



 **TAFEWA**
central

 **TAFEWA**
challenger

 **TAFEWA**
swan

 **TAFEWA**
west coast

WELCOME

INFORMATION FOR
INTERNATIONAL
STUDENTS

2008



EDUCATION & TRAINING INTERNATIONAL

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Introduction

Welcome to Western Australia.
We hope you will enjoy your time
living and studying here.

W E L C O M E

This orientation booklet is designed to help you settle into life and study in Western Australia and we hope it will explain some of the things you need to know during your stay.

As you are likely to have some further questions we would encourage you to make contact during Orientation with the Education & Training International staff and International Student Advisers at the TAFE campuses. These staff will be available to help you throughout your course. We also suggest that you talk to some of our "senior" students, who will be happy to help you settle in and share their experiences with you.

You will also find the college lecturing staff very helpful and approachable if you have questions to ask about your course.



SUPPORTING OUR INTERNATIONAL STUDENTS

Education and Training International would like to extend a warm welcome to you and trust that your studies will be an exciting and rewarding experience. Please be aware that there is expert staff available to support you throughout your stay here.

International Student Advisers at your College

These people are available in the International Centre at your College and will be able to help you:

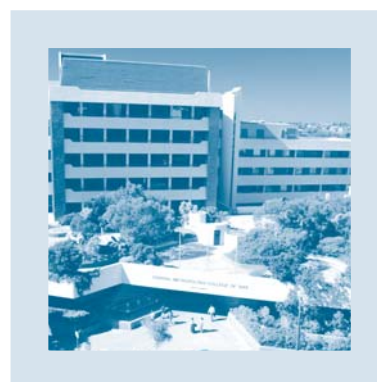
Central TAFE	Ann Brooks	9427 1572
	Marian Bishopp	9427 1487
	Veronica Lee	9427 1547
	Gail Turner	9427 1117
	Administration	9427 1873
Swan TAFE	Judith D'Costa	9267 7183
	Apple Lee	9267 7139
	Heather Jones	9267 7263
Challenger TAFE	Dean Kay	9239 8326
	Meredith Parkins	9239 8206
	Liz Gibbs	9229 8411
West Coast TAFE	Lynne Hayward	9233 1239
	Edwina Eldridge	9233 1206
Great Southern TAFE	Jan Davidson	(08)9892 8703
	Laurie Barrett	(08)9892 8749
South West Regional TAFE	Trish Whiteman	(08)9780 7336
	Julie Richardson	(08)9780 7190
Central West TAFE	Nicci Godsman	(08)9956 2788
Kimberley TAFE	Elizabeth Imbert	(08)9192 9116
CYO'Connor TAFE	Michelle Pratt	(08)9622 0900
Pilbara TAFE	Amy Diamond	(08)9159 6709
Curtin Vocational Training & Education Centre	Michele Campbell	(08)9088 6802

International Student Advisers at your college can assist you with the following:

- Overseas Health (OSHC) and visas OSHC renewals, visa extensions and work permits
- Change of Course (Same Campus)
Students who wish to change their course, but remain at the same campus should speak with the International Student Adviser at their college.
- Transfer to another TAFE college (After completion of semester)
Students who wish to remain in the same course, but wish to transfer to another campus should speak with the International Student Adviser at their college. Note: It is not always possible to transfer from one campus to another.
- Withdrawal or Release from TAFE WA
Students who wish to withdraw from TAFE WA or require a release should see the International Student Adviser at their college. If you transfer to another institution you will be required to meet with the Department of Immigration and Citizenship (DIAC).

Payment of Course Fees

Course fees are to be paid before the commencement of each semester. A notice will be sent to you in the mail and/or via email advising you of the amount and due date. Payment methods will be advised on your notice.



IMPORTANT INFORMATION YOU WILL NEED TO KNOW...

Attendance

It is a requirement of your student visa that you have satisfactory attendance in your course. If you are absent for medical reasons, you will need to obtain a medical certificate from the doctor. The medical certificate must be dated the date you were absent, no back dated medical certificates are accepted by DIAC. The Certificate should be handed to your International Student Adviser at your college as soon as possible.

If your attendance is unsatisfactory you will be reported to DIAC. You will then be required to meet with DIAC and this may result in cancellation of your student visa.

Prior to reporting to DIAC, students will be given 20 working days notice to appeal the intention to report. The appeals process can be obtained from your International Student Advisor.

Academic Progress

Students who do not achieve satisfactory academic progress will be required to meet with the International Student Adviser at your college. You may be placed on a conditional re-enrolment and or an intervention strategy for the next semester. Students will be given a letter which states the conditions that they must meet in order to remain enrolled in the same course.

Please note students who do not achieve satisfactory academic progress may not be permitted to re-enrol and DIAC will be notified.

Prior to reporting to DIAC, students will be given 20 working days notice to appeal the intention to report. The appeals process can be obtained from your International Student Advisor.

Change of Address

It is a requirement of your student visa that you MUST notify the DIAC when you change your address. Failure to do so will be considered a breach and may result in the cancellation of your student visa.

You should also notify ETI, the college where you are studying, and your overseas health care provider.

Students under the age of 18 years are not permitted to change their address without first obtaining approval from their guardian/local carer and their International Student Adviser at the college.

CODE OF CONDUCT

You must adhere to the following Code of Conduct at all time:

1. At all times, students' conduct whilst in the college must allow other students to learn in a safe and suitable environment.
2. Cheating of any kind is strictly forbidden in TAFE colleges. Cheating will result in failure and the possibility of being sent home without a qualification. This also applies to plagiarism (college lecturers will explain this in detail).
3. DIAC requirement that international students must study full time and achieve satisfactory attendance and progress levels. Failure to do so may lead to termination of studies.
4. Attempts to forge Doctors Certificates for attendance records will result in suspension from studies and may lead to dismissal.
5. Substance abuse (eg illegal drug taking or trafficking) is strictly forbidden in Western Australia. Any student found involved in this may be investigated by Police and sent home.
6. Any student found to be involved in activities, which contravene Australian law will be automatically dismissed from their TAFE studies.



Student Visa Condition Codes

Students on student visas should be aware of the conditions attached to their student visas. The condition is usually a number listed on your visa. Following is a list of conditions and their definitions:

Mandatory Conditions

8101 - You **cannot** work in Australia. Note: you may apply for a new student visa with permission to work once you have arrived in Australia and commenced your course.

