeals Policy and Procedure".

### Flexible Forms of Assessment

The STC has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the PEO with details of the circumstances. The PEO will assess the application, and the student notified in writing.



## Access to Students Records and Participation

The STC is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or academic manager and they will be more the willing to help you.

Once you complete your course and graduate, you can contact the STC to discuss any matter, including obtaining a reprint of your Certificate and accessing your training record. As a graduate, please do not hesitate to contact the STC at any time.

## Course Progress and Attendance Policy and Procedure

The College seeks to ensure that students can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely interventions are implemented for students at risk of failing to meet course progress requirements as per Standard 8 of the National Code 2018. Students who do not make satisfactory course progress will be at risk of being reported to Department of Home Affairs through PRISMS.

In addition, Standard 11 of the National Code 2018 requires a minimum of 20 scheduled course contact hours per week for overseas students. The College implements and monitors course attendance as part of its course progress requirements.

Students coming to Australia to undertake a vocational education qualification are granted entry on a student visa. One of the conditions of the student visa is that the student shows satisfactory course progress. An additional condition of the student visa is that a student needs to maintain a satisfactory attendance record. Course attendance and participation is monitored as part of the monitoring of course progress.

The College will ensure that all students are made aware of their obligations regarding their course progression and attendance requirements, both before and during their enrolment through the Orientation program and in the Student Handbook.

The College will:

- a. systematically monitor and assess course progress of all students.
- b. monitor attendance as one of the key indicators in determining the successful course progression of an overseas student
- c. be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements
- d. support students who are at risk of not meeting course progress requirements by implementing appropriate intervention strategies
- e. report students (on student visas) to the Secretary of the Department of Home Affairs and DHA (via PRISMS) who have breached the course progress requirements.
- f. provide this policy to students and staff

## Definitions:

**Course progress** - 'the measure of advancement within a course towards the completion of that course, irrespective of whether course completion is identified through academic merit or skill-based competencies.' Source: National Code 2018 definitions.

**Satisfactory course progress** is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. E.g. if there are 4 units of competency scheduled to be delivered in a study period, the student must achieve competency in at least 2 of those units to achieve satisfactory course progress.

**Unsatisfactory course progress** is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. E.g. if there are 4 units of competency scheduled to be delivered in a study period, the student will be deemed to have made unsatisfactory course progress if they achieve less than a minimum of two units of competency in the study period.

**Unsatisfactory attendance** - failure by a student to achieve at least 80% attendance for the study period.

**Satisfactory attendance** - a student who achieves 80% or more for the study period.

## Course Attendance

### A. Attendance Requirement - Full Time Study

International students are required to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours per week (20 hours of face to face)) for the term.

Trainers mark the student attendance roll each day for each class and provide the roll to admin/student support 2 hours after class commencement for absent student follow-up.

The completed Attendance Rolls are given to the administration staff for completeness check before they are recorded in the Attendance Registers on a weekly basis.

If a student's attendance drops below 80% over the term the College will review their involvement, counsel them, implement an intervention strategy and, if poor attendance persists the College reserves the right to

- Require that all assessment tasks are completed on campus
- Refuse permission for the student to undertake an assessment which may require them to repeat a unit
- Cancel or suspend the student's enrolment, which may put their visa at risk. Students have a right of appeal.

### B. Absences

On the day the Administration Manager/ Student Support Officer contacts absent students within the next two (2) hours via SMS or phoning or sending an email to confirm their welfare, any reason for absence or if a student is simply running late.

A record is maintained of all absences and attempts to contact students.

At the end of each fortnight the Administration Manager provides the Academic Manager with a list of students who failed to attend for **five (5) consecutive days** without approval or who had been marked absent for 15% or more of the scheduled contact hours. Students in this situation are regarded as being at risk of unsatisfactory attendance which may impact on their academic progress.

All absences due to illness should be accompanied by a medical certificate. The College will only accept medical certificates signed by a registered medical practitioner, health practitioner or approved health specialist.

Written notification is required for all absences where it is known by the student in advance that they will not be attending class. These absences will still be counted when calculating an attendance percentage.

### C. Attendance Review

- Administration staff review the attendance data to identify individual student's attendance rates.
- Students are sent the appropriate attendance notification based on their attendance level at the time when the monitoring report is reviewed fortnightly
- If a student's attendance falls below 85 per cent, they will be sent a Reminder Email by student services staff. This reminder will notify the student of the attendance requirements of the College as well as the student attendance requirement as per Visa Condition 8202.
- If a student's attendance falls below 80 per cent, they will be sent a Warning Letter – Unsatisfactory Attendance. This letter will ask the students to make an appointment with the Academic Manager and provide the College with information and evidence explaining their absences. Sharing of this information will occur in a private support session. Topics to be discussed include.
  - Cause of low attendance
  - Student's general welfare/situation
  - Work situation
  - Improving attendance via
    - Reviewing travel arrangements
    - Adjusting work times/days
    - Addressing any welfare issues
- If required, the Academic Manager will decide if it is necessary to implement a formal intervention strategy. The strategy will aim to assist the student to maximise his/her attendance for the remaining scheduled contact hours for the duration of his/her course. See section 6.3
- If poor attendance persists the College reserves the right to
  - Require that all assessment tasks are completed on campus

- Refuse permission for the student to undertake an assessment which may require them to repeat a unit
- If a student is unable to reach 70% of attendance for the remaining scheduled contact hours for the duration of their course the procedure for reporting unsatisfactory course progress will be implemented as outlined in this Policy and Procedure.
- Students have a right of appeal.

