



GLOBAL BUSINESS COLLEGE OF AUSTRALIA PTY LTD

trading as

GLOBAL BUSINESS COLLEGE OF AUSTRALIA (GBCA)

ELICOS STUDENT HANDBOOK

337-339 La Trobe Street, Melbourne VIC 3000
338 Queen Street, Melbourne VIC 3000
Provider CRICOS number: 03443D

Welcome from GBCA



Welcome to the Global Business College of Australia (GBCA), as the Managing Director, I would like to thank you for trusting GBCA to help you improve your English.

Our ELICOS courses will provide you with the skills and knowledge needed for communication, further studies and future career.

I wish you every success in your studies at GBCA.

Celina Yu, Managing Director

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1. Introduction

History

GBCA is a registered by the Australian Skills Quality Authority to deliver English Language Intensive Courses (ELICOS) to international students. The National English Language Teaching Accreditation System (NEAS) monitors and accredited GBCA English programs to make sure that GBCA English complies with NEAS's globally recognised quality assurance standards.

Students who successfully complete GBCA English for Academic courses will automatically meet the English requirements of GBCA's Vocational programs. GBCA is currently offering vocational training programs in Business, IT, Interpreting (Mandarin – English and Spanish – English), Childcare and Accounting.

GBCA has partnered with the University of Canberra (UC) to jointly deliver Bachelor degrees in Melbourne – commencing initially in the fields of IT and Commerce.

Campus Locations

GBCA is centrally located in the heart of Melbourne's central business district (CBD), and can be easily accessed via train, bus or tram.

It is less than a five-minute walk from either the Melbourne Central or Flagstaff train stations to CBGA.

The GBCA buildings are on Latrobe Street, opposite each other. Student amenities include four kitchen areas with microwaves and refrigerators, common areas with WIFI access and computers, library and computer lab.

Our classrooms are equipped with modern technology to encourage full student participation.

The campus is located in the free travel zone. Our central location lends itself to shopping, dining, touring, recreational activities and all the lifestyle options this wonderful city has to offer.

While studying English at GBCA, international students can also enjoy the many famous sites and services of the world's most liveable city, such as:

- Queen Victoria Market and other nearby markets
- Major museums
- Royal Botanical Garden
- Emporium Shopping Complex
- Rod Laver Stadium (where the famous Australian Open is hosted)
- Melbourne Cricket Ground (MCG)
- Docklands Stadium
- Melbourne Zoo, and
- Sea Life Melbourne Aquarium

Campus Locations

337-339 La Trobe Street, Melbourne, VIC 3000

338 Queen Street, Melbourne, VIC 3000



Studying English at GBCA is an investment in your future and will help you to become a global citizen. Benefits of studying English at GBCA include:

- Interactive learning environment
- Maximum class size of 18 students
- Comfortable transition to studying and living in Australia
- Pathways to other GBCA courses
- Accredited by the National English Language Teaching Accreditation System (NEAS)
- Student tuition fees are protected by Tuition Protection Services
- Experienced and culturally sensitive teaching staff
- Melbourne central-city location
- Use of modern technology.

GBCA English courses

We offer the following programs for international students:

- General English (CRICOS 098218E): during this course, you will:
 - Learn English for everyday situations
 - Learn to speak English accurately and clearly
 - Improve pronunciation and fluency, as well as extending your vocabulary.

- English for Academic Purposes (EAP) (CRICOS 098219D): during this course, you will:
 - Increase your language proficiency
 - Learn to give academic presentations
 - Learn how to reference and paraphrase for academic assignments and reports
 - Improve your academic writing skills

Courses	Duration (weeks)	Possible pathway / exit points	Fees	Other fees
General English (GE) Elementary	10	GE Pre-Intermediate	\$ 280 per week	Overseas Student Health Cover (OHSC) <i>(Compulsory for student visa holders)</i> \$ 540 per year Optional airport pick-up fee \$ 110 Optional homestay arrangement fee \$ 150
General English (GE) Pre-Intermediate	10	GE Intermediate	\$ 280 per week	
General English (GE) Intermediate	10	GE Upper-Intermediate/ EAP1	\$ 280 per week	
General English (GE) – Upper-Intermediate	10		\$ 280 per week	
English for Academic Purposes (EAP) 1	10	EAP 2 / IELTS 5.5 / GBCA VET programs	\$ 300 per week	
English for Academic Purposes (EAP) 2	10	EAP 3 / IELTS 6.0 / Selected bachelor programs at University of Canberra	\$ 300 per week	
English for Academic Purposes (EAP) 3	10	IELTS 6.5 Selected master programs at University of Canberra	\$ 300 per week	
Free support classes			Afternoon	

Learning outcomes

General English (GE):

Elementary

Speaking

- E-S1 Can participate in very short social exchanges but requires the support of a sympathetic interlocutor to maintain a conversation.
- E-S2 Can communicate in very familiar, simple and routine tasks, using simple phrases and body language.
- E-S3 Can give a short, rehearsed and very simple presentation on a highly familiar subject.
- E-S4 Can answer straightforward questions from a sympathetic interlocutor, but may need to request repetition and/or assistance with wording of response.
- E-S5 Can construct phrases on highly familiar and concrete topics, despite very noticeable pauses and false starts.

Writing

- E-W1 Can write a series of simple phrases and sentences about own life and experience.
- E-W2 Can write short, simple formulaic notes relating to highly familiar contexts.
- E-W3 Can write very simple personal letter or email, e.g. expressing thanks or apology.
- E-W4 Can write short, simple recounts on highly familiar topics.
- E-W5 Can write familiar words with sufficient phonetic accuracy that spelling errors do not impede meaning.

Listening

- E-L1 Can understand phrases and expressions related to highly familiar contexts provided speech is clearly and slowly articulated.
- E-L2 Can identify the main point in very simple, clear and predictable oral texts.
- E-L3 Can follow changes of topic in short oral texts, and form an idea of the main content.
- E-L4 Can understand what is said clearly, slowly and directly in simple everyday conversation with a sympathetic interlocutor.

Reading

- E-R1 Can understand short, very simple texts relating to highly familiar contexts.
- E-R2 Can locate specific information in very simple written texts.
- E-R3 Can understand the general meaning in very simple written texts under a time limit.
- E-R4 Can understand very simple instructions on equipment encountered in everyday life.

Pre-Intermediate

Speaking

- P-S1 Can use simple techniques to start, maintain and end short conversations on topics of interest in familiar contexts.
- P-S2 Can communicate without undue effort in simple and routine tasks requiring direct exchange of information.
- P-S3 Can give a simple description or presentation on a familiar topic.
- P-S4 Can ask and answer questions and exchange ideas and information on familiar topics in predictable everyday situations.
- P-S5 Can make self understood in short utterances, despite pauses, false starts and reformulation.