8202 - You **must** remain enrolled in a full-time registered course. The education provider will assess whether or not you are meeting your attendance requirements. Note: ETI and your education provider expect you to attend all lectures etc.

8501 - You **must** maintain adequate arrangements for health insurance during your stay in Australia (ie you must maintain Overseas Student Health Cover).

8516 - You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

8517 - You **must** maintain adequate schooling arrangements for your school-age dependants who joined you in Australia on a student dependent visa.

8532 - You **must** maintain accommodation, support and general welfare arrangements that have been approved by your education provider if you are under 18. Note: You **must** not change those arrangements without the written approval of your education provider.

8533 - You **must** notify your education provider (ETI) of your residential address in Australia within 7 days of arriving in Australia. You **must** notify your education provider of any change in your residential address within 7 days of the change. You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Discretionary Conditions

8105 - You **cannot** work more than 20 hours a week when your course is in session (other than work which has been registered as a part of the course). Note: - No work limits apply during recognised periods of vacation offered by your education provider. - This condition cannot be granted with an initial student visa.

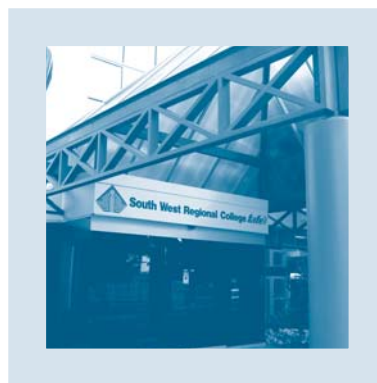
There are many other mandatory and discretionary student visa conditions, however we have listed the most commonly used ones for TAFE students. This information has been taken from the DIMIA website, and students should check with DIMIA if they are unsure of their student visa conditions. Please refer to the DIMIA website at www.immi.gov.au for further information.

Permission to Work

International students on a student visa can apply to work 20 hours per week during term and unlimited hours during term break.

Please contact your International Student Adviser before applying.

You will need to apply for a tax file number if you wish to work. Please contact the Australian Taxation Office on 13 2861 for information on how to apply. You will also find details on their website www.ato.gov.au under individuals - non residents and visitors.



YOU AS A STUDENT

Studying at TAFE Western Australia

You may find that the method of teaching and way of learning in Australia is very different from what you are used to. Some things you will notice that may surprise and confuse you are;

Informality

Most relationships between students and lecturers will seem very informal and friendly. For example, students usually use the lecturer's first name. This may seem to you to be lacking in respect, but it is the Australian custom and you will become used to it.

Classroom Discussions

Most lecturers expect and encourage students to ask questions during class. Class discussions help students understand the subject being taught and bring the students together as a team. Again this does not show lack of respect, but is the usual behaviour in Australian colleges. You will be expected to join in such discussions and ask questions. To be successful in an Australian college course you will need to become more of an independent learner, to analyse information and to actively participate in class. It is especially important for you to ask the lecturer if you do not understand what is being presented.

Study Requirements

The following points are to help you succeed in your chosen TAFE WA course. If you would like further help please ask your lecturers, or contact your International Student Adviser at your college;

- **Get Organised.** If your files and notes are organised you will save time and find it easier to do your assignments. It will also be easier to study for your exams. Divide your notes into sections, or have a separate file for each subject you are studying.
- **Plan Your Time.** Use a study timetable to plan your time. Plan ahead when assignments are due and allow yourself time to complete them before the due date.
- **Do your homework.** You will be required to complete homework regularly. Not doing your homework will affect your final result.
- **Study Problems.** Your study progress may be affected by difficulties in English, the different methods of teaching used, the different learning that is required, inability to organise yourself well or your emotions. If you have study problems, it is important for your progress that you ask for help quickly. There are several people who are willing to help you - your Lecturer, Program Manager/Mentor and staff in the International Centre. Please contact them as soon as possible.

SPECIAL NOTES FOR UNDER-AGE STUDENTS

Who are under-age students?

Students who have not yet turned 18 years of age are referred to as under-age students.

What special conditions do under-age students have to meet?

An under-age student MUST reside with a parent or person who has legal custody of them or a relative nominated by a parent who is over the age of 21 years (a relative means a spouse, parent, brother, sister, grandparent, aunt, uncle, nephew, niece, step-uncle/aunt/niece or nephew).

If the student is not staying with one of the above your college will arrange an approved homestay family specialised in looking after under-age students.

Responsibilities of under-age students to the homestay/guardian

- Consult with the homestay/guardian about health issues, recreation/social activities and financial matters as required.
- Notify the homestay/guardian of illness/accident, problems with TAFE course and dates of visits to home country.
- Get approval from the homestay/guardian for any changes in accommodation and travel outside the Perth metropolitan area.
- Contact the homestay/guardian immediately on return home from any travel.

Responsibilities of the homestay/guardian to under-age students

- Maintain regular contact with the student
- Liaise with parents about accommodation, health issues, recreation/social activities, financial matters and discipline as required.
- Liaise with the TAFE college International Student Adviser about accommodation, health, attendance and progress of the student
- Give authority for emergency medical treatment



Homesick?

Being homesick is a normal experience for International students, especially within the first 6-8 weeks of arrival. The following tips should help you, but if you don't feel any better, please contact the International Centre at your college.

What to do ...

- If you're finding it hard to make friends come and see your International Student Adviser who will give you some suggestions.
- Make sure you stay balanced – this means eat and sleep well and get active...explore Perth!
- Be kind to yourself. It's perfectly normal to feel homesick while you adjust to all the new things that come with living in another country.

Stressed?

OK, we all know what it feels like to be stressed. But, do you know what your own signs of stress are before it gets really bad? Sometimes if students don't do anything about it, their stress can develop into serious problems. Being stressed can mean that you experience no energy, difficulty concentrating, headaches, stomach aches, difficulty sleeping, fast heart beat, forgetfulness, irritability, easily upset, feeling like giving up, change in appetite, confusion or inability to think clearly and so on.

What can I do about it?