## Course Progress

### A. Academic Course Progress Requirements

- In order to progress satisfactorily, overseas students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency within each term.
- The students course progress is monitored by admin/student support staff by reviewing the competency record of each student on the student management system. This is achieved by running a competency achieved report at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.
- In addition, academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. See below.
- Should an overseas student fail the same unit twice, they will be deemed as not making satisfactory course progression. This includes previous versions of the unit.
- A student who has not demonstrated satisfactory course progress for two consecutive study periods, is not meeting the College's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa conditions.

Please note: If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student, and they may have their course duration shortened.

### B. Identifying Students 'At Risk'

- Early identification of students 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success.
- Training and administration staff use a variety of indicators and assessments to identify any students who are 'at risk' of making unsatisfactory progress. These may include, but are not limited to, the review of:
  - The student's attendance record
  - Class participation and level of engagement
  - Formative assessment completions
  - Completion of self-study activities

- Late submissions of assessments
- Number of resubmissions
- Requests for extension of class work or assessments
- Requests for additional help with assessments or class work
- Feedback from other training staff
- Not yet competent on unit assessments
- English ability
- Results of assessments and unit
- Administration staff have responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress.
- A final review of student academic performance will occur following the unit results release at the completion of each study period. See Section 6.2A above.
- Once a student has been identified as making unsatisfactory course progress, the administration staff will issue the student with a Course Progress Warning Letter.
- The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress, and if necessary, activate an intervention strategy.

### C. Course Progress Review

- The Administration staff will continue to monitor the course progress of a student with an intervention strategy for the remainder of the current study period and if required, into the next study period.
- A student who demonstrates competency in more than fifty percent (50%) of the units of competency undertaken in the study period in which they were earlier identified as 'at risk', or in the next study period, will no longer be considered 'at risk' and the intervention strategy may be cancelled.
- Any student provided with an intervention strategy during the study period (therefore identified as 'at risk'), who then achieves less than 50% competency in enrolled units of competency will receive an Intention to Report Letter.

## Student Appeals

### A. Internal appeal process

Students who wish to appeal their attendance rate/ reduction in course duration/ academic progression/ determination or the Intention to Report Letter may lodge an appeal within 28 business days to the College staff. In addition to the College's internal processes, an overseas student may also wish to approach an external agent.

### B. External Agency process

Overseas students may approach an external agent such as the Overseas Students Ombudsman (OSO) Ombudsman. Such approach may be made after the internal resolution

process has been finalised and the overseas student is not happy with the outcome of the internal resolution.

Overseas Students Ombudsman (OSO) investigates complaints that overseas students have with private education providers. A private education provider can be a school, college or university in Australia. The Ombudsman provides support to future, current or former students.

OSO's service is free, and they do not charge for making a complaint.

Overseas Students Ombudsman (OSO)

In Australia: 1300 362 072

Outside Australia: +61 2 6276 0111

[Online Complaint Form](#)

[OSO Factsheets for International Students](#)

[Frequently Asked Questions \(FAQs\)](#)

## Reporting to Department of Home Affairs (DHA)

- All students identified as failing to achieve satisfactory academic progress will be notified in writing via an Intention to Report letter.
- The Intention to Report letter provides formal notification to the student that the College intends to report their unsatisfactory academic progress to DHA.
- Students who maintain unsatisfactory progress in two (2) consecutive study periods will receive an Intention to Report Letter.
- Students who maintain unsatisfactory progress in two (2) study periods that aren't consecutive will not be reported unless they did not comply with the agreed intervention strategy.
- the College will only report overseas students for unsatisfactory course progress if:
  - The overseas student has chosen not to access the internal and/or external appeals process within the allowed timeframe, or
  - If an overseas student chose to access the internal and/or external complaints process, and the completed process decision or recommendation supports the College's decision, or
  - The overseas student withdraws from the appeals process by formally notifying the College.
  - any termination of an accepted student's studies (whether because of action by the student or the College) before the student's course is completed will be notified within 31 days

## Extending Your Course Duration

Your course will only be extended if:

- you have compassionate and compelling reasons with documentary evidence (written and/or translated in English) to support the reason
- extending your course is helping you to successfully complete your required studies
- you experienced an approved deferment or suspension of studies

If the extended study period is longer than your current visa duration, you will need to

- i. apply for a new Student Visa (subclass 500) in order to complete the extended studies and
- ii. contact the Department of Home Affairs at <https://www.homeaffairs.gov.au/> or call the helpline on 131 881 because your new duration of study will have an impact on your student visa.

### Certificate of Completion

You can get a Certificate of Completion for the course you have successfully completed when you finish your studies. Successful completion means you have achieved the required score to successfully complete a course. Also, you must not have any outstanding payments due.

### Letter of Attainment

STC will issue you with a Letter of Attainment for partial completion of this qualification, students will be issued with a Statement of Attainment indicating completed Units of Competency

### Academic Progress Updates

Your trainer will give you your results/feedback after each assessment. This will include feedback on areas for you to improve in. All your results are on your *Academic Progress Record Sheet*, which will show if you have successfully completed a unit or not. Your trainer will give you a copy of it at the end of each unit, but you can ask your trainer to see it at any time. If you have any study issues, please talk to your trainer. Your trainer is there to help and support you to do better in your studies!

### Cheating and Plagiarism

You are expected to provide original work and must not copy the work of others. Please do not cheat in any exams and assessments. If you are caught cheating you will automatically get 0% for your score. The Cambridge Dictionary refers to plagiarism as “using another person's ideas or work and pretending that it is your own”. It can be avoided by using accurate referencing.

IMPORTANT: You may face disciplinary action as a consequence of cheating/plagiarism, which could lead to the suspension or termination of your enrolment.

