



# SGSCC International Pre-Enrolment Guide



# WELCOME TO SGSCC INTERNATIONAL

St George & Sutherland Community College (SGSCC) is proud to present SGSCC International, a division dedicated to international students. We are the first Community College in Australia to venture into CRICOS VET.

SGSCC has more than thirty years experience in Vocational Education. Our long experience, excellent record and not for profit status sets SGSCC International apart.

SGSCC International is dedicated to providing quality accredited Vocational Education and Training to international students. We are well respected for our academic achievements, professionalism and our caring environment. With our extensive networks, SGSCC International assures you a bona fide Australian multicultural experience. SGSCC has been successful in assisting students with pathways into vocational and academic studies and providing opportunities for work placement for many years.

I encourage you to have a rewarding learning experience in Sydney with SGSCC International and assure you that you will be made most welcome.

At SGSCC we care, we care about Education and we care about our students.

## **Patricia Carroll**

Principal Executive Officer

SGSCC International

(St George & Sutherland Community College Incorporated Trading as SGSCC International)







“When I look back at my experience as an international student it gives me great joy and pleasure to have been a Student at SGSCC International”

*Randy*

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# WHY SGSCC INTERNATIONAL?

St George & Sutherland Community College (SGSCC) is the first Community College in Australia to deliver Vocational Courses to overseas students through SGSCC International.

SGSCC is one of the largest and most successful Community Colleges in Australia. SGSCC delivers over 400 courses across 30 venues in the southern Sydney regions of St George and Sutherland Shire to local students.

These regions offer an affordable, safe and friendly environment for you to learn and achieve the qualifications to give you a global future. We pride ourselves on delivering quality education to International Students.

At SGSCC International you will be part of a caring community dedicated in providing excellent study options combined with real experience, whilst experiencing the diversity of all that Sydney has to offer.

SGSCC is a Registered Training Organisation (RTO) Provider Number 7091, and is registered by Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training (VET) sector and regulates course and training providers to ensure nationally approved quality standards are met. SGSCC is accredited to provide training and recognition services according to its Scope of Registration within the Standards for NVR Registered Training Organisations.

St George and Sutherland Community College is registered to:

- Deliver training and conduct assessments
- Issue nationally recognised qualifications in accordance with the Standards for NVR Registered Training Organisations.

## **What are the Standards for NVR Registered Training Organisations?**

The Standards for NVR Registered Training Organisations are a set of nationally agreed standards that:

- Ensures the quality of vocational education and training and training services throughout Australia
- Ensures all Registered Training Organisations and the qualifications they issue are recognised nationally.

## **Qualifications**

St George and Sutherland Community College is registered to deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications. All training programs delivered and all qualifications issued by SGSCC are in respect of training packages or nationally accredited courses.







### **Training Packages and Accredited Courses**

Training Packages are sets of training materials that have been developed by industry to standardise vocational education and training around Australia. They replace various state and territory VET courses and lead to nationally recognised qualifications. Nationally endorsed standards (within these training packages) describe the skills and knowledge needed to perform effectively in the workplace.

Accredited courses are structured and sequenced vocational education and training courses.

### **Nationally Recognised Training**

An AQF Certificate or Statement of Attainment issued by a Registered Training Organisation assures that students are competent in the standards set by industry. A nationally recognised VET qualification (indicated by the Nationally Recognised Training [NRT] logo) means that students have portable skills and qualifications across Australia.

Nationally Recognised and Accredited courses are identified in the College brochure by the Nationally Recognised Training Logo. Being nationally recognised ensures a high quality of course delivery along with portability of qualifications that are recognised by employers and Registered Training Organisations throughout Australia.

### **Structure of Courses**

In general, courses consist of units of competency, similar to subjects.

Within each unit of competency there is a series of learning outcomes that reflects the skills or competencies that you need to be able to demonstrate competence in, in order to satisfy the assessment requirements.

### **Competence and Competency Standards**

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards demanded by industry.

Competency standards (also referred to as national industry/enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace and is defined by industry. Competency standards are an endorsed component of training packages or where no training package exists, as the basis for defining the learning outcomes of an accredited course

# ARRIVING AT SGSCC INTERNATIONAL

## Experience SGSCC International

When you accept your offer and arrive in Sydney, you'll become part of a multicultural community and discover the pristine beaches, vibrant nightlife, warm weather and cosmopolitan lifestyle that make the city one of the most desirable places in the world.

As the largest Community College in the south of Sydney, SGSCC International gives you the chance to make friends and develop global networks for travel, employment and further study.

For more information, visit [www.sgscinternational.edu.au](http://www.sgscinternational.edu.au)

## Campuses

### Jannali Campus

127-129 Sutherland Road,  
Jannali, Sydney, NSW, Australia  
P +61 2 9528 3344  
F +61 2 9589 0517

SGSCC International Jannali has 36 classrooms, outdoor student common areas, student common area (Green Room), and computer labs with internet access throughout the college.