Writing

- P-W1 Can write about everyday aspects of own environment in sentences linked with simple connectors.
- P-W2 Can write short, simple formulaic notes relating to familiar contexts.
- P-W3 Can write a simple personal letter or email.
- P-W4 Can write short, basic descriptions of events, past activities and personal experiences.
- P-W5 Can use simple structures correctly, but still systematically makes basic mistakes, although meaning is usually apparent.

Listening

- P-L1 Can understand phrases and expressions related to familiar contexts provided speech is clearly and slowly articulated.
- P-L2 Can identify the main point in short, clear, simple oral texts.
- P-L3 Can identify specific factual details in short, clear and simple oral texts.
- P-L4 Can generally understand clear, standard conversation on familiar matters, provided s/he can ask for repetition or reformulation from time to time.

Reading

- P-R1 Can understand short, simple concrete texts on familiar matters, and consisting of high frequency language.
- P-R2 Can locate specific, predictable information in simple everyday written material.
- P-R3 Can use basic reading strategies to gather information effectively within a time limit.
- P-R4 Can understand simple instructions on equipment encountered in everyday life.
- P-R5 Can use overall meaning of short texts to predict meaning of unknown words from context.

Intermediate

Speaking

- I-S1 Can initiate, maintain and close simple face-to-face conversation on topics of personal interest.
- I-S2 Can narrate a story or relate the plot of a book or film and describe own reactions.
- I-S3 Can give clear descriptions and express viewpoints on general topics.
- I-S4 Can briefly give reasons and explanations for opinions and plans.
- I-S5 Can produce clear, coherent discourse, with few long pauses, and can correct most of his/her mistakes.

Writing

- I-W1 Can write straightforward connected text on a range of topics which are of personal interest.
- I-W2 Can describe experiences and impressions in letters, emails or social media.
- I-W3 Can write a straightforward recount or narrative, describing feelings and reactions.
- I-W4 Can write short, simple essays on topics of interest.
- I-W5 Can summarise, report and give an opinion about accumulated factual information.
- I-W6 Can produce continuous writing which follows spelling and punctuation conventions and is generally intelligible throughout.

Listening

- I-L1 Can identify the topic, purpose and main points of clear standard speech in areas which are familiar or of personal interest.
- I-L2 Can identify specific details such as key vocabulary, events, people, objects and feelings.
- I-L3 Can follow the main points of straightforward short talks or extended discussion on familiar topics, provided speech is clearly articulated.
- I-L4 Can identify speaker's attitudes in straightforward oral texts when clearly expressed.
- I-L5 Can follow series of straightforward instructions or directions.

Reading

- I-R1 Can identify the topic, purpose and main points of straightforward written texts on subjects which are familiar or of personal interest
- I-R2 Can recognise point of view, specific details and main conclusions
- I-R3 Can scan in order to locate specific information
- I-R4 Can use a variety of reading strategies to gather information effectively on more complex topics under a time limit.

Upper-Intermediate

Speaking

- U-S1 Can communicate fluently, accurately and effectively on a wide range of topics using a register appropriate to the context.
- U-S2 Can participate effectively in extended conversation on most general topics, even in a noisy environment.
- U-S3 Can effectively negotiate a solution to a problem or dispute.
- U-S4 Can give a clear, systematically developed presentation, highlighting significant points and responding to audience comments.
- U-S5 Can initiate, maintain and end discourse appropriately with effective turn taking and strategies to cover gaps in vocabulary and structure.

Writing

- U-W1 Can identify the text stages and conventions of a variety of genres.
- U-W2 Can write clear, detailed descriptions on a variety of subjects related to own areas of interest.
- U-W3 Can write a letter or email conveying degrees of emotion and commenting on the correspondent's information and/or opinions.
- U-W4 Can write an essay or report which develops an argument, giving reasons and explanations.
- U-W5 Can produce clearly intelligible continuous writing, which follows standard layout, paragraphing, punctuation and spelling conventions.

Listening

- U-L1 Can follow extended speech and complex lines of argument provided the topic is reasonably familiar and the direction of the talk is sign-posted by explicit markers.
- U-L2 Can identify meaning and the speaker's mood and tone in most recorded or broadcast material and films in standard dialect.
- U-L3 Can use a variety of strategies to achieve comprehension, including listening for main points and checking comprehension by using contextual clues.
- U-L4 Can listen for specific details in oral texts that cover complex and less familiar topics
- U-L5 Can summarise the plot and sequence of events in a film or play.

Reading

- U-R1 Can read with a large degree of independence, adapting style and speed of reading to different texts and purposes.
- U-R2 Can scan quickly through long and complex texts, locating relevant details.
- U-R3 Can skim news items, articles and reports on a wide range of professional topics to identify their content and relevance.
- U-R4 Can extract meaning from articles and reports concerned with contemporary problems and identify writer's viewpoint.
- U-R5 Can obtain information, ideas and opinions from specialised sources within own field of interest.

English for Academic Purposes (EAP):

EAP 1

Speaking

- E1-S1: Can hold reasonably lengthy discussions on most general topics, but may lack precision or be somewhat circuitous
- E1-S2: Lexis is sufficient for most common topics but may cause difficulties in discussing more academic topics
- E1-S3: An adequate range of grammatical forms including basic subordination is used but with errors and occasional comprehension problems
- E1-S4: Can give & request basic justifications for opinions
- E1-S5: Pronunciation is intelligible without much difficulty, and some appropriate control of stress/intonation is shown
- E1-S6: Can describe, explain, compare and contrast common concrete concepts
- E1-S7: Can give a basic 4-minute presentation based on factual information, showing some structure

Writing

- E1-W1 Can write a range of short multi-paragraph texts with a clear purpose, such as to describe or explain things, or to justify an opinion in a straightforward way.
- E1-W2: Can write transactional emails, letters etc for administrative purposes as a student
- E1-W3 Controls register/level of formality, lexical and grammatical accuracy with some success; errors occasionally impede communication
- E1-W4 Signals simple relationships through cohesive devices such as contrast, cause-effect, point-example though may be mechanical or repetitive
- E1-W5 Can write paragraphs that are roughly structured according to their purpose, e.g to introduce an essay or to support an opinion, but development may be uneven or with irrelevant content
- E1-W6 Can write an extended report or explanation essay of at least 500 words
- E1-W7 Utilises a process of drafting and redrafting