### Facilities and Resources

STC is located in a modern and well-equipped building in a convenient location. We are a close walk to Central train station and shops.

STC continually monitors its facilities, equipment and premises to follow all the relevant government regulations and industry requirements to give students, staff and visitors a safe study and work environment. Also, it makes sure the facilities, equipment, learning resources and operations are appropriate for all students no matter their age or language ability.

STC will notify our students if our college location has a plan to relocate at least 20 working days before the relocation. This notification will give details of the new address, a map and other details relevant to the relocation and students' studies during this transition period.



## Facilities

Our facilities include:

- Air-conditioned classrooms (no food is allowed in classrooms)
- Modern audio-visual equipment in classrooms
- Student computers (no food or drink is allowed near the computers)
- Free Wi-Fi (password information is available from Reception and on notice boards)
- Kitchen facilities (you must clean up after yourself)

## Equipment and Learning Resources

You have access to:

- the student e-learning portal; with appropriate learning resources
- student computers with internet access web content filtering and IT intrusion prevention system
- classroom computers and projectors (ask for your trainer's permission before use)

## Safety at College

Every person in the college premises is expected to take care of their own health and safety, and to follow safety rules to prevent injuries to themselves or any other students or staff who may be affected by their actions. There are signs around the college building explaining the use of equipment and facilities including:

- Toilet facilities
- Classrooms and other study facility areas
- Sitting at a computer or desk

If you have a health and safety question or concern such as seeing damaged/faulty equipment, please tell Reception or your trainer immediately.

## Your Personal Belongings

You must take care of your own personal items at all times. Also, you agree not to hold STC responsible for any loss, accident or mishap to personal belongings. STC will not store or hold luggage or bags for students. If you have any concerns for your safety or personal items, speak to Reception or your trainer immediately.

## First Aid

A regularly maintained basic first aid kit is available from Reception. If you see anyone hurt or you sustain a personal injury/accident at STC, you must report it immediately to your trainer/Reception/Student Support/Welfare Guardian, and the details will be recorded on the *Critical Incident Form*.

**IMPORTANT:** STC cannot give students any medication including headache tablets.

## Lost and Found

When you find an item in the College premises that does not belong to you, please take it to Reception for safekeeping. If you have lost an item, please check at Reception in case we may have your item with us.

**IMPORTANT:** STC is not responsible for any loss, accident or mishap to personal property.

## No Smoking

STC is located in a non-smoking building. There is no smoking anywhere inside the College or the building. This includes in the toilets, stairs or lift and lobby areas. If you are a smoker, check for no smoking signs around you as some places are no smoking areas and penalties may apply. You must put all your cigarette butts in the bin.

## Notice Boards

Notice boards are located in the College including the student common area.

**IMPORTANT:** Students **MUST NOT** put any unauthorised notices on any of the college notice boards. If you would like to put an ad or a notice for other students to see, please see Reception first. Notice boards display:

- Important announcements/events
- Class and Assessment timetables
- Health, safety and welfare information
- Emergency evacuation plans

## Emergency Evacuation

Emergency evacuation plans explain what to do in a fire/emergency and the location of fire exits, fire hoses and extinguishers. They are in each classroom and on notice boards. Please read them and follow them in an emergency!

**IMPORTANT:** If you hear the fire alarm during class time, follow your trainer's instructions and leave the building using the nearest fire stairs. Do not use the lifts in an emergency! If you hear the fire alarm during break time, go to the reception area for instructions.

Once you leave the building, you must go to the designated emergency meeting point. It is important you stay with your trainer and wait for instructions. The designated emergency meeting point can be found in the evacuation plans available.

## Critical Incidents

STC is committed to providing its students, staff and visitors with a high standard of health and safety. Critical incidents include but are not limited to:

- Missing students, family members or staff
- Severe verbal and/or psychological aggression
- Death, serious injury, or any threat of these
- Fire, storm, natural disaster
- Assault, shooting
- Suicide
- Issues such as domestic violence, physical, sexual assault, drug or alcohol abuse and
- Other non-life-threatening events.

Staff, students or visitors involved in or witnessing a critical incident should immediately tell Reception/Student Support/Welfare Guardian/Academic Manager. STC has developed essential procedures and support systems to manage, follow up and record critical incidents such as, providing support services to those affected by the incident.

### Privacy

STC is committed to protecting students' privacy and meeting its obligations under various NSW and Australian legislations relating to the personal information it holds about its students, which are held in paper-based and electronic records and systems. STC informs the Department of Home Affairs (DHA) about changes to your enrolment, or any student visa breaches. The authority to collect personal information including academic progress and personal welfare, is set out in:

- The Privacy Act 1988;
- The Education Services for Overseas Students Act (ESOS) 2000;
- The Education Services for Overseas Students Regulations (ESOS) 2001; and
- The National Code 2018.

If required, your information can be provided to the Australian Government and designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. However, STC will not disclose personal information without the consent from staff, students and the parents/legal guardian of underage students, unless it is authorised or legally required by law (ESOS Act 2000, Part 8, Section 175).

If you are not happy with the result, you may also contact the Australian Privacy Commission on 1300 363 992 or visit [www.oaic.gov.au](http://www.oaic.gov.au).

### Fees

#### Tuition Fees

You are not required to pay more than **\$1,500** of your tuition fees before you start the course. RTOs registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) must satisfy both the requirements of this clause and of the Tuition Protection Service (TPS) under the Education Services for Overseas Students Act 2000 (ESOS Act). The TPS requires that not more than 50 per cent of the fees for an overseas student be prepaid, unless the student chooses to pay more. This applies even if 50 per cent of the course fees would be less than the threshold prepaid fee amount of **\$1500**. Once you have started your course, you may need to pay extra tuition fees if you would like to make changes to your enrolment such as extending your studies. Tuition fees cannot be transferred to another college or student.

