



**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, etc...
- English for Academic Purposes (EAP) (CRICOS 098219D): during this course, you will:
  - Increase your language proficiency
  - Learn to give academic presentation
  - Learn how to referencing and paraphrasing 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) (Compulsory for student visa holders)
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	Optional airport pick-up fee
English for Academic Purposes (EAP) 1	10	EAP 2 / IELTS 5.5 / GBCA VET programs	\$ 300 per week	\$110
English for Academic Purposes (EAP) 2	10	EAP 3 / IELTS 6.0 / Selected bachelor programs at University of Canberra	\$ 300 per week	Optional homestay arrangement fee
English for Academic Purposes (EAP) 3	10	IELTS 6.5 Selected master programs at University of Canberra	\$ 300 per week	\$ 150
Free support classes			Afternoon	

## 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 – 11:15	11:15 – 12:45	12:45 – 13:30	13:30 – 15:00
Tuesday	9:00 – 11:00	11:00 – 11:15	11:15 – 12:45	12:45 – 13:30	13:30 – 15:00
Wednesday	9:00 – 11:00	11:00 – 11:15	11:15 – 12:45	12:45 – 13:30	13:30 – 15:00
Thursday	9:00 – 11:00	11:00 – 11:15	11:15 – 12:45	12:45 – 13:30	13:30 – 15:00

### Evening class: 4 evenings per week (16:00 to 21:30)

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: Ramneek Kaur (Level 2, 337 Latrobe Street): Mon 9am to 5pm
- Enquiries on future educational opportunities: Michelle Wang (Level 2, 337 Latrobe Street) Mon – Fri: 9am to 5pm
- Study skills – Librarian and ELICOS Student Support: Callum Forrester (Level 1, 338 Queen Street) Mon – Fri: 9am to 5pm
- Counsellor: Becky Black (Student meeting room Ground floor 337 Latrobe Street), contact student support staff or email to: [studentsupport@gbca.edu.au](mailto:studentsupport@gbca.edu.au): or [becky.black@gbca.edu.au](mailto:becky.black@gbca.edu.au) to make appointment

You can also contact the Student Support Officer on:

Support Services

Student Support Officer

61 3 9041 3050

0478 151 051 / 0466 268 122 (text after hours, this phone is monitored 24/7)

**Email : [studentsupport@gbca.edu.au](mailto: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.

### 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](http://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](mailto: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 <sup>a &amp; 2</sup>
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 <sup>b &amp; 2 &amp; 3</sup>
GBCA fails to start course or the course ceases to be provided after it starts (provider default)	100% refund <sup>b</sup>
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 <sup>1</sup>
Student visa cancelled due to actions of student	No refund of fees paid <sup>1</sup>
Other circumstances including but not limited to: <ul style="list-style-type: none"> <li>• Changes occur in student work hours, student changes/leaves work</li> <li>• It becomes inconvenient for a student to travel to class</li> <li>• A student moves to a different location</li> <li>• A student enrolment is cancelled for misbehavior / breach of the GBCA's Student Code of behavior.</li> </ul>	No refund of fees paid <sup>1</sup>
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 <sup>1</sup>
<p><b>Legend:</b></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 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](mailto:info@studentguardians.com)

### Launch Housing- Housing Support

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

P: 1800 825 955

E: [info@launchhousing.org.au](mailto:info@launchhousing.org.au)

### Connections: Child, youth and family services

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

P: 8792 8999

E: [enquiries@connections.org.au](mailto: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](http://www.medibank.com.au)  
OSHC Worldcare: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)  
BUPA OSHC: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)  
Australian Health Management: [www.ahm.com.au](http://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](http://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

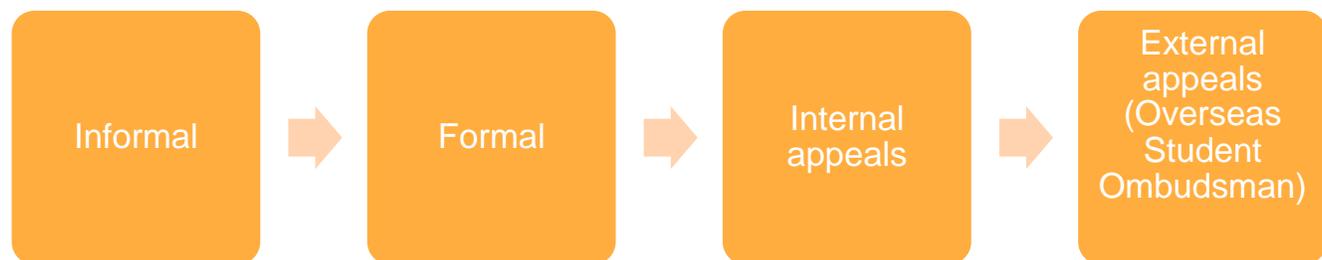
Watch out for natural hazards such as changeable weather conditions in Victoria's alpine regions or remote national parks. Plan your activities and let someone know where you are going and what time you expect to return. Check Victoria's weather and current warnings on the Australian Bureau of Meteorology website.

Emergencies In an emergency, phone triple zero (000) and ask for a fire, police or ambulance.

## 6. Complaints and Appeals Procedures

(Extracted from policy 7, student complaints and appeals. For full policy, please refer to the student policies section: <http://gbca.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 complain. 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 your 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](mailto: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](http://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\\_MjGUK](http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living#.WadC_MjGUK) .

The average living cost in Australia for an individual student is about \$20,000 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	\$4.10	\$2.80
Concession	\$2.05	\$1.40

### myki money Daily fare table

Daily	Zone 1+2	Zone 2
Full Fare	\$8.20	\$5.60
Concession	\$4.10	\$2.80

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](http://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](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://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](http://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](http://www.bankofmelbourne.com.au)

National Australia Bank [www.nab.com.au](http://www.nab.com.au)

ANZ [www.anz.com.au](http://www.anz.com.au)

Commonwealth Bank [www.commbank.com.au](http://www.commbank.com.au)

Westpac Bank [www.westpac.com.au](http://www.westpac.com.au)

Credit Union Australia [www.cua.com.au](http://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/](http://www.seek.com.au/)

Career one: [www.careerone.com.au](http://www.careerone.com.au)

My career: [www.mycareer.com.au](http://www.mycareer.com.au)

Gumtree [www.gumtree.com.au](http://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](http://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](http://www.ato.gov.au)
- For a registered tax agent visit [www.tabd.gov.au](http://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](http://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](http://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 3<sup>rd</sup> 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!