Listening

- E1-L1: Can follow much of discussions of facts and opinions at normal speed as long as colloquial language is avoided and topics are common, though details may be lost.
- E1-L2: Can follow the gist or main points of segments of lectures when delivery is clear and topics are familiar.
- E1-L3: Can pick out a variety of specific information from discussions or lectures
- E1-L4: Can follow simple relationships between ideas in discussions and lectures, such as cause-effect, problem-solution and reason-result
- E1-L5: Can follow detailed instructions and directions

Reading

- E1-R1: Can extract some meaning from medium to long texts by skimming and scanning.
- E1-R2: Is able to recognise main ideas and opinions expressed in straightforward factual & textbook-style articles on familiar topics
- E1-R3: Can pick out a variety of specific information from authentic texts
- E1-R4: Can follow simple relationships between ideas in texts, such as cause-effect, problem-solution, point-example & reason-result
- E1-R5: Can make basic inferences about opinion, text purpose, audience, word meaning etc

EAP 2

Speaking

- E2-S1: Can take part in discussions on topics of current or general interest provided the topic is not too abstract, technical or obscure, but with occasional repetition, self-correction or hesitation
- E2-S2: Some ability to use more complex, less common and/or idiomatic lexis and language patterns has emerged, though with some inappropriacies
- E2-S3: Can perform a range of more complex functions such as speculating and explaining problems in detail
- E2-S4: Can clearly express & justify opinions, discuss pros & cons, provide coherent arguments etc
- E2-S5: Can give short structured spoken descriptions and explanations in which significant features, trends etc are highlighted
- E2-S6: Is able to use a range of pronunciation features including stress & intonation, with some success
- E2-S7: Manages conversations & discussions effectively by turn taking, inviting others' views, confirming comprehension etc
- E2-S8: Can successfully negotiate roles in a group assignment
- E2-S9: Can give a structured 8-minute presentation incorporating research from at least two sources, arguing or discussing a point of view with evidence, and with signalling of stages and major points

Writing

- E2-W1: Can write a range of types of short essay that explain, argue or discuss topics in an academic way, broadly structured according to genre conventions, with somewhat logical paragraphing
- E2-W2: Vocabulary and grammar choices produce some degree of typical academic style but there may be some errors with more complex structures that don't impede understanding
- E2-W3: Some use of cohesive devices including referencing allows for some smoothness in the flow of ideas
- E2-W4: Can give and justify an opinion, evaluate ideas etc in a somewhat logical way
- E2-W5: Is able to paraphrase, summarise and synthesise straightforward ideas from texts on common topics
- E2-W6: Can consistently use a form of referencing to avoid plagiarism in straightforward situations
- E2-W7: Can contribute to an extended explanation essay or report as part of a group project

E2-W8: Can write an essay of up to 1000 words incorporating information from at least two sources, arguing or discussing a point of view with evidence

Listening

E2-L1: Can generally follow lectures and discussions on common topics where delivery isn't too fast and the language isn't too colloquial

E2-L2: Can identify main ideas, using strategies such as prediction, identifying signposting emphasis and lecture structure where appropriate

E2-L3: Can identify details and specific information

E2-L4: In talks and discussion, can differentiate between fact and opinion, identify the speaker's opinion and differentiate between contrasting opinions

E2-L5: Can identify and evaluate evidence used to support an idea

E2-L6: Can follow more complex cause-effect, reason-result etc relationships

E2-L7: Can identify some meaning through stress & intonation, e.g. emphasis, attitude

E2-L8: Can apply strategies for note-taking during talks, lectures etc, capturing most main ideas and some details

Reading

E2-R1: Effectively uses strategies such as predicting from headings etc, skimming, scanning and finding meaning from context

E2-R2: Can follow and extract most information and ideas from most short to medium length articles on common topics

E2-R3: Extracts meaning by following textual features such as staging, topic sentences and cohesive devices etc

E2-R4: Can differentiate between fact and opinion, identify the author's opinions and differentiate between contrasting opinions appearing in the text

E2-R5: Can identify and evaluate evidence used to support an idea

E2-R6: Can recognise a text's purpose, register and intended audience

EAP 3

Speaking

E3-S1: Can participate actively in discussions, including the appropriate use of turn-taking strategies, with little noticeable effort

E3-S2: Can use a reasonably wide range of grammar and lexis with some flexibility; is accurate with simple structures but may make some errors with more complex structures without impeding understanding

E3-S3: Can express reasonably complex ideas and arguments convincingly with some precision

E3-S4: Can use a range of pronunciation features with some flexibility, though not always consistently; pronunciation is generally understood but with occasional mispronunciation

E3-S5: Is able to successfully negotiate decisions, e.g. as part of a group assignment

E3-S6: Can prepare and deliver a well-structured 12 minute presentation that synthesises information from several sources, has a strong central theme and includes some complexity of argument as well as strategies to engage the audience

Writing

E3-W1: Can write detailed academic essays of a range of genres containing complex ideas, but there may be occasional lack of clarity or development

E3-W2: Can use a satisfactory range of grammar and lexis with some flexibility to express complex concepts, including detailed numerical information, while using generally appropriate register and style.

E3-W3: Can use a wide range of cohesive devices with some precision to achieve a smooth flow of ideas

E3-W4: Can argue and justify a point in a clear, logical, way

E3-W5: Is often able to emphasise important points, signal concession, deduction, support, refutation etc, in a way that is generally appropriate

E3-W6: Is able to paraphrase, summarise and synthesise complex ideas from texts on academic topics

E3-W7: Can reference from a wide range of sources appropriately and consistently

E3-W8: Can write a structured report describing a small-scale practical project

E3-W9: Can write a well-structured, fully-referenced extended essay of up to 1200 words that synthesises information from several sources and includes some complexity of argument

Listening

E3-L1: Can follow rapid discussion including some colloquial language

E3-L2: Can understand lectures delivered in a range of accents in detail as long as the field is familiar

E3-L3: Can follow abstract concepts and complex arguments

E3-L4: Has some ability to infer unstated meaning, attitude & mood

E3-L5: Can take detailed notes that comprehensively cover what was spoken and which are suitable for later detailed study

Reading

E3R1: Uses a wide range of reading strategies effectively and appropriately, chosen according to the purpose for reading

E3R2: Can understand in detail a wide range of complex academic texts

E3R3: Can follow complex arguments, evaluating their strengths and weaknesses from the evidence provided

E3R4: Can challenge own pre-conceptions and assumptions, and make connections through critical reading

E3R5: Can identify inferred meaning, bias, credibility etc

E3R6: Can successfully locate relevant and credible sources through the use of online library catalogues