**IMPORTANT:** Students who do not pay all fees owing by the due date may have their enrolment cancelled.

#### Non-Tuition Fees

Other fees include but are not limited to general fees such as the non-refundable enrolment fee, late payment fees, material fees, Student ID card replacement fee, airport pick up service and Overseas Student Health Cover (OSHC). Once you have started your course,

you may need to pay an administration fee if you would like to make changes to your enrolment.

**IMPORTANT:** Students who do not pay all fees owing by the due date may have their enrolment cancelled. It is your responsibility to keep receipts of any fees you pay. All fees are in Australian dollars (\$AUD) and are subject to change or variation without notice. For the most up to date list of fees, please ask at Reception.

| TYPE OF FEE                                 | COST (\$AUD)   |
|---|--|
| Enrolment/Application Fee* (non-refundable) | \$200.00   |
| Late fee of second payment                  | \$50 (weekly) late payment after due date. If a student paid tuition fees 2 weeks after due date then student need to pay \$100 (\$50+\$50) late payment fees along with their tuition fees. This late payment fees are non-refundable |
| Re-enrolment Fee*                           | NIL  |
| Confirmation of Enrolment Fee (Ecoe)        | NIL  |
| Material fees                               | NIL  |
| Reassessment fee                            | \$50 per/unit  |
| Deferment/Suspension Fee                    | \$100.00   |
| Course Variation Admin Fee                  | \$100.00   |
| Change Class Timetable                      | NIL  |
| Student ID card replacement fee             | \$10.00  |
| Overseas Student Health Cover (OSHC)        | Refer to service provider quote upon booking   |
| Photocopy Fee                               | \$0.20/\$1.00 (B&W/Colour)   |

**\*Note:** The fees and charges stated above are subject to change or variation. Due notice will be provided prior to any adjustment. For more information on our fees, cancellation and refund policy, please refer to our fee and charges brochure or contact our office directly.

## Refund Policy

Student default occurs where the course starts on the agreed start date\*

- but the student does not start on the agreed start date
- and has not previously withdrawn from the course
- or advised of visa cancellation in writing, as soon as possible, prior to the course start date
- or the student cancels or withdraws from the course either before or after the agreed starting date

\* The agreed starting date is the date the course was scheduled to start or a later date agreed between the College and the student. This does not apply to the approved deferment when the student applies for a refund after the application is approved.

The above is student default and the following refund conditions apply.

| Circumstance   | Refund   |
|--|--|
| Visa refused   | 100% of course money received minus the lesser of 5% of course money or <b>\$500</b> . |
| Visa application refusal due to fraudulent and or forged documents.  | No enrolment or tuition fees refunded under any circumstances.                         |
| Withdrawal notified in writing and received by the College 28 days or more prior to semester commencement. Not related to visa refusal.                                      | 80% refund of tuition fees paid. Enrolment fee is not refundable.                      |
| Withdrawal notified in writing and received by the College less within 28 days prior to semester commencement and before the commencement date. Not related to visa refusal. | 50% refund of tuition fees paid. Enrolment fee is not refundable                       |

|   |   |
|---|---|
| Withdrawals notified in writing and received by the College on the commencement date or after the semester commences. | No refund of current semester tuition and materials fees. |
|---|---|

The College will make a refund only in Australian Dollars within 4 weeks of receiving a written claim by the student in accordance with the Terms and Conditions as outlined in this document.

Refunds are calculated in accordance with section 47E of the ESOS Act and the Education Services for Overseas Students (Calculation of Refund) Specification 2024. Refunds will be paid directly to the student unless another party is explicitly authorized by the student in this agreement.

If paid to the College, where OSHC has not been activated or expended, it will be included in the refund. If OSHC has already been paid to a third-party insurer, the student must request a refund from the insurer.

All refund considerations will be strictly limited to money the College has received and will not include:

- Bank charges.
- The cost of materials for the course, unless visa refusal applies

The College will make the refund available to either the student or the student representative as identified in the Student Application Form as per the ESOS Act Regulation 3.19.

If the student enrolls into more than one course, each course is considered as an independent course. Therefore, the refund policy will apply to each course within the courses applied for.

If the student, who has commenced the course and failed to complete the current course or failed some unit(s), the student will be required to repeat the same course or failed unit(s) and pay the fee applicable.

Any pre-paid fees for the subsequent non-commenced higher-level course will not be transferrable to pay for the repeat of failed course or unit(s).

Course and other fees are not transferable to another student or institution.

Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.

All applications for a refund must be made by the student in writing using the Fee Refund Form and submitted to the Student Services Officer. Forms may be obtained from Reception or downloaded from the website. If the refund request complies with the refund conditions stated in the Fees Management and Refund Policy, the refunds will be processed within 4 weeks and transferred to the designated student bank account.

Please note that if a student does not have a compliant Written Agreement in place, it is not mandated that they must apply in writing, as the provider must process the refund in accord with the Fees Management and Refund Policy.

In the event that the refund request was not granted, the student may appeal directly to the Chief Executive Officer for reconsideration. There may be special circumstances that the student may want to present to the Chief Executive Officer for consideration. However, the conditions of the Fees Management and Refund Policy will determine the outcome of any decision made.

A copy of the Fees Management and Refund Policy and Fee Refund Form may be downloaded from the website.

If a student transfer to another provider is approved, he or she is subject to the normal refund policy conditions.