- **Talk** with someone about it - a problem shared is a problem halved.
- **Change** whatever is causing you the stress, if you can. If it's too much study, ask for an extension or think about how to manage your time better. If it's too much paid work, have your hours reduced until you feel more able to cope.
- Take time out to do something you really **enjoy** - listen to music, eat out, be with friends, watch a movie, have a bath...
- **Exercise** - this is a great stress relief and causes the brain to produce "feel-good" chemicals, which combat the effects of stress.



Sleep problems

Just about every student is going to experience problems sleeping. It's very common, but research has shown that sleep problems can affect your life in very serious ways.

If you're *sleeping too much or too little*, finding it *hard to fall asleep* at night, *waking up in the middle of the night*, having *bad dreams, tired and sleepy during the day or in class*, feeling *agitated, stressed or upset* or like you *can't cope*?

What can I do to improve my sleep?

- Avoid sleeping in the afternoon because this makes it harder to fall asleep at night.
- Make sure your bedroom is quiet, comfortable, the right temperature and dark.
- If you are worrying at night about something, talk to someone you can trust about it.
- Try getting your body used to going to bed and waking up at the same time every day.
- Avoid exercise, caffeine and smoking before going to bed as they excite your body. You want to relax.

Just remember ...

- **YOU ARE NOT GOING TO FAIL!** We accepted you into ETI because you have the qualities and abilities we want in a student.
- We know many of you are going to have some problems understanding your lecturer. This is **NORMAL**, just please make sure you ask questions in or after class if you don't understand anything.
- Manage your time well. Write in your diary when assignments are due and start them early.
- Remind yourself all the time why you came here- what did you come to achieve? **ACHIEVE THOSE GOALS!**
- **DO NOT** focus on any negative things. Stay **POSITIVE** and sort out any problems you are having so that you can get the most out of your stay and studies in Perth.

LIVING AND STUDYING IN WESTERN AUSTRALIA

When you come to live and study in a culture very different from your own, it may take you a while to adjust. There may be a sense of loss of the familiar and loved environment of home and the support network it provided. What was familiar such as language, food, climate and people's behaviour can be very different. Learning about and adjusting to the new environment can feel like hard work and you may find the first few weeks quite tiring. You are not on your own with this and a talk with one of the support staff in your college.

Language

You may find that Australians speak quickly and they shorten words. It will take time to get used to the speed, so don't worry if you don't understand every conversation when you first arrive. With time the language will become more familiar and listening and speaking will become easier. If you think you might be missing important information in lectures, make sure you seek help from your lecturer.

Culture & Customs

Some things you might find useful to know about Australians and their customs:

- Punctuality in attending appointments and functions is valued. Apologies are normally made in advance if you are unable to accept an invitation.
- Australians will invite you to restaurants and entertainment and they may pay for you. Sometimes when you are in a group the cost will be shared by everyone.
- Drinking alcohol then driving is illegal. There are heavy penalties for people who drink too much and drive.
- Smoking is not permitted on public transport, or in public buildings, restaurants and shopping centres. If you want to smoke, you will have to go outside.
- In Australian shops, goods are sold at the fixed price.
- When invited to a barbeque or function sometimes you are asked to "bring a plate" or "BYO drinks".
Bring a plate = Bring a plate of food
BYO drinks = Bring your own drinks
- RSVP on an invitation means "please reply"

Homestay

Living with a homestay family can be an enriching experience BUT you do need to be aware of some cultural differences. This will help you to enjoy your Australian experience. For example

- Australian families do not have servants. You may need to do your own washing and ironing of clothes. But check with your homestay family what they would like you to do.
- In Australia men and women are equal and women must be given the same respect as men.
- Most homestay families will have some household rules which they will discuss with you. These may be about such matters as telephone calls, keeping your bedroom clean and tidy, meal times etc.
 - If you are expecting visitors you must check with your homestay family prior to inviting them.
 - If you are intending on staying out late you must notify your homestay family and gain approval from them prior.
- Water is very expensive as Australia is a very dry country, so please remember that Australian families are careful about how much water they use.
- Remember to knock on closed doors before entering.
- Your English will improve if you communicate with your homestay family in English.
- If you have any problems with homestay please discuss them EARLY with your homestay provider so the problems can be fixed. If the situation persists, talk with your International Student Coordinator.

Other Accommodation

There are many other types of accommodation available to international students whilst studying in Western Australia. These include;

- Private Hostels
- Flats, apartments and furnished houses.

Beware when signing rental agreements. It is a good idea to show your agreement to your International Student Adviser, who will assist you with the legal terms.



Shopping

As well as shops in the centre of Perth, Bunbury and Albany, there are other suburban shopping centres that have excellent supermarkets, department and specialty stores. Variety stores are good places to buy low cost household articles and Target, K-Mart and Big W are widely available.

You will find the markets at Fremantle, Subiaco and Midland offer a cheaper alternative to the main shopping centres and are enjoyable places to hunt for bargains. These are mainly open on the weekends.

Most shops are open from 9am -10am to 5pm - 5.30pm Monday to Saturday with late shopping until 9pm Thursday in the suburbs and Friday in Perth. Shops in Perth, Fremantle, Rockingham and Bunbury are also open on Sundays. EFTPOS and credit card facilities are available in most shops.

Places to Eat

Students can obtain hot meals and snacks from the canteens or restaurants located on College campuses. You will also find a variety of food halls and restaurants in the city and the suburbs - see the Yellow Pages for more information. www.yellowpages.com.au

There are many Asian and Pizza restaurants that offer a delivery service. This usually adds a few dollars to the price of a meal.

Entertainment

There are many things to do and see in Western Australia. For details of places to visit or holiday and details of some of Western Australia's unique tourist attractions visit the Tourism WA website. www.tourism.wa.gov.au

Some of the more popular sources of general entertainment are listed below, but for more details of what events are happening in Perth, look in the magazines that are circulated around the city (eg. HYPE and XPress - both these magazines are free and available from most music stores as well as many local restaurants and hotels)

The regional centres of Bunbury and Albany also offer a variety of tourist attractions including wineries restaurants and cinemas. For more information on entertainment in Bunbury please visit www.visitbunbury.com.au. For further information on entertainment and events in Albany please visit www.amazingalbany.com.