The college also has a cafe for students. There are food outlets nearby in Jannali. There is a fridge and microwave ovens in the Green Room where you can have lunch, morning and afternoon tea.

Located in Jannali, this campus is surrounded by flora and fauna yet only minutes away from shops, cafes, and is close public transport (train and buses). All Vocational Courses are delivered at the Jannali Campus.



### Hurstville Campus

Level 1, 12 Butler Road,  
Hurstville, NSW, Australia  
P +61 2 9580 7885  
F +61 2 9585 2475

SGSCC International Hurstville has 6 classrooms, student common area and a computer lab with internet access throughout the college.

The college also has an internal eating area for students. Please remember to keep this area clean and tidy. There is a fridge and microwave ovens available. There are food outlets nearby.





# ORIENTATION

Orientation is compulsory for all international students. You must arrive in Sydney in time to attend your scheduled orientation; this will be indicated on your Letter of Offer and Acceptance.

During Orientation, you will be given the opportunity to:

- Find your way around campus and locate classrooms, student areas, administration areas relevant to you
- Organise your administrative details like student ID cards and fees
- Organise parking and other transport options
- Learn about the variety of support services at SGSCC International and how they can help you as an International student settling into Australia
- Discover the social, community and recreational activities on offer
- Meet other new students and key teaching and support services staff for your course

## Student support

SGSCC International (C Block) has specialist staff that can assist you with:

- Course information
- Eligibility for entry into VET courses
- The application process
- Course changes

Once you have enrolled in your course, you should contact SGSCC International (C Block) for matters relating to:

- OSHC registration/renewals
- Visa renewals
- Tuition fees
- Course progress
- Class attendance

Visit the International Student Support Officer (contact details and work hours will be given to you during your orientation) for all of your questions and for any help you may need while you are a student at SGSCC International. ISSO will help you make a successful transition into SGSCC International by answering all your questions and helping you to find the support you need, including study skills and academic support.

The International student Support Officer is located in C Block. She is available to assist you with any personal or academic issues that may affect your studies at SGSCC International. However big or small the problem, they provide a confidential service to support you while you are away from home.



# ACCOMMODATION OPTIONS

SGSCC International can assist you in finding suitable accommodation whilst in Sydney. The different housing options whilst living in Sydney may include:

## Homestay

Homestay is a cultural exchange between a local individual or family (called a host) and a visiting student. The student lives for an agreed period of time as a guest in your home.

If you are living with a homestay family remember that they expect you to behave as part of their family not as a hotel guest. Australian families rarely have servants so you may have to do things that you are unused to doing at home for example making your bed, doing your own laundry, assisting in the kitchen.

For Further information go to <http://www.homestaynetwork.org>

## International Students Share Accommodation Service

Living in a share house is one of the most popular accommodation options for international students in Australia. It is a great solution in terms of managing your daily costs of living and in addition, it is a great opportunity to make friends from different parts of the world, experience their culture and habits and most importantly, improve English skills. For Further Information go to <http://www.cozzystay.com.au>

## Rental Accommodation

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Sydney the cost of shared accommodation varies and can easily be between \$250 and \$350 per week. You may be able to pay less if you share your apartment with a number of people.

If you are going to live in a shared flat or house you will also need to pay a returnable bond (deposit) which is usually equivalent to four week's rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation. Sometimes there is also a deposit for the security key. You get this back when you return the key when you move out.

There are several ways to find somewhere to live. One way is to check the advertisements in the city and local newspapers. If you have trouble understanding anything in the advertisements you may seek assistance from the International Support officer to help you. You will probably need to

telephone to make an appointment to meet the other people who live in the house. Another way to look for a flat is to search the following websites for shared accommodation:

<http://www.domain.com.au>

<http://www.2share.com.au>

<http://www.realestate.com.au>

You can also visit a real estate agent to see if they have any suitable property for you to rent. In this case if you rent a place yourself you may have to find other people to share with you.

Finally you can ask your friends or make contact with students in other colleges to see if anyone has a room they want to rent out.

There may be notices on the student notice board in the college for shared accommodation. The college is not responsible for any accommodation advertised on a college notice board or through websites listed.

## List of real estate agents in the vicinity of the College

There are several real estate agents in the surrounding suburbs. Some of these include:

### Jannali

#### Cobb & Partners:

5c Jannali Avenue, Jannali Ph: 9528 2666

#### LJ Hooker

544 Box Road, Jannali Ph: 9528 6333

#### Sanders Property Agents

9 Jannali Avenue, Jannali Ph: 9528 9299

### Hurstville

#### Century 21 - Specialist Realty

Shop 5, 182 Forest Road Hurstville, Ph: 9580 8860

#### Elders Real Estate

7 Barratt Street Hurstville, Ph: 9579 5033

#### HT Wills and Co Hurstville

167-169 Forest Road Hurstville, Ph: 9579 6888

The college is not responsible for accommodation offered through the Real Estates listed.