## Refunds Procedure

- You must complete the Refund form.
- Your refund will be processed within 4 weeks (28 days) of receipt of your completed refund application with all supporting documents.
- Where 2 or more courses are packaged, the condition of the refund will be applicable to all courses.
- Commencement of the course is defined as the course start date recorded in the Student Application form.
- Course and other associated fees are not transferrable to another student or any other institution.
- Course and other associated fees may be transferrable to another course that the student is wanting to do within the college.
- Any approved refunds are made payable directly to the student's or agent's nominated bank account. Refund amount is only payable in Australian dollars.
- As applicable bank charges will be deductible for refunds made by bank draft or electronic transfer.

## Cancellation and Refund Conditions - Provider Default

If the College defaults, that is, if the course does not start on the agreed starting date, location or the course ceases to be provided before it is completed, the College will make every effort to transfer the students' enrolments to another college or pay a refund of the unused portion of the course money received from the students.

Refunds in situations of Provider Default are covered by the provisions of The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 and apply if:

- The College does not offer a course on the advertised start date or
- terminates a course after the course start date or before the course completion date or
- does not provide a course as advertised due to sanctions by any authority or
- does not provide a course in full

In such a case the College will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default, if an alternative placement with another provider cannot be found to the student's satisfaction. Such refunds will be made within 2 weeks following the default date with a statement explaining how the refund amount has been calculated.

## Tuition Protection

If STC is unable to deliver the course in full, you will be offered the option to receive a refund of any remaining fees. This amount will be paid within 14 days after the course has finished in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act). Alternatively, students may be offered an enrolment at a different provider at no extra cost, within 14 days.

If STC is unable to offer a refund or a place at another institution, then the Tuition Protection Service (TPS) will assist you to find an alternative course or obtain a refund if a course is not found for you. Visit <https://tps.gov.au/Home> for more information.

## Appeals

If your refund request is denied, you may appeal the decision by following our *Complaints and Appeals Policy and Procedure*. If you are still not satisfied with the decision, then you can appeal externally through the Overseas Student Ombudsman [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

The right to make complaints and seek appeals of decisions and action under various processes, does not remove the right of the student to take further action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

## Policies and Procedures

All the policies and procedures mentioned in this Student Handbook can be found at Reception on request.

## Student Support

(Any referrals to external support agencies will not incur a fee)

### Professional Counselling Support

STC has an arrangement with Associated Counsellors & Psychologists Sydney for our students to seek professional counselling support when you need it. There is no fee involved for you to see a professional counsellor for the first session. If you have matters that concern you and would like to see a professional counsellor, please come to Reception for us to help you make an appointment.

### Academic Support

Please speak to your trainer first, if you have any questions about your studies. You can be provided with extra academic support, such as the Academic Intervention Strategy (AIS) for you to attend extra classes, and more learning resources to help you with your study needs. If you have any questions about your enrolment, or further study advice, you can speak to Admissions. Reception can also direct you to the right person to speak to or make an appointment for you to speak to the Academic Manager for academic counselling and support.

No additional cost and it will be accessible to all students, regardless of location and mode of study

### Welfare Support

Welfare related support services are an important part of student support. We can help you with mental health and well-being matters, and offer referrals to welfare/counselling services at no extra cost to you. If we cannot assist with your particular support needs, we will refer you to external professional counsellor of Associated Counsellors & Psychologists Sydney. STC will not charge for a referral, but fees will be decided by the service provider. Please see below for some important contacts about emergency, health and welfare support services.

### Language, Literacy, Numeracy and Digital skills Support

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks students to provide information regarding Language, Literacy, Numeracy and Digital skills (LLND) requirements or any other special learning needs. In the event of LLND becoming an issue, students can contact the Student Services Officer to discuss their requirements.

Student participates in LLND Test prior their course commences during Orientation. Based on the test results students may be provided internal support or external support wherever required.

Some examples of the type of support that we can offer include:

### Literacy

- Providing students only essential writing tasks
- Considering the use of group exercises
- Providing examples and models of completed tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases
- Providing explanations of all technical terms used

### Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly
- Giving clear instructions in a logical sequence
- Giving lots of practical examples
- Encouraging students to ask questions
- Asking questions to ensure students understand

### Numeracy

- Showing students how to do the calculations through step by step instructions and through examples of completed calculations
- Helping students to work out what maths calculations and measurements are required to complete the task
- Encouraging the use of calculators and demonstrating how to use them

### Digital

- Providing students with guided practice using common digital tools (e.g. Microsoft Word, Excel, email, online platforms)
- Demonstrating how to navigate learning management systems or digital platforms used in the course
- Offering visual aids and step-by-step instructions for using software or accessing online resources
- Allowing extra time for students unfamiliar with technology to complete digital tasks
- Providing access to digital devices and technical support where possible
- Using clear screenshots or videos to show how to complete digital tasks
- Encouraging students to ask for help when having difficulty with digital tools or platforms



## Related Policies

- Course Progress and Attendance Policy & Procedure
- Complaints and Appeals Policy & Procedure
- Student Support, Diversity, Inclusion and Wellbeing Policy & Procedure
- Fee Management & Refund Policy and Procedure
- Academic Integrity Policy & Procedure

## Emergencies Contacts



If you have an emergency and need FIRE, POLICE or AMBULANCE SERVICES, call 000 from ANY public telephone or mobile telephone for free. Tell the operator you need ambulance, fire or police emergency assistance. Make sure you give your name and location. Emergency 000 lines are only for emergencies and not for general medical assistance.