The Movies - There are many cinema complexes where you can go and watch the latest movies. The average price for a movie ticket is \$15.00 for an adult and \$10.50 for a student (you must present your student ID card to receive a discount). Tuesday night is half-price night at most cinemas. Details on session times and cinema locations are advertised in the daily and weekly newspapers as well as XPress magazine. Most cinemas also have a special telephone number and web page.

Night Activities - There are night clubs and hotels in Perth, Fremantle, Bunbury and Albany. These areas can be very busy with a large number of people. It is illegal in Australia to buy cigarettes or alcohol if you are under 18 years old. It is also illegal to buy them for someone who is under age and you could be fined. To enter most night clubs or to buy cigarettes and alcohol you may be asked to produce identification. This means that you will have to show the doorman or the sales assistant either your Drivers Licence or your passport. If you are carrying your passport for identification purposes please take extra care to keep it safe. Drinking alcohol in public places eg. parks is illegal. Night life in both Albany and Bunbury offers live music, clubs and pubs.

Art, Culture and Libraries - The Perth Cultural Centre is located between the Perth train station and Central TAFE in Northbridge. Here you will find the Western Australian Art Gallery, the Western Australian Museum and the State Alexander Library. There are libraries open to the public in most suburbs - visit www.slwa.wa.gov.au/publibs.html for more details. Fremantle is a very historic city and contains many smaller art galleries as well as the Maritime Museum and the "Roundhouse". Bunbury is a cosmopolitan city and is the heart of the South West region of Western Australia. It's waterfront location combines natural surrounds and great facilities. The Bunbury Regional Art Galleries showcase a number of national exhibitions. Albany is Western Australia's premier regional city. Historic and progressive, rural and dynamic, Albany is a thriving regional centre with a distinct sense of place.

Consuls

Austria	21 Howard St, Perth	9261 7070
Belgian	1109 Hay St, West Perth	9321 4067
British (UK)	Level 26, Allendale Sq, 77 St Georges Perth	9221 5400
Canadian	111 St Georges Tce, Perth	9322 7930
Croatian	78 Mill Point Rd, South Perth	9321 6044
Denmark	1 Pensioner Guard Rd, North Fremantle	9433 9100
Germany	Level 8, 16 St Georges Tce, Perth	9325 8851
Greece	16 St Georges Tce, Perth	9325 6608
India	195 Adelaide Tce, Perth	9221 1485
Indonesia	134 Adelaide Tce, Perth	9221 5858
Ireland	10 Lilika Road, City Beach	9385 8247
Italy	31 Labouchere Road, South Perth	9367 8922
Japan	221 St Georges Tce, Perth	9321 7816
Malaysia	252 Adelaide Tce, Perth	9225 7055
Pakistan	26 Carnarvon Cr, Mount Lawley	9444 3648
Sri Lanka	1 William St, Perth	9263 3598
Sweden	23 Walters Drive, Herdsman	9244 3699
Switzerland	79 Snowball Road, Kalamunda	9293 2704
Thailand	263 Adelaide Tce, Perth	9221 3237
USA	16 St Georges Tce, Perth	9231 9400

For further Consulate information please visit: www.lookatwa.com.au/TravellersInfo/consulates.html

Public Holidays

The following dates are public holidays in Western Australia. On these dates you may not be required to attend your classes (check with your lecturer beforehand). On public holidays most businesses are closed but there are often special events organised.

	2008	2009
• New Years Day	1st January	1st January
• Australia Day	28th January	26th January
• Labour Day	3rd March	2nd March
• Good Friday	21st March	10th April
• Easter Monday	24th March	13th April
• ANZAC Day	25th April	27th April
• Foundation Day	2nd June	1st June
• Queens Birthday	29th September	28th September
• Christmas Day	25th December	25th December
• Boxing Day	26th December	26th December

Staying Safe in Western Australia

Perth, Bunbury, Mandurah, Fremantle and Albany are usually safe and friendly, however, like any other region in the world you need to take care when going about your day to day life. The following points provide students with important information and common sense advice on living safely in Perth and its surrounding regions.

Students as Pedestrians

- Stay with friends when you walk in the city at night.
- Don't forget that cars drive on the left hand side in Australia - take special care when crossing busy streets to look both ways.
- Be careful when you cross a busy road. It is better to wait for a definite break in the traffic. Cross at the traffic lights or at pedestrian crossings rather than run between vehicles. Be aware of Jay Walking; you can be fined for not using pedestrian signals or crossings.
- Use a footpath wherever possible. If there is no footpath, then walk on the side of the road close to the curb and walk towards the traffic.
- It is not safe or legal to hitchhike anywhere in Australia.

Security of Personal Items

If you want to bring valuable items with you it is a good idea to protect them:

- Engrave your valuable possessions in case of theft. Engraving kits are available for hire from most civic centres and public libraries and your passport number could be used to identify your possessions.
- Keep a list of your electronic equipment including model and serial numbers.
- If you have valuable jewellery take a photograph of each item and record details such as type of gold, length, weight, type of stones etc.

Students as Drivers

You will enjoy driving in Western Australia. However, the roads can be dangerous. Several students have died on country roads because they were not used to the conditions. Below you will find some advice on how to stay safe when driving.

- It is compulsory to wear seatbelts at all times in Australia - even passengers in the back seats must wear seat belts.
- Before driving a motor vehicle you must obtain a Western Australian drivers license. Information on how to obtain a drivers license can be found at www.dpi.wa.gov.au/licensing
- If you rent a car, remember the person who has signed the form as the registered driver must drive the car at all times. If another person drives the car and you have an accident, then your insurance will not be enough. You may be required to pay extra insurance to hire a car if you are under 25 years of age.
- Take extra care when driving on country roads. Loose gravel and soft edges on the side of the road, bends in the roads, animals on the roads and large trucks travelling fast are all extremely dangerous. It is important that you slow down before pulling over and parking.
- If you travel in the country, make sure that you tell someone where you are going, and what time you expect to arrive there.
- The speed limit in country areas is usually higher than in the city. It is dangerous to drive faster than the limit, and you will be fined if you are caught exceeding the allocated speed limit.
- Stay with your car if you breakdown a long way from the nearest town. People will look for you as long as you have told someone where you are going.
- Take care when overtaking cars and trucks on country roads and always use indicators when changing lanes and pulling over.
- Don't drink alcohol and drive. It is illegal and dangerous. If you have an accident you will be fined. The legal alcohol limit is 0.05 which is approximately 1 standard drink per hour for the average sized person. Booze Buses are used in Western Australia and are set up specifically to target drink driving.
- When driving in the country, it is a good idea to drive with your headlights on. Other drivers will see you much easier.