E2-R7: Deals effectively with extended/multiple texts, e.g. books and website

Assessment methods:

General English:

- Multiple choice reading tests
- Grammar tests
- Written work
- Oral presentations
- Discussion based activities
- Listening activities

English for Academic Purposes:

- Reading tests
- Listening tests
- Project work (essays, reports and presentations)
- Discussion based activities

Class timetable

Day class: 4 days per week (9:00 to 15:00)

Day	Session 1	Break	Session 2	Break	Session 3
Monday	9:00 – 11:00	11:00 – 11:20	11:20 – 12:50	12:50 – 13:30	13:30 – 15:00
Tuesday	9:00 – 11:00	11:00 – 11:20	11:20 – 12:50	12:50 – 13:30	13:30 – 15:00
Wednesday	9:00 – 11:00	11:00 – 11:20	11:20 – 12:50	12:50 – 13:30	13:30 – 15:00
Thursday	9:00 – 11:00	11:00 – 11:20	11:20 – 12:50	12:50 – 13:30	13:30 – 15:00

Evening class: evenings per week (16:00 to 21:30) (available for General English classes only)

Day	Session 1	Break	Session 2	Break	Session 3
Monday	16:00 – 18:00	18:00 – 18:15	18:15 – 19:45	19:45 – 20:00	20:00 – 21:30
Tuesday	16:00 – 18:00	18:00 – 18:15	18:15 – 19:45	19:45 – 20:00	20:00 – 21:30
Wednesday	16:00 – 18:00	18:00 – 18:15	18:15 – 19:45	19:45 – 20:00	20:00 – 21:30
Thursday	16:00 – 18:00	18:00 – 18:15	18:15 – 19:45	19:45 – 20:00	20:00 – 21:30

(Please note, on occasion, some classes may change due to popularity)

Facilities and resources available to students

- Classrooms with overhead projectors
- Whiteboards
- Student lounge
- Kitchen (a kettle, a fridge/freezer and a microwave)
- Bathrooms (including a disabled toilet)
- Library
- Computer lab
- Unlimited Wi-Fi network
- Printing services.

Student – Acceptable use of Technology Policy

GBCA supplies technology equipment for studying and other educational purposes. Please ask our support staff if you have trouble using them.

In accordance with the *Enhancing Online Safety for Children Act – 2015*, GBCA installs and operates software to limit users' Internet access to ensure they do not access materials that are not appropriate, or disruptive to the educational process. This software may, in certain cases, block access to other materials as well.

Our college cannot guarantee that filtering software will be successful. There is an obligation to abide by our Internet Policy terms, and refrain from accessing material that is inappropriate. Among other matters, our college is not liable or responsible for:

- Any information that may be lost, damaged, or unavailable due to technical, or other, difficulties
- The accuracy or suitability of any information that is retrieved through technology
- Breaches of confidentiality
- Defamatory material.

Students are responsible for their behaviour and communications when using the college computers and networks. In summary, students need to:

- Use the technology only for educational purposes
- Respect copyright laws and software licensing agreements
- Respect the privacy of others
- Not plagiarise
- Be mindful of potential viruses
- Follow our policies and procedures concerning networks and systems.
- Be careful not to lose your password.

You will be given the option of having your own GBCA email address once enrolled at our college.

If you are found to have not followed our policies and government laws, then the authorities could prosecute you.

2. Some of the essential personnel working with you

Teachers

The Teachers at GBCA supervise all training and assessments. In addition, the teachers are responsible for day-to-day course administration. All teachers have the necessary qualifications and are friendly and approachable.

Academic Manager

The Academic Manager is responsible for ensuring quality training and delivery.

Student Support Team

The Student Support Team is here to help you with any problems or questions you might have. You can ask to meet the following student support staff at our reception desk:

- Student welfare/support officer: Helena Vu / Miranda Liao (Level 2, 337 Latrobe Street): Mon – Fri: 9am to 5pm
- Enquiries on future educational opportunities: Daniel Li (Level 2, 337 Latrobe Street) Mon – Fri: 9am to 5pm
- Study skills – Margaret Gibb (Margaret.gibb@eia.edu.au)
- Counsellor: Shamim Ahmadi (Student meeting room Ground floor 337 Latrobe Street), contact student support staff or send an email to: studentsupport@gbca.edu.au; to make appointment

You can also contact the Student Support Officer on:

Support Services
Student Support Officer

61 3 9041 3050

0404 707 681 (text after hours, this phone is monitored 24/7)

Email : studentsupport@gbca.edu.au

Attendance

Students need to attend ELICOS class at a minimum of 20 hours a week. A warning letter will be sent to students when their attendance is below 85%.

Students attending less than 80% attendance will be notified of GBCA's intention to report to the Immigration Office.

Academic/Course Progress

Students need to achieve an average of 60%+ for their weekly tests and summative assessments to achieve satisfactory course progress.

Students who achieve less than a 60% average for their weekly tests for two consecutive weeks, or for any three tests in their course level, will receive an academic warning letter. If a student scores less than 60% for a summative assessment, they will receive a warning letter and will remain in the same level for at least 5 more weeks.

GBCA must report any student who has 'unsatisfactory course progress' for two consecutive ten-week cycles to DIBP via PRISMS.

Sick Leave

If you do not feel well, and need to miss a class, you will be required to present a medical certificate, which can be obtained from any doctor.

Enrolment and orientation

When you enrol at GBCA, you will be given the following:

- This Student Handbook
- Complaints and appeals information.

Some of these documents have been translated into other languages. Please ask at Reception whether they have one in your language.

Once you have paid the deposit, your place in the course has been secured.

Prior to your commencement at GBCA, you will attend an orientation session where you will be provided with information such as:

- Survey on your education agent
- Overseas student health cover
- Your study life at GBCA
- Introduction to staff and campus facilities
- How to get around Melbourne: MYKI card (for public transport), register for a mobile service, opening a bank account, accommodation
- Road rules
- Safety around Melbourne
- Local attractions
- Part-time jobs and your employment entitlements

Refund Policy

(Please visit www.gbca.edu.au for full policy)

A refund will be issued under the following circumstances:

- If you change your mind within the 3-day cooling-off period (after paying the deposit)
- If the course has been suspended due to unforeseen circumstances (i.e. provider default).

If you feel you need and are entitled to a refund, please talk to the Student Recruitment Manager, and fill out form (SA006a/b) and email it to: enquiry@gbca.edu.au

Refunds for international students will be made according to the following refund table. A refund processing fee of \$500 will be deducted before calculating any refund amount.