## Useful Contacts

- Lifeline (for all ages): Call 13 11 14 or visit <https://www.lifeline.org.au/> for access to 24-hour crisis support and suicide prevention services.
- Beyondblue: Call 1300 22 4636 or visit <https://www.beyondblue.org.au/> to get 24-hour support for mental health issues.
- Domestic Violence Line: Call 1800 656 463 for 24-hour telephone crisis counselling for women.
- MensLine Australia: Call 1300 78 99 78 or visit <https://mensline.org.au/> for telephone and 24/7 online counselling support for men with emotional health and relationship concerns.
- Link2Home: Call 1800 152 152 for free 24-hour housing/homelessness support.
- NSW Victims Access Line (VAL): Call 1800 633 063 for free support during Monday to Friday, 8am to 6pm.
- Multicultural Problem Gambling Service (MPGS) for NSW: Call 1800 856 800 or visit <https://www.dhi.health.nsw.gov.au/mpgs> for free counselling on problem gambling.
- NSW State Emergency Service (SES): Call 132 500 for emergency help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage.
- Suicide Call Back Service (for ages 15 years and over): Call 1300 659 476 or visit [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au) for immediate and 24/7 telephone counselling and support in a crisis.

## Other Useful Contacts

If the service you are looking for is not listed, please ask at Reception.

| SERVICE          | CONTACT DETAILS   | SERVICE                                      | CONTACT DETAILS   |
|------------------|---|--|---|
| Public Transport | <a href="http://www.opal.com.au">www.opal.com.au</a> / 13 67 25               | Mental Health Line                           | 1800 011 511  |
| Visa             | <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> / 13 18 81 | Pregnancy Support Helpline                   | <a href="http://www.pregnancycounselling.com.au">www.pregnancycounselling.com.au</a> / 1300 737 732 |
| JP Signature     | <a href="http://www.jp.nsw.gov.au">www.jp.nsw.gov.au</a>                      | Translating and Interpreting Services (24/7) | 13 14 50 / <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>                       |

|                         |  |                                 |  |
|-------------------------|--|---------------------------------|--|
| Tenants' Union of NSW   | <a href="https://www.tenants.org.au/">https://www.tenants.org.au/</a>  | Drug & Alcohol                  | <a href="http://www.directline.org.au">www.directline.org.au</a> / 1800 888 236  |
| Crime Stoppers          | 1800 333 000 to report a crime or suspicious activities anonymously  | Police Assistance Line          | 131 444 for non- emergency police assistance and general enquiries   |
| Tax File Number         | <a href="http://www.ato.gov.au">www.ato.gov.au</a> / 13 28 61  | Sydney Sexual Health Centre     | <a href="http://www.sshc.org.au">www.sshc.org.au</a> / 9382 7440   |
| Reachout                | <a href="https://au.reachout.com/">https://au.reachout.com/</a> for Australia's leading online mental health organisation for young people and their parents                       | The Reading Writing Hotline     | 1300 655 506 / <a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a> for Australia's national telephone referral service for adult literacy and numeracy   |
| QuitLine (Quit Smoking) | 13 78 48 / <a href="https://www.icanquit.com.au/">https://www.icanquit.com.au/</a>   | NSW Poisons Information Hotline | 13 11 26 / <a href="https://www.poisonsinfo.nsw.gov.au/">https://www.poisonsinfo.nsw.gov.au/</a>   |
| 1800 Respect            | <a href="http://www.1800respect.org.au">www.1800respect.org.au</a> / 13 15 00 / 1800 737 732 for counselling and support for sexual assault, domestic or family violence and abuse | National Relay Service (NRS)    | Helps people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls.<br>Voice Relay number: 1300 555 727<br><a href="https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service">https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service</a> |

### Medical Assistance

If you need medical help, make an appointment to see a doctor, also known as a general practitioner (GP), at your local medical centre. You should go to a medical centre that can send the bill directly to your OSHC insurance provider. This is called "bulk billing" and means you will only have to pay the difference between what is owed to the doctor and what your OSHC will cover. GPs can help with minor illnesses and offer general medical advice. In cases of medical emergency, you should immediately go to the emergency department of your nearest hospital, where medical staff can provide you with urgent attention. If you go to a private hospital, be aware that not all their services will be covered by your OSHC, so you may have to pay extra for these services. Contact your OSHC provider for more details. If you would like to know where the nearest GP is, please ask at Reception

### Legal Services

International students can seek legal advice in relation to immigration, discrimination and many other matters. You can access legal advice and assistance for free or at a minimal cost.

- Redfern Legal Centre's International Student Legal Service gives free, confidential legal advice to international students in NSW. Visit <https://rlc.org.au/our-services/international-students> or call 02 9698 7645.
- Legal Aid New South Wales: helps people with their legal problems through a range of services. Visit <https://www.legalaid.nsw.gov.au/> or call LawAccess NSW for legal help on 1300 888 529 from Monday – Friday between 9am – 5pm (excluding public holidays).
- UNDER 18: Legal Aid Youth Hotline: Call 1800 10 18 10 for legal advice and information for young people under 18. Open 9 am to midnight on weekdays, and 24 hours on Friday to Sunday and public holidays.

### Airport Transfer Services

STC can arrange airport transfer services on request for a fee. For further information, please contact Reception.

### Accommodation Services

There are a range of accommodation options available in Australia to suit your needs and budget. You can ask Reception for advice on accommodation options.