For further information on road and traffic rules in Western Australia please visit wa.gov.au/government/services/lifestyle/environment/gettingaround/motoring/

For further information on road and traffic rules in Western Australia please visit wa.gov.au/government/services/lifestyle/environment/gettingaround/motoring/

Owning a Car

If you purchase your own car you should get insurance cover.

- If your car is of low value "Third Party Property Damage" insurance will pay the repairs if you damage someone else's vehicle or other property.
- If your car is of higher value "Comprehensive" insurance is the best cover. This insurance is expensive, but repairs can be very expensive if there is a lot of damage.

Students as Cyclists

You will notice that Australians wear protective helmets when they ride bicycles. This is a law.

- Use a special cycle track if this is available. If you are living in Perth there are many cycle tracks, including those around the Swan River, which you will enjoy using.
- If you ride a bicycle at night, you must have lights and reflectors. Please wear bright and light colours so you can be seen easily

For more information on bicycle safety please visit www.wa.cycling.org.au

Students Enjoying the Outdoors

The outdoor lifestyle in Western Australia is something students really enjoy. Remember:

- When going to parks or the beach, always lock your car
- Always wear a strong sun protection cream when you spend long periods of time outdoors as the Australian sun can burn you very quickly.
- When swimming at our beaches, only swim between the red and yellow flags as this area is patrolled by lifeguards.
- If you get caught in a current do not try to swim against it. Swim parallel to the beach until it is possible to swim back to the beach. Let the lifeguards know you are in difficulty by raising your arm.
- Never dive into swimming pools, oceans, rivers or natural pools until you have checked the depth of the water.

For more information on swimming and beach safety please visit www.perthtouristcentre.com.au/beaches.php

- Please be careful when lighting barbecues or fires as the ground is very dry, especially in summer.
- Also be very careful when disposing of cigarettes.

For further information on fire safety please visit www.fesa.wa.gov.au/

- If you want to go fishing, be careful where you stand as sudden waves can sweep you off a rock. Also make sure that you have a fishing licence for shellfish such as abalone. You can apply for this licence at the Fisheries Department.

For further information on fishing licenses and safety please visit www.fish.wa.gov.au



SERVICES

Public Transport

Perth has a safe, clean and reliable public transport system. For the most up to date information on student travel, please see your International Student Adviser at your college. If you are living outside of Perth check with your International Student Adviser what public transport is available.

Timetables are available at www.transperth.wa.gov.au or may be obtained from the central bus port in Wellington Street in Perth.

Student Discount Travel Permit information can be obtained from your college or from www.transperth.wa.gov.au.

Free Transport (Perth only)

- **Free Transit Zone (FTZ)** - The Free Transit Zone or FTZ (for buses) and the SmartRider Free Transit Zone (for trains) operates within the Perth city boundaries. Passengers can travel within it on any bus or train for free, as often as they want.
- **CAT Buses** - You will see the silver CAT Buses (Central Area Transit) travelling around the central city area regularly. These are a free service every five to ten minutes. Details of routes can be seen at the CAT Bus Stops or can be found on the TransPerth website.

Etiquette

- The seats at the front of the buses and near the doors of trains are reserved for the elderly and disabled. You should avoid using these seats. If you do use these seats it is expected that you offer them to your elders when they board the bus or train.

For more information relating to public transport please visit www.transperth.wa.gov.au

Telephone Information

- Local telephone calls cost around 50 cents if you are making calls from one private telephone to another. Costs are higher if you are calling to mobile telephones, country areas, other Australian states or internationally. To have a telephone installed in your home you will have to pay an initial connection fee of \$59.

- Please be aware that YOU are responsible for calls made from your telephone. If a friend or someone you live with uses your telephone and they move away YOU are responsible for the telephone bill if it is connected in your name. It is a good idea to discuss the telephone arrangements with your friends and those who share your house. Some students put money in a jar by the telephone whenever they make a call and use this money to pay the bill when it arrives.
- Your telephone will be disconnected if bills are not paid by the due date. If you have questions about your telephone bill please call the enquiries number at the top of your bill.
- To find the telephone number of someone you can consult the 'White Pages' which lists all telephone numbers by people's family names. Alternatively you can telephone 12455 and ask for the number or look on the internet at www.whitepages.com.au
- To dial an international telephone number from Australia you will need to dial 0011, then the country code followed by the telephone number. For further information please see the White Pages.
- If you require a service or business you can look in the Yellow Pages. This lists all businesses according to what they supply. Eg. To find a restaurant in your area you would look under 'Restaurants'. Alternatively you can look on the internet at www.yellowpages.com.au.

Gas and Electricity

- To arrange connection of electricity you will need to contact Western Power on 131353 or visit them at www.wpcorp.com.au. There will be an establishment fee which will appear on your first bill. When you ring Western Power they will ask you for your date of birth and the address where the power is to be connected - please have these details ready. You will need to cancel your account when you complete your studies and return home.
- To connect the gas, you will need to ring Alinta Gas on 131358 or visit them at www.alinta.net.au. There is no establishment fee and Alinta Gas can often connect the gas instantly (providing there is already a gas outlet in the house. Again, it is your responsibility to disconnect the gas before you return home.



Money

Banks

Business hours for most banks at present are:

Monday to Thursday	9.30am to 4.00pm
Friday	9.30am to 5.00pm
Saturday and Sunday	Most banks are closed

ATM's (Automatic Teller Machines) are operated by all the major banks and building societies at many branches. They are located outside the bank, at shopping centres and many other places.

If you lose your keycard, chequebook or credit card you must notify the bank immediately. All banks have a separate 24 hour telephone number to report stolen cards. Your bank will be able to advise you of this number.

Opening An Account

You will need to take at least 2 forms of identification (ID) to open an account. This is assessed on a points system and your passport PLUS student card will give you enough points. Other forms of ID can be used. These include your drivers licence and proof of other existing accounts. It is a good idea to telephone the bank first to find out how many forms of ID they require.