Student was refused an Australian Student Visa due to a fraud reason	No refund
Student was refused an Australian Student Visa due to a nonfraud reason and has not started the course (refusal letter required)	100% refund ^{a & 2}
Student refused an Australian Student Visa due to a nonfraud reason and the course has started (refusal letter required to determine default date). (Applied to students who are in Australia at the time of application for enrolment or the course start date).	50% refund ^{b & 2 & 3}
GBCA fails to start course or the course ceases to be provided after it starts (provider default)	100% refund ^b
Withdrawals notified in writing and received by GBCA before, on or after the course commencement date or student did not commence study at campus location identified (student default)	No refund of fees paid ¹
Student visa cancelled due to actions of student	No refund of fees paid ¹
Other circumstances including but not limited to: <ul style="list-style-type: none"> • Changes occur in student work hours, student changes/leaves work • It becomes inconvenient for a student to travel to class • A student moves to a different location • A student enrolment is cancelled for misbehavior / breach of the GBCA's Student Code of behavior. 	No refund of fees paid ¹
Student's enrolment is suspended or cancelled by GBCA due to the student being in breach of the student acceptance agreement (student default)	No refund of fees paid ¹
<p>Legend:</p> <p>a. indicates amount minus \$500 refund processing fee;</p> <p>b. indicates unspent tuition fee of weeks in default period (period from after default day and the end of the period to which the unspent tuition fee relates).</p> <p>1. Student defaults if the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or the student withdraws from the course at the location (either before or after the agreed starting day); or GBCA refuses to provide, or continue providing, the course to the student at the location because of one or more of the following: student fails to pay an amount payable to GBCA for the course; the student breached a condition of his/her student visa; misbehaviour by the student.</p> <p>2. Refunds for OSHC purchased from other agencies will need to be applied for directly with the supplier.</p> <p>3. Materials fee are not refundable after a course commencement date.</p>	

Change of address

Your visa condition requires you to inform GBCA of your residential address within 7 days of arriving in Australia or any change in your address. Failure to do so means you are breaching of student visa conditions.

Change of address form SA030 can be downloaded from the FORMS section on <http://gbca.edu.au/students/>

3. Your Rights and Obligations

Use of your personal information

Your personal details and student records may be made available to:

- Any Commonwealth Government agency and/ or
- Any State Government agencies and/or
- When requested by a court/tribunal.

Welfare & Guidance Services

We try our best to provide welfare and guidance to all students.

In the first instance, you should speak with our Student Support Officer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

What you can and cannot do

While at GBCA act in a responsible manner. If you are not willing to seriously study, we have the right to exit you from your course. Teachers who also do not act in a responsible way may also be exited from GBCA.

If you have any concerns about how you should act speak with Student Support Officer.

4. Your Code of Behavior

Please be aware that you must respect others people's property and our property, speak politely to the staff and other students and pay your fees on time.

Talk to your Teacher, the Student Support team or the Academic Manager if you have any questions or issues.

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status

- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the College property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation to have GBCA's property protected from damage or other misuse (include obeying of any signs that specify use of GBCA's property: student kitchen, computer lab...)
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will be punctual for classes.
- The expectation that students will treat other students, GBCA's staff with respect and without discrimination.
- The expectation that students will at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees.
- The expectation that students will maintain consistent attendance by attending all classes and assessments. The minimum required level of attendance is 80% of scheduled session
- The expectation that students will attend all required classes and complete assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified in the Student application and enrolment form.
- The expectation that all fees will be paid by the due date.
- The expectation that students comply with the terms of their agreed intervention strategy.

Privacy & confidentiality records access

We at GBCA respect your privacy but may be forced to give your information if asked by any law enforcement agency.

Discrimination and Harassment

You cannot be discriminated against in Australia and you shouldn't discriminate against anyone else. Discrimination includes the following areas.

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation

Student Support Officer will provide support to students and/or refer them to support services on all matters relating to their study in Australia. They can help you with things like:

- Cultural issues
- Support services to assist students to transition into study and living in Australia
- Emergency and Health services
- Legal services
- Counselling services
- Academic assistance/study support
- Welfare related support services
- Facilities and resources
- Finding and understanding GBCA policies and procedures including the complaints and appeals process
- Visa conditions
- ESOS Legislation available to students should they require further assistance.

Learning Support

The teaching staff of GBCA is available to assist students in need with their studying and homework. Students can also participate in:

- Skills Workshops (see below)
- Counselling Services (see below).

Library

The GBCA Library is a great learning environment for our students to do extra study or research. Level One of the Queen Street campus. It is open 9am – 5pm Monday to Friday. There are study spaces available, printer and computers with access to the Internet, MS office.

IT Support

GBCA IT Support Officer will assist students with any computer related issues such as problems with connecting to the wireless network, setting up software or logging in.

Counselling Services

Staff members at GBCA are available to provide counselling services. International students may seek advice and assistance with matters such as cross-cultural issues or adjusting to life in Australia.

We are committed to ensure that every student has a positive experience while studying at GBCA.

Please ask at Reception to have our counsellor, Becky, contact you.
Our Internal counsellor, who is available at no charge, is: Becky Black

Other support services

Study Melbourne Student Centre

W: <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

P: 1800 056 449

International Student Alliance (Guardian & Welfare Service)

W: <http://www.studentguardians.com/>

P: +61 3 9663 2887

E: info@studentguardians.com

Launch Housing- Housing Support

W: <https://www.launchhousing.org.au/contact-us/>

P: 1800 825 955

E: info@launchhousing.org.au

Connections: Child, youth and family services

W: <http://www.connections.org.au/>

P: 8792 8999

E: enquiries@connections.org.au

Crisis Help Network: Melbourne

W: <http://www.melbourne.homeless.org.au/>

P: 1800 627 727

Life Supports

W: <http://lifesupportscounselling.com.au>

P: 1300 735 030

5. Health and Safety

We are committed to providing a safe study environment for you.

Should you be asked to do anything you feel is unsafe:

- Stop
- Advise the trainer of your concerns and do not proceed
- Stop anyone else with you from doing anything unsafe.
-

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life-threatening or emergency situations only.

Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation, you can

contact the local police station directly on (03) 9637 1100 or go to 226 Flinders Lane, Melbourne East 3000. The Federal Police are located 3 minutes away at 383 La Trobe St for any terrorism concern.