### Private Accommodation Options

You can stay in purpose-built student accommodation located in convenient locations. For details, visit:

- [www.unilodge.com.au](http://www.unilodge.com.au)
- [www.student.com/en-gb/au/sydney](http://www.student.com/en-gb/au/sydney)
- [www.urbanest.com.au](http://www.urbanest.com.au)
- [www.iglu.com.au](http://www.iglu.com.au)
- <http://studentstayaustralia.com>

### Share and Rental Accommodation Options

You can rent a house or a flat, or rent a single bedroom, and share the lounge room, kitchen, bathroom and laundry facilities with other housemates. You sign a lease for the whole house or flat from a real estate agent or private landlord. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules. Some useful websites are:

- <https://www.realestate.com.au/rent/>
- <https://www.realestateview.com.au/>
- <https://www.domain.com.au/?mode=rent>
- <https://www.gumtree.com.au/s-real-estate/c9296>
- <https://flatmates.com.au/sydney>
- <https://www.gumtree.com.au/s-flatshare-housesshare/nsw/c18294l3008839>

### Your Rental Rights as Local Residents

It is important to remember that as an international student, you have the same renting rights as local residents. For more information about renting and your rights and responsibilities, visit the NSW Fair Trading website at: <https://www.fairtrading.nsw.gov.au/housing-and-property/renting>. You may also contact Reception if you need details or advice.

### Homestay Options for Students

Homestay accommodation is where you live with an Australian family in their home. This gives you the opportunity to improve your English and learn more about Australian culture. Homestay can be a great option for younger students as you will have a supportive family environment and a home away from home. Some homestay options include meals and others are self-catered, so you can choose the option that best suits your needs. Contact Reception/Student Services to help you arrange homestay. You must provide your flight details at least 4 weeks before the start of your course or as soon as possible. Some homestay websites are below:

- <http://www.ozhomestay.com.au/>
- <https://www.globalexperience.com.au/>

- <https://www.homestaynetwork.com.au/>
- <https://www.auzziefamilies.com/>
- <https://www.homestaynetwork.org/>

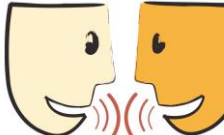






## Students Do's and Don'ts

You must follow and respect the rules below. If you ignore or refuse to follow instructions from staff and trainers on any of these matters, it may result in your exclusion from class, suspension or termination of your enrolment. If you have any questions, just ask!

| DO'S  | DON'TS   |
|---|--|
| <ul style="list-style-type: none"> <li>• Take care of you own possessions (STC accepts no responsibility for personal property that is lost or stolen)</li> <li>• Have a positive, friendly and cooperative attitude</li> <li>• Wear appropriate clothing that is not revealing or may distract or offend others</li> <li>• Act in a way that supports STC's reputation</li> <li>• Follow instructions from staff and trainers at all times</li> <li>• Turn off/silence your mobile phone before class starts</li> <li>• Respect staff, trainers and other students</li> <li>• Speak English during class and on campus</li> <li>• Be punctual and well-prepared for class</li> <li>• Participate in all class lessons</li> <li>• Provide true and accurate information to STC</li> </ul> | <ul style="list-style-type: none"> <li>• Breach your visa conditions</li> <li>• Interfere with other students' property</li> <li>• Bring or use illegal drugs/alcohol to college or on College premises</li> <li>• Harass, bully or discriminate against other students and staff</li> <li>• Cheat in assessments or plagiarise in assignments</li> <li>• Carry weapons or dangerous items</li> <li>• Smoke in the College building</li> <li>• Act violently or in a way that damages STC's reputation</li> <li>• Make or receive phone calls during class time</li> <li>• Send or receive text messages during class time</li> <li>• Behave in a bullying, discriminatory or harassing way</li> <li>• Use foul, abusive or insulting language, signs or gestures</li> <li>• Misuse the College's facilities/resources such as computers and books</li> <li>• Eat or drink in any space other than the designated areas</li> </ul> |

## What to Do When You Have a Problem (Complaints and Appeal Process)

Follow the diagram below for steps to resolve your issue.

| STAGE                                     | 1   | 2   | 3   |
|---|---|---|---|
| <b>INFORMAL<br/>(Internal)</b>            |  <p><b>Discuss</b> the issue with your trainer. Or you can make an appointment at Reception to speak to the Academic Manager. You may bring a support person to the meeting.</p> |  <p>You will be informed in writing of the outcome.</p>  |  <p>If you are not happy with the result, you can talk to <b>Reception/Student Services</b> about taking the internal appeal process.</p> <p>Please submit a completed <i>Complaints and Appeals Form</i> with supporting documents (written and/or translated in English) to Reception.</p>   |
| <b>FORMAL<br/>(Internal and External)</b> |  <p>Once you have lodged the internal appeal, it will be discussed by the relevant staff.</p>  |  <p>There will be an interview where you may bring a support person, or for underage students, their parent/legal guardian must attend. After the interview and investigation, you will receive a final answer in writing, within the <b>20-working day appeal period</b>.</p> |   <p>If you are dissatisfied with the final outcome, you can appeal externally within the <b>10-working day appeal</b> period through the Overseas Student Ombudsman</p> <p>Website:<br/><a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a></p> <p>Email:<br/>ombudsman@ombudsman.gov.au</p> <p>Phone: 1300 362 072 (in Australia) or + 61 2 6276 0111 (outside Australia)</p> <p>Mail: GPO Box 442, Canberra, ACT 2601 Australia</p> |

## External Appeals

If you are dissatisfied with the outcome of either STC's internal appeals process, or the following external appeals process, you can access multiple external appeals. However, STC does not have to help you with finding further appropriate appeals processes.

## Living in Sydney

Welcome to Sydney! To help you start your new life in Australia with confidence, please read the useful information below and visit <https://www.cityofsydney.nsw.gov.au/> and <https://www.sydney.com/>. Or please come and talk to us!

## Estimated Cost of Living

Living expenses can include accommodation, transportation, food, clothes, books and entertainment. As of October 2019, the Australian government advised the 12-month living costs for students or guardians are AUD\$21,041 per person (excluding tuition fees). However, the actual cost depends on your individual lifestyle and you should budget for approximately AUD\$25,900 per year per adult. This figure does not include large items such as a refrigerator or a car.