Ask your International Student Adviser for more information.

Places of Worship

The Christian religion is the main religion practised in Australia. Addresses and telephone numbers of the churches in each suburb are listed in the Perth White Pages under denominational headings. There are churches which have services in Chinese and Indonesian. Some places of worship attended by international students are:

Christian

- **St Thomas Catholic Church**
100 Dean Road, BATEMAN WA 6105
Tel: 9221 1727 (Translations into Chinese and Indonesian)
- **St. Mary's Cathedral**
Victoria Square, PERTH
Tel: 9221 7238
- **Church of Christ**
142 Beaufort Street, PERTH 6000
(Translation Service into Cantonese/Malay & Mandarin)
Tel: 9328 1499
- **Perth Chinese Christian Church**
146 Flamborough Street, DOUBLEVIEW WA 6018
Tel: 9244 2364
- **Bible-Presbyterian Church**
867-869 Canning Highway Cnr Ullapool Road,
MOUNT PLEASANT WA 6153
Tel: 9316 3033
- **Tongan Fellowship**
- **Coolbellup Uniting Church**
4 Malvolio Road, COOLBELLUP WA 6163
Tel: 9314 2412
- **River Church**
1 Thorogood Street, VICTORIA PARK WA 6100
Tel: 9470 1256
- **Buddhist**
- **Buddhist Society of Western Australia**
18 Nanson Way, NOLLAMARA WA 6061
Tel: 9345 1711
- **Hindu**
- **Hindu Temple of WA**
Warton Road, HUNTINGDALE WA 6110
Tel: 9455 2097
- **Islam**
- **Perth Mosque**
427-429 William Street, PERTH WA 6000
Tel: 9328 8535
- **The Islamic Association of Canning**
52 Hartfield Street, QUEENS PARK WA 6107
Tel: 9451 8699
- **Islamic Council of Western Australia**
7 Malvern Road, RIVERVALE WA 6103
Tel: 9362 2210
- **Sikh**
- **Sikh Association of Western Australia**
Gurudwara
123 Saddleback Grove, CANNING VALE WA 6155
Tel: 9256 1314

If you are living outside of Perth check with your International Student Advisor for the location of Churches, mosques etc.

Health Insurance

Once Education & Training International has received your Overseas Health Cover Private premium - we will forward this direct to Medibank or Worldcare Assist on your behalf.

Your OSHC card will then be forwarded to Education & Training International, who will post it to your home address. Please ensure that you have given Education & Training International your home address after you have arrived. It can take up to 4 weeks to receive your card in the mail.

Although premiums for your OSHC policy are paid to Medibank Private and Worldcare Assist via Education & Training International, the insurance cover is an agreement between you and your OSHC provider. It is your responsibility to inform your OSHC provider of any change of address, lost or stolen cards or any alterations to your visa.

The cost of services such as dental, optical and pharmaceutical services will not be covered by OSHC. It is recommended that you have adequate health insurance to cover the possibility of illness or accident whilst you are studying in Australia. If you are uncertain, consult the International Student Adviser at your college.

When you visit a doctor or enter hospital, take your OSHC card with you so that the doctor knows that you have health insurance cover.

Please note: you will be required to pay for any medical expenses up front. Your overseas health cover provider will later reimburse you some of the cost. You will need to keep your receipt as you will need this to make a claim.

For more information on making a claim please contact your provider on the details below or speak with your International Student Adviser at your college.

OSHC Provider details

Please see providers website for further details on what is included in your cover. The main funds in Western Australia that will provide cover are:

Medibank Private

108 St Georges Terrace PERTH WA 6000 Tel: 13 23 31
www.medibank.com.au

Worldcare Assist

Tel: 13 14 84
www.oshcworldcare.com.au

General Health Information

The health care system in Australia is very complex and it is best to ask what are all the costs whenever you go to visit a doctor or are referred to a specialist.

You may have some general questions about Health Care cover, or whether it is advisable to take out additional Private Health Insurance. You are most welcome to discuss these matters with the International Student Adviser.

Hospital Treatment is available at the outpatient departments of public hospitals when you are sent by a general practitioner (doctor). An appointment should be made by telephone.

Emergency hospital treatment is available 24 hours a day at the casualty departments of public general hospitals without an appointment, but you may have to wait for treatment.

Sir Charles Gairdner Hospital

Hospital Avenue
NEDLANDS WA 6009 Tel: 9346 3333

Royal Perth Hospital

197 Wellington Street
Perth WA 6000 Tel: 9224 2244

Fremantle Hospital

Alma Street
FREMANTLE WA 6160 Tel: 9431 3333

Joondalup Health Campus

Shenton Avenue
JOONDALUP WA 6027 Tel: 9400 9400

Albany Hospital

Warden Avenue
ALBANY WA 6330 Tel: 9892 2222

Bunbury Hospital

Corner Robertson Drive & Bussell Hwy
BUNBURY WA 6230 Tel: 9722 1600

For a full list of doctors and hospitals in Western Australia please visit www.health.wa.gov.au