Fire

The Metropolitan Fire Brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts, call 000. no matter how small or large the fire may be. See attached information for the fire evacuation plans for all the levels of both the LaTrobe Street Campus and Queen Street Campus. Fire evacuation plans are displayed on each level. The Fire Evacuation Plan for GBCA can be found in Appendix 2.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Poisons Information Line

For appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Table 1. Health and Safety Services Contact

Service	Contact Number
Emergency (police, fire, ambulance)	000
State Emergency Service	132 500
Lifeline	13 11 14
Poison Information Line	131 126
Kids Help Line	1800 55 1800
Drug Information Hotline	1300 85 85 84

Emergency Translation

For translation service in an emergency situation dial 1300 655 010

Overseas Student Health Cover (OSHC)

This insurance is necessary as it covers the costs of medical and hospital care. Ask the Student Support Team to go through our recommended providers, some of which are listed below:

OSHC Providers

Medibank Private: www.medibank.com.au

OSHC Worldcare: www.oshcworldcare.com.au

BUPA OSHC: www.overseasstudenthealth.com
Australian Health Management: www.ahm.com.au
OHSC Australia: <https://oshcaustralia.com.au/en>
NIB <https://www.nib.com.au/contact-us/retail-centres/melbourne>

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

If you come to Australia on a visa other than a student visa, and undertake a short course of study of three months duration or less, you will not be eligible for OSHC. In this case you should purchase travel or private medical insurance.

Medical Services

What do I do if I'm sick?

Contact the school if you are feeling too unwell to attend, but don't forget you will need Medical Certificate from a doctor. If you need medication, the doctor will give you a prescription, which you take to the chemist.

Interpreter Services

If you need urgent interpreting of your issue, ask the professional to use TIS (Translation and Interpreter Service (TIS)). For more information visit <https://www.tisnational.gov.au/en/Agencies/Help-using-TIS-National-services>

Sun safety

In Australia, 15 minutes in the sun is sometimes all it takes for your skin to burn. Be sure to "slip, slop, slap"



Wear sunscreen, a hat, and sunglasses.

Beach safety

Be safe at the beach by always swimming between the flags. If there are none, swim with others and not go too deep if you cannot swim well. Ocean beaches have strong under currents, which can drag you out to sea. If caught, swim parallel to the beach to get out of this 'rip'.

Don't jump/dive into unknown waters. More information can be found at <https://www.healthdirect.gov.au/beach-safety>

Bites and stings

For advice on bites and stings, based on your symptoms, visit the Symptom Checker at healthdirect.gov.au. In an emergency, phone triple zero (000) and ask for an ambulance. An emergency involves any of these symptoms: central/crushing chest pain, unconsciousness, a seizure (fit), difficulty breathing or turning blue, badly bleeding, victim of a severe accident.

Weather conditions

Watch out for natural hazards such as changeable weather conditions in Victoria's alpine regions or remote national parks. Plan your activities and let someone know where you are going and what time you expect to return. Check Victoria's weather and current warnings on the Australian Bureau of Meteorology website. Emergencies In an emergency, phone triple zero (000) and ask for a fire, police or ambulance.

COVID-19 advice

Prior to departing to Australia, international students ensure they follow the COVID19 vaccine protocol required by the Border Protection, which include:

- Fully vaccinated and obtain your foreign vaccination certificate
- Complete an Australian Travel Declaration at least 72 hours before your flight
- Undertake a pre-departure COVID-19 test

Further information on COVID related preparation to travel to Australia from overseas can be found from: <https://covid19.homeaffairs.gov.au/preparing-to-travel-to-australia-from-overseas>

GBCA requires that students who are attending onsite are fully vaccinated, unless they have evidence of a valid medical exemption.

Students must provide evidence of full vaccination (or exemption) once, prior to their first attendance onsite.

Students, trainees, apprentices, and volunteers who are participating in study that cannot be conducted remotely and are therefore unable to study remotely (that is, for hands-on, practical learning), do not need to provide evidence that they are fully vaccinated to learn onsite.

During the COVID lockdown, GBCA will deliver training via real time learning Zoom. GBCA has a COVID safety plan in place to minimize the risk of COVID transmission, which include:

- actions to help prevent the introduction of COVID-19 to the learning environment
- the type of face mask or personal protective equipment (PPE) required for learning environment
- how GBCA will prepare for, and respond to, a suspected or confirmed case of COVID-19
- how GBCA will meet all the requirements set out by the Victorian Government.

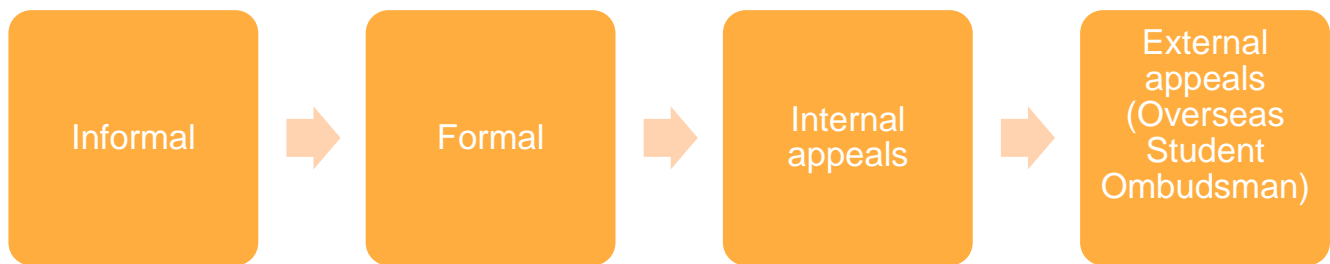
More information on guidance on international student arrival to Victoria can be found from <https://www.coronavirus.vic.gov.au/international-student-arrivals-plan> and [Study Melbourne Centre](#).

If you are in Australia and you contracted COVID19, please follow the government advice on how to [manage COVID-19 at home](#).

6. Complaints and Appeals Procedures

(Extracted from policy 7, student complaints and appeals. For full policy, please refer to the student policies section: <http://qbca.edu.au/students/>)

If you wish to make a complaint, do so within a three-month period of the incident. If you are unhappy about the offered resolution to this complaint, you can appeal (apply again) but this has to be within 20 days of being offered a possible solution. There are three steps to be resolved within GBCA.



The first informal step is to tell the person you are not happy about, your problem. You may want to tell your teacher about your issue.

If that person doesn't fix your problem, then tell the Academic Manager by formally lodge a formal complaint. For this, you need to fill out a Student Complaint Form (form SA003) from Reception. The Academic Manager will work with the Compliance Manager try to fix your issue within 20 working days.

We will invite you to a meeting where you will formally tell us what you are not happy about. You may bring a friend/interpreter to support you. We will try to solve you issue and send you a solution in writing. We hope that you will be happy after this stage.

If you feel not happy about our solution, you can request GBCA to reconsider the solution – the internal appeals. Another management staff from GBCA will meet you to hear your request. You should provide all evidence to the meeting. You will receive a written notice to your request.