# ON CAMPUS SAFETY

We value your safety and security and encourage you to read this section carefully. Staff SGSCC International are happy to answer queries and assist you to have a safe and enjoyable time in Sydney.

## International Student 24 Hour Emergency Contact

SGSCC International has a dedicated 24 hour Emergency Contact Mobile, should a problem arise and you require support in an emergency please call and one of our staff members will be able to assist you. This number will also be on the back of your Student ID card.

**+61 415 597 740**

## On Campus Safety

### Work Health and Safety Guidelines

Australia has legislation to ensure safe working practices which may be different to your own laws in your country. You will need to observe Work Health and Safety guidelines or rules while you are at the College and work placement (as appropriate).

Information on Work Health & Safety pertinent to the particular course you are enrolled in will be given as part of your course.

When using computers you should note the information on correct posture and exercises that is displayed in all computer rooms.

You will be given the evacuation procedures at your course induction. These procedures are also displayed in every room.

If first aid is required please report immediately to your trainer or to Reception. A number of staff at Hurstville and Jannali Campuses are also First Aid trained and have access to First Aid Kits.

The College also welcomes any information from students on potentially hazardous situations at any of the College's venues. If you notice any potential hazards please inform your trainer or go to Reception.

## SGSCC International Jannali EVACUATION PLAN

In case of fire/emergency alarms will be sounded continuously

1. Walk to the nearest safe EXIT
2. Assemble at the car park opposite the College on Sutherland Road
3. Stay in groups and report to your trainer who will check the class roll

Please report any emergency or accident immediately to trainer or reception.

## SGSCC International Hurstville EVACUATION PLAN

In case of fire / emergency a whistle will be blown continuously

1. Walk to the nearest safe E X I T
2. Assemble on the corner of Butler Road and Ormonde Parade
3. Stay in groups and report to your tutor who will check the class roll

Please report any emergency or accident immediately to trainer or reception.

More on campus emergency and evacuation will be covered during your orientation program.

### Emergency Contacts

Police: 131 444

Emergencies: 000 (24hrs)

Crime Stoppers: 1800 333 000

Interpreting Service: 131 450

Health Advice: 1800 022 222

Transport: NSW 131 500

Telephone Directory: 1223

Telephone Directory International: 1225

### Websites

[www.thinkbefore.com](http://www.thinkbefore.com)

[www.police.nsw.gov.au](http://www.police.nsw.gov.au)

[www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)

[www.alcohol.gov.au](http://www.alcohol.gov.au)

[www.beachsafe.org.au](http://www.beachsafe.org.au)

[www.homestaynetwork.org](http://www.homestaynetwork.org)

[www.immi.gov.au](http://www.immi.gov.au)

# GENERAL SAFETY

In an emergency in Australia, dial 000 from any phone for fire, police or ambulance services. 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. You may also dial 112 from mobile phones which will override key locks on mobile phones and therefore save time. When the operator answers, please give them the following essential information:

- Type of emergency (fire, police, or ambulance needed)
- Your house number/location
- Street name and nearest cross street
- Suburb
- State

## The Law

- You must be over 18 years of age to purchase alcohol or cigarettes
- You cannot buy, sell, possess or use illicit drugs
- It's illegal to offer or receive a bribe for services
- Helmets must be worn when riding a bicycle, motorbike or scooter
- Acts of violence against other people, property or animals is a criminal offence
- You cannot carry weapons
- You cannot threaten people
- It's illegal to discriminate against any person because of their gender, race, ethnic background, political beliefs, religious beliefs, marital status, disability or sexual preference
- If you're an international student on a student visa you cannot work more than 20 hours per week in study weeks. You can work unlimited hours during official study breaks

## Party safety

- Plan your night out and how you will get home
- Stay with friends
- Watch your drink and your bag, don't leave them unattended
- Carry ID with you when you go out, it should have a photo
- Get a proof of age card so your passport stays safe at home
- Beware of alcohol or other drugs being added to your drink without your knowledge, known as drink spiking
- Leave together, don't leave friends alone
- Don't drink and drive

## Bike Safety

- It is illegal to ride a bike without a helmet
- You must ride on the road or on cycle paths
- Ride in the same direction as the traffic
- Follow the road signs and traffic rules

[http://www.bicycleinfo.nsw.gov.au/riding\\_safely/bicycle\\_safety.html](http://www.bicycleinfo.nsw.gov