EMERGENCY & CONTACT TELEPHONE NUMBERS

Emergency only	Comments	Phone No.
Police/Fire/Ambulance	Emergency Only	000
Electricity Emergency	Emergency Only - 24 hour service	13 13 51
Gas Emergency	Emergency Only - 24 hour service	13 13 52
Police Services		
Police Attendance	Ring this number if you require police assistance but it is not an emergency	9222 1111 or 13 14 44
Crime Stoppers	Report crimes to the police. Completely confidential and rewards are sometimes offered for information.	1800 333 000
Health Services		
Family and Planning Association Helpline	Can provide confidential advice on sex and birth control.	9227 6178
Fremantle Hospital		9431 3333
Locum Doctor Service	A doctor can visit you at home if you are unable to visit the doctors. This is not fully covered by Medibank.	9328 7111
Royal Perth Hospital		9224 2244
Sir Charles Gardiner Hospital		9346 3333
Joondalup Health campus		9400 9400
Poisons Information Centre	If you or someone you know comes into contact with a poison, please call this number for advice on what to do.	13 11 26
Womens Health Care House		9227 8122
Womens Health care association		9328 1200
Support and Advice Services		
Alcohol and Drug Information service	24 hour service	9442 5000 Freecall 1800 198 024
Crisis Care	24 hour support in a crisis	9223 1111
Domestic Violence Helpline	24 hour support	Mens - 9223 1199 Womens - 9223 1188
Drugs Information Service		9442 5000
Gamblers Anonymous	Please contact this organisation if you feel you have a gambling problem.	9316 9393
Samaritans Youth line	Suicide Prevention	9388 2500
Sexual Assault Resource centre	Crisis Support Service	9340 1828
Legal Advice		
Citizens Advice and Bureau of WA	Legal advice and information. Fee \$20 and appointment is necessary.	9221 5711
Legal Aid Commission of WA	Can assist with offering legal advice.	9261 6222
Tenants Advise Service	Advice about tenants rights, return of bond etc	9221 0088
Youth legal service		9202 1688
Other numbers you may require		
Bus, Ferry & Train Information	(Also on the internet www.transperth.wa.gov.au)	13 62 13
Education and Training International	Any queries about courses, visas, applications etc	9218 2100
Department of Immigration and Citizenship	Enquiries about visas etc. Please see the International Student Adviser at your College first.	13 18 81
Medibank Private	Overseas Student Health Cover	13 23 31
World Care Assist		13 14 84
Translating and Interpreting Service	24 hour telephone service	13 14 50

EDUCATION & TRAINING INTERNATIONAL POLICIES AND PROCEDURES

REFUND POLICY

All requests for a refund should be submitted in writing (with supporting documentation) to the Manager, International Students Services at Education & Training International.

CIRCUMSTANCES	ELICOS (amount refunded)	MAINSTREAM TAFE & SCHOOLS (amount refunded)
If the offer of a place is withdrawn by ETI or if TAFE WA is unable to provide the course.	All fees paid	All fees paid.
If the visa application is unsuccessful or if the student withdraws more than 10 weeks prior to course commencement	All fees paid less AUD\$300	All fees paid less AUD\$300
If incorrect or incomplete information is supplied by the applicant and as a consequence, the offer is withdrawn by ETI	All fees paid less AUD\$600	All fees paid less AUD\$600
If the student withdraws 4-10 weeks before the commencement of the term	70% of all fees paid	70% of semester fees paid
If the student withdraws from a course 0-4 weeks before the commencement of the term/semester or during the term/semester	No refund for that term	50% of semester fees paid
If the student withdraws 0-4 weeks after a term/semester commences	No refund	40% of semester fees paid
If the student withdraws after week 4 of commencement of the term/semester	No refund	No refund
If a student breaches international visa conditions or the rules of the provider and is terminated from the course	No refund	No refund of the current semester fees. 40% refund of one subsequent semester fees will apply.

A notice of withdrawal due to:

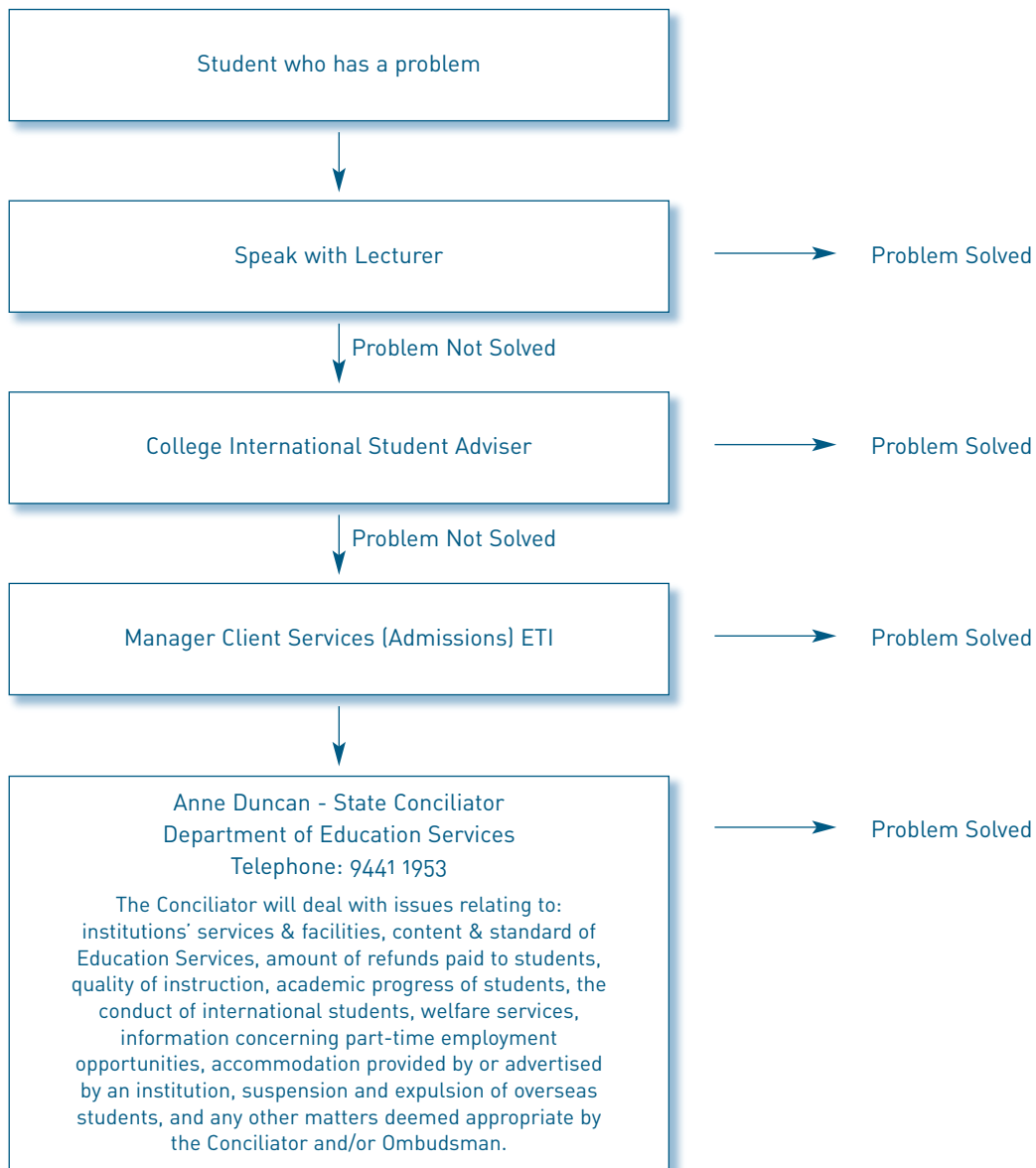
- Illness or disability
- Death of a close family member (parent, sibling, spouse, child)
- Political or civil event that prevents acquittal