If you still not happy with GBCA internal appeal process, your next step is external: contact the Overseas Student Ombudsman.

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.

Web: <http://www.oso.gov.au/contact-us/>

7. International students under 18 years of age

We have a policy regarding under-age students at GBCA. For more details refer to Policy 28 Welfare Arrangements for Under 18 years of age International students. We insist that if you are under-aged, you live with your legal custodian or guardian, and this person must sign off on all the necessary paperwork. We will do many things to make sure your life as comfortable as possible. We will collect you and take you to the airport, show you around Melbourne, make sure your accommodation is adequate, and check on your welfare regularly. We will discuss with your guardian/custodian every two weeks about how you are progressing at college and at the end of each study term, or upon you turning 18, whichever comes first.

8. Arrange your visa to Australia

Department of Home Affairs (DOHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application-document checklists to assist you with your application. Visit <http://www.border.gov.au/> for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DOHA website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Education Agents

We can introduce you to one of our friendly Education Agents, who can then help you to submit your visa application and communicate with DOHA. GBCA publish its education agent list on its website: <http://gbca.edu.au/students/>

Visa Conditions

If you are granted a visa, make sure you follow its conditions.

If it is a student visa, you need to:

1. Make sure you pass and make good progress with your studies.
2. Take out Overseas Student Health Cover (OSHC)
3. Tell us if your address changes within 7 days of your move.
4. A full list of mandatory and discretionary student visa conditions please visit

<https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

9. Arranging Travel

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

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

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

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

What to bring

Australian Customs Services and Quarantine are very strict in Australia. Do not bring banned substances into our country. For a full list of banned substances refer to this website.

<http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine>

Usually international flights allow you to bring one checked in luggage (total 20-35kg) and one carry-on (7kg) handbag/backpack for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the volume of things you can bring, especially if you will fly within Australia. Be sure you check the details with your airline carrier before you leave.

Seasonal considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive. The weather in Melbourne is unique. It can go from hot to cold even in summer. You should bring a jumper and prepare for changing weather.

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouse, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months. A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Currency

The basic unit of Australian currency is the dollar. There are 100 cents in one dollar (\$1). Notes come in \$5, \$10, \$20, \$50 and \$100 denominations. Coins are issued in 5c, 10c, 20c, 50c, \$1 and \$2 denominations. There are no 1 cent or 2 cent coins. Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay \$1.95 for an item priced \$1.97, but \$2 for an item priced \$1.99.

<https://www.studyinaustralia.gov.au/english/live-in-australia/banking>

Cost of living

Some prices for common items are listed here. Compare supermarkets and local markets, as quality and price can vary. Prices are in Australian dollars and are approximate only. For more detailed information on the cost of living and other expenses in Melbourne, visit http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living#.WadC_MgjGUk.

The average living cost in Australia for an individual student is about \$21,000 a year.

For further information on Living in Australia, including planning your departure, arriving in Australia, accessing support services, remaining visa compliant, working while you study, living costs and finding accommodation, health and safety, visit the following links provided by the Australian Government sites.

Study in Australia - <http://www.studyinaustralia.gov.au/>

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

Study Melbourne (government site) includes information on Study options, before you arrive, where to live, work, money, transport (including flights and airports), entertainment, help and advice for students. The law and your rights, visas, accidents and emergencies, safety, health service, consulates and embassies and support services. <http://www.studymelbourne.vic.gov.au/>

We recommend both of these sites, as they are owned and updated by the Australian Government.

Melbourne's Public Transport

Three forms of public transport operate in Melbourne:

- Train
- Tram (You can travel around CBD areas free of charge on all trams)
- Bus

Victoria's ticket system is called myki. It is used on all trains, trams and buses in metropolitan Melbourne. myki is also in use on most V/Line services (regional Victoria's trains and coaches) and regional town bus systems. It can be topped-up at the stations or online at <http://ptv.vic.gov.au/application/MYKlcvm/topup/index.html>.

myki money 2-hour fare table

2 hour	Zone 1+2	Zone 2
Full Fare	\$4.60	\$3.10
Concession	\$2.30	\$1.55

myki money Daily fare table

Daily	Zone 1+2	Zone 2
Full Fare	\$9.20	\$6.20
Concession	\$4.60	\$3.10

For more information about myki and public transport in Melbourne and Victoria visit <http://ptv.vic.gov.au/>

Regional Victoria's Public Transport

V/Line is the largest provider of train and bus services in regional (country) Victoria. It's good and easy to see more of Victoria. Visit <http://ptv.vic.gov.au/> for maps, timetables, fares and other information about travelling in regional Victoria.

Uber or Taxis

Uber drivers or Taxis (cabs) are readily available. To hire a taxi you can make a phone or online booking, wait at a taxicab rank or hail a taxi from the side of the road. Fares are metered. Extra charges can apply e.g. toll charges. All taxis must be registered and the driver must display his/her identification in the car. You can find a listing of Victoria's taxi services under 'Taxi' on the [Yellow Pages](#) website. Taxi fares can be found on <http://www.taxi.vic.gov.au/passengers/taxi-passengers/taxi-fares>. The Uber app. can be downloaded onto your phone to find the closest drive when needed.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration. (Follow the signs for Arriving Passengers as you leave the plane). Immigration Officers will ask to see your completed Incoming

Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector dogs

We have “Detector Dogs” at all our major airports now; so if you are going through Customs and a dog stops by your bag, do not be concerned, it is just sniffing to find one of its “target smells”. A quarantine officer may ask you to open your bag if this is the case. You have to obey any officer of the law in Australia, including the Customs Officials.

Australian Customs and Quarantine

Be careful about what you bring into Australia. Remember you must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, and animal or plant materials. If you bring something “illegal” you can be fined a lot of money. Refer here for information. www.daffa.gov.au/aqis.

Arrivals Hall

In the Arrivals Hall you can find lots of shops and restaurants/cafes. We recommend you take some money out at the money exchange facilities here, because if you arrive over the weekend it may be hard for you to find a place to exchange money.

Getting from the Airport

From the airport you can catch the skybus to Melbourne city. It leaves every 15 minutes from all the terminals at the Airport and costs about \$18 one-way. The taxi rank is right outside and the Uber pickup up point is by Terminal 4 on the second floor car-parking area. This website has more information about the airport.

<http://melbourneairport.com.au/flight-passenger-info/airport-facilities/overview.html>

10. Arranging Accommodation

Home stays

We offer a home-stay service at GBCA. We ask for minimum of two weeks and the rate are around \$300 a week. This includes all meals expect for weekday lunches. All the families have been police checked and are reliable and trustworthy. If you would like GBCA to arrange a homestay service, please indicate on the Student application for enrolment form or contact our welfare officer at (03) 9410 3050.