The costs below are in Australian dollars, are an approximate guide only and don't consider your budget and spending habits.

|  |                         |
|--|-------------------------|
| <b>Single and shared accommodation</b> | \$120 to \$380 per week |
| <b>Homestay per week</b>               | \$235 to \$325 per week |
| <b>Groceries and eating out</b>        | \$140 to \$280 per week |
| <b>Gas, electricity</b>                | \$10 to \$20 per week   |
| <b>Phone and Internet</b>              | \$15 to \$30 per week   |
| <b>Public transport</b>                | \$30 to \$60 per week   |
| <b>Entertainment</b>                   | \$80 to \$150 per week  |
| <b>Regular take away coffee</b>        | \$3 to \$5              |
| <b>Take away lunch</b>                 | \$8 to \$15             |

For more information to help estimate your cost of living in Australia, visit:

- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>
- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
- <http://insiderguides.com.au/cost-of-living-calculator/>

## Public Transportation

Sydney has an excellent network of buses, trains and ferries. To use any of them you will need to buy an Opal Card. It's a smart card that you load with credit and each time you travel you must tap on and tap off to pay your fare. You can get your Opal Card here: <https://www.opal.com.au/en/get-an-opal-card/>.

For timetables and public transport information go to:

- <http://www.transportnsw.info/>
- [www.sydneybuses.info](http://www.sydneybuses.info)
- <http://www.transportnsw.info/tickets/ferry>
- [www.cityrail.info](http://www.cityrail.info)

Also, TripView is a helpful app with timetables and routes for Sydney's buses, trains and ferries. It is available for Apple, Android and Windows devices.

### Banking

Opening a bank account in Sydney is easy. You will need photo ID (passport), proof of address and enrolment. Once you have opened your bank account, the bank will mail you your ATM card to your address.

Banks are usually open during business hours from 9.30 am to 4 pm Monday to Thursday and 9.30 am to 5 pm on Fridays. Some banks and branches may stay open longer or open on weekends. There are four major banks in Australia:

- [Australia and New Zealand Banking Group \(ANZ\)](https://www.anz.com.au/personal/) <https://www.anz.com.au/personal/>
- [Commonwealth Bank of Australia \(CBA\)](https://www.commbank.com.au/) <https://www.commbank.com.au/>
- [National Australia Bank \(NAB\)](https://www.nab.com.au/) <https://www.nab.com.au/>
- [Westpac Banking Corporation](https://www.westpac.com.au/) <https://www.westpac.com.au/>

### Personal Safety in Sydney

Sydney is one of the safest cities in the world but crime does occur. It is important to follow some common-sense steps when living in Sydney. To keep safe:

- Try and walk with other people rather than by yourself
- Stay alert and be aware of who and what is around you
- Don't carry a lot of money or put your bag down and leave it
- Walk in areas where there are lots of people (at night)

For more tips on how to keep safe in Sydney, please visit:

- <https://www.study.sydney/live/safety>
- <https://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety/safety-advice>
- <https://www.facebook.com/nswinternationalstudents> (NSW Police Force)
- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal>

### Sun and Beach Safety

It's important to be sunsmart and beach safe so you can enjoy yourself more at the beach. Some advice is:

- Always swim between the red and yellow patrol flags at a beach patrolled by lifeguards
- Read the safety signs for information about the beach and ask a lifeguard for safety information
- Never swim alone or under the influence of alcohol or drugs
- If you need help in the water, stay calm and attract attention by raising one arm
- Wear sunscreen, a hat, sunglasses and drink water to stay hydrated

For further information and tips, visit:

- <https://www.surflifesaving.com.au/>
- <https://www.cancercouncil.com.au/cancer-prevention/sun-protection/>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>
- <https://beachsafe.org.au/> or Download the *Beachsafe* App.



## Transport Safety

It's important to be aware of road rules and transport safety.

Some important rules are:

- Australians drive on the left side of the road.
- Wearing seat belts is mandatory in private vehicles (including taxis and ride-share)
- Using your mobile while driving is prohibited in all Australian states and territories

For information about applying for a licence and tips/advice to help keep you road safe, please visit:

- <https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html>
- <https://www.service.nsw.gov.au/services/driving-and-transport/using-roads-and-public-safety>
- <https://www.service.nsw.gov.au/services/driving-and-transport>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/transport-and-personal/transport-personal-safety>

## Social Etiquette and Customs

There are many things in Australia that may be different to your home country. Here are some things you should know about Australian etiquette and customs:

- Seats at the front of buses are usually reserved for elderly/disabled/pregnant passengers
- Switch off your mobile phone when you are at the movies or watching a performance etc.
- On escalators: if you are standing still keep to the left, and if you are walking you keep to the right.
- Wait until everyone has exited a bus, train, lift etc. before entering (you should stand to one side while waiting).
- Do not ask inappropriate or personal questions of people you do not know well. It is acceptable to ask a person if they are married, but if they say "no" it is considered rude to ask "why not?" It is sometimes rude to ask a person how old they are or how much money they earn, especially if you do not know them well.
- Be aware of unwanted physical and verbal contact and respect someone's personal space
- The following may be considered impolite or inappropriate in Australia:
  - Yawning without covering your mouth
  - Spitting in a public place
  - Being late for appointments
  - Don't push in front of someone in line – queue properly!
  - Swearing or using inappropriate language
  - Chewing food with your mouth open, speaking with food in your mouth or making loud noises when eating (eg slurping, chewing gum etc.)

For more details, visit <https://www.gov.uk/foreign-travel-advice/australia/local-laws-and-customs>