May be accepted as grounds for a partial refund of fees. Supporting documentary evidence must be provided. This agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

No claim for a refund will be considered unless submitted using the ETI Refund Request Form. A copy of this form can be downloaded from our website at www.eti.wa.edu.au

GRIEVANCE PROCEDURES FOR INTERNATIONAL STUDENTS

(Educational and Non-Educational Problems)



*Institutions are bound by the ESOS framework which can be accessed online at: <http://aei.dest.gov.au>

DEPARTMENT OF EDUCATION & TRAINING POLICY ON UNLAWFUL RACIAL DISCRIMINATION AND HARASSMENT

Introduction

Department of Education & Training fully supports the rights and opportunities of all people to seek, obtain and pursue an education without racial discrimination or harassment.

Discrimination or harassment within the TAFE system will not be tolerated. This information is presented to raise awareness of discrimination and harassment issues which may affect International students. Department of Education & Training supports staff, students, local carers, homestay families who oppose discrimination and harassment. TAFE colleges have their own procedures and policies concerning discrimination and harassment and International students can be sure that their concerns will be dealt with promptly and confidentially.

What is Racial Discrimination ?

- In Western Australia it is illegal for a person to discriminate against another person on the grounds of race. Offending behaviour could include such things as segregation or less favourable treatment on the basis of racial characteristics in the areas of education, employment and accommodation. It includes such behaviour as refusing service or treating a person unfairly in a shop, hotel, bank, hospital etc. In the educational setting of TAFE colleges discrimination is also improper and inappropriate behaviour which lowers morale and interferes with teaching and learning effectiveness.

Examples of behaviour seen as racial discrimination include:

- abusive comments or unwelcome jokes regarding a student's racial characteristics, or religious or political convictions
- offensive actions or gestures regarding a student's race, religion or political beliefs
- less favourable treatment on the basis of race eg. in obtaining accommodation.

Complaints of discrimination will be attended to promptly and confidentially by appropriately trained TAFE staff. Staff, management, students, local carers and homestay families who are found guilty of discrimination will be subject to appropriate disciplinary action.

What is Racial Harassment?

Racial harassment is defined as any unwelcome offensive comment or action concerning a person's race, colour, language or accent or physical characteristics. It can take the form of:

- Offensive jokes
- Comments about physical appearance
- Racially oriented teasing, comments, ridicule or intimidation.
- Setting different work or conduct standards.
- Mimicking an accent or physical characteristics
- Negative or insulting comments about customs or traditions
- Excluding someone from activities or information because of race or country of origin.

Racial Discrimination and Harassment Policy (Students' Information)

What can you do if you experience racial harassment or discrimination?

- Do not ignore the problem or blame yourself.
- Keep a strictly confidential written record of what has happened (a written account is important because memories can be unreliable)
- Tell someone you trust, for example Homestay family, staff member, International Student Adviser at your college about this problem and ask them to help you resolve it.

What happens when a complaint is received?

International students have a right to study and live free from racial discrimination and harassment. As TAFE WA has a policy on racial discrimination and harassment you can be sure that any complaint you make will be dealt with sympathetically, promptly and in confidence.

DEPARTMENT OF EDUCATION & TRAINING POLICY ON SEXUAL HARASSMENT

What is Sexual Harassment?

Sexual harassment refers to unlawful behaviour of a sexual nature which is aimed at a person in the TAFE WA system or in local carer's or homestay family accommodation and

- is unwelcome
- occurs in circumstances in which the harassed person is likely to be offended, humiliated or intimidated; and
- the harassed person is disadvantaged or has reasonable grounds to believe they will be disadvantaged in the TAFE WA system or local carer or homestay's family.

Examples of types of behaviour seen as sexual harassment include:

- touching, patting or brushing against
- staring
- making sexually suggestive comments and jokes
- showing pornographic pictures or cartoons
- questions about a person's private life

Sexual harassment is unlawful behaviour which is improper and inappropriate. It lowers morale and interferes with effectiveness in study and work. It is not related to mutual attraction between individuals but is **UNWELCOME** sexual advance or an unwelcome request for sexual favours.

What can you do if you are suffering Sexual Harassment ?

- Tell the person whose behaviour is offending you to STOP.
- Do not ignore the problem or blame yourself.
- Keep a strictly confidential written record of exactly what happens.
- Seek advice and assistance from someone you trust, for example, your Homestay family, International Student Adviser at your college or your Lecturer. Ask them to help you with this problem.

You can be sure that complaints of sexual harassment will be dealt with promptly and confidentially by appropriately trained TAFE WA staff.

EDUCATION & TRAINING INTERNATIONAL

METROPOLITAN COLLEGES AND CAMPUSES

Swan TAFE Armadale Bentley Carlisle Jandakot Midland Thornlie	Central TAFE Perth Mt Lawley Leederville East Perth Subiaco Fremantle (Art & Design) Wembley Nedlands	West Coast TAFE Joondalup	Challenger TAFE Fremantle Murdoch Rockingham Peel Maritime Centre
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REGIONAL COLLEGES AND CAMPUSES

Great Southern TAFE Albany	South West Regional TAFE Bunbury	Central West TAFE Geraldton	Kimberley TAFE Broome	CY O'Connor TAFE Northam	Pilbara TAFE Karratha	Curtin Vocational Training & Education Centre Kalgoorlie
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EDUCATION & TRAINING INTERNATIONAL

Level 2, 123 Adelaide Terrace, East Perth, Western Australia 6004
PO BOX 6830, EAST PERTH BC 6892
Telephone +61 8 9218 2100 Facsimile +61 8 9218 2160
<http://www.eti.wa.edu.au> Email: admissions.eti@det.wa.edu.au
Provider Code - 00020G/01723A

Please retain for duration of studies.