Share Accommodation

Our Student Support team also have a list of places where students wish to stay in a “share” style, meaning all the bills are slits equally each way and you make and prepare your on meals. This is cheaper than a home-stay style of accommodation.

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. Price ranges from 130 to 240 per week. It can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

11. Services

Telephones

Calling Emergency Services DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. This number can be dialled from mobile phones. The Emergency Services Operator will answer and ask “Police, Fire, or Ambulance”. Be sure to know which one you need and the address of where you are.

Public telephones

Australia has an extensive network of Public Phones throughout the country. The orange and blue Telstra emblem easily recognizes them. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance. Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.

Making phone calls within Australia

To make international phone calls:

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled. See the example under Calling Australia from Overseas.)

To make domestic phone calls:

Dial – the area code + phone number

(02) ACT, NSW

(03) VIC, TAS

(07) QLD

(08) SA, WA, NT

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Mobile/cell phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority (www.acma.gov.au) to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. You can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of mobile plans that include a mobile handset.

There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see:

<http://www.mobiles.com.au/mobile-phone-plans/>

Computer & Internet access

Many of the above telecommunications companies can also provide you with Internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have your Internet and mobile phone with the same service provider. In addition, with larger providers, like Telstra and Optus, you might like to explore a 'package deal' that includes your home phone, Internet and mobile phone.

Australia Post

Australia Post is one of our nation's largest communications, logistics and distribution businesses, and is committed to providing high-quality mail and parcel services. The cost of posting a small letter for distribution in Australia is an AU\$1.00 postage stamp, which you affix to the envelope.

Managing your finances

Setting up a bank account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia.

We can help you to find the best place to suit your needs. You will need your passport (with arrival date stamped by Australian immigration), student ID Card and some money to open a bank account here.

Bank & ATM locations

Bank of Melbourne www.bankofmelbourne.com.au

National Australia Bank www.nab.com.au

ANZ www.anz.com.au

Commonwealth Bank www.commbank.com.au

Westpac Bank www.westpac.com.au

Credit Union Australia www.cua.com.au

Working in Australia

Permission to work

You can work while studying in Australia on a student visa, but only for a minimum of 20 hours a week (or 40 hours a fortnight) and only after your course has started.

Finding work

There are many different ways to find a job in Australia, including:

Newspapers

University Job Boards Online

Seek: www.seek.com.au/

Career one: www.careerone.com.au

My career: www.mycareer.com.au

Gumtree www.gumtree.com.au

Earning an Income

Taxes

Taxes are managed by the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

A tax file number (TFN) can be obtained easily by applying online. If you have trouble ask anyone in our Support team. You will first need a USI (Unique Student Identification Number) to get one. You can apply for your TFN online at www.ato.gov.au or phone 13 28 61, 8am to 6pm.

Tax returns

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

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (01 July to 30 June).

Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you.

In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit:
www.ato.gov.au/departaustralia

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

12. Laws and Safety in Australia

Obeying the Law

Laws in Australia have to be obeyed, and most people do this. If you have been granted a Visa to stay, you have to follow the rules/laws here. The fines are very expensive if you may even have your visa cancelled, if you don't follow them.

You can find a comprehensive outline of Australian law and the legal system at:
www.australia.gov.au.

Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

<http://www.australia.gov.au/content/legal-aid>

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety. There are some things you shouldn't do in Australia.

1. Don't hitchhike
2. Don't party with people you don't know,
3. Don't take any illicit substances,
4. Don't drink alcohol in public.
5. Don't smoke inside any public buildings and all workplaces.
6. Be sure to keep your valuables hidden and make sure you have enough money to get home.
7. Call 000 if you feel unsafe.

Road Rules

Remember we drive on the left side of the road and that all road rules are to be followed.

Do not drive if you do not know the rules.

If you injure anyone you must stop and try to help them, driving off can lead to a long prison sentences.

Owning a Car

Registration

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

Insurance

Legally you need at least 3rd party cover, but we recommend comprehensive cover to cover.

Speed

We say in Australia “speed kills”. There are cameras everywhere so you will be caught. Do not speed, especially around schools, where the speed limit is only 40 km/per hour.

Mobile phones and driving

Mobile phones legally have to be in you glove box when driving. If the police see it on your lap or on the passenger seat, you may receive a fine. They can fine you just be looking at your number plate. There are cameras under a lot of bridges and these photos are used as proof. The fines are very expensive and you will lose demerit points too. If you lose more than 12 points over a three-year period, you will lose your license. You can only use a mobile phone while driving if you have hands-free device set up in your car.

Licence Requirements

If you have arrived with an International Driver licences it must come with some official document translating it into English. You can drive with a Victorian Drivers Licence in other states too (and vice-versa).

Home fire safety

Here are a few tips to keep yourself safe while at home:

Smoke alarms

You need to check that you have a working smoke detector where you live. If renting, ask your landlord if you don't have one. If you have one, test it to see if it working by pressing the green battery. If the light is not green you will need to put in new batteries.

Plan your escape

If a fire starts, crawl to the door, close the door to keep the fire within and call for help on 000.

13. Adjusting to Life in Australia

We have some recommendations to make the most of your time here in Australia:

Listen, observe and ask questions

Ask people if you don't know. People here are generally very friendly and will help you.

Become involved

Our Support Team Staff can give you some suggestions for some clubs you might want to join or we can involve you in cross-curriculum fun day excursions so you can meet different people. By getting out and meetings more Australians you can learn more about our culture and then feel more apart of life here.

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

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

Keep lines of communication open with those at home.

Tell your friends and family at home about what has been happening here in Australia. This helps to keep you connected with important social supports; it also assists your friends and family to understand your experiences,

which will smooth the transition when you return home.

Sense of humour

Being able to laugh at yourself if you make a mistake is important. Most Australians don't take life too seriously, so relax and enjoy your stay.

14. Public Holidays & Special Celebrations

Each state in Australia has some different holidays. Our holidays are listed below. Usually everything stays open except for Christmas day (25/12) and Anzac Day (25/04) in the morning.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney may have the most spectacular fireworks over the Sydney Harbour Bridge, but Melbourne fireworks take place longer and can be seen in numerous places around our city. January 1 is a public holiday.

Australia Day

Australia Day, January 26, is the day most people celebrate our nationhood.

Anzac Day

Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to remember all those who have died or were injured in any war past or present.

There are also many other public holidays and special celebrations in Australia for you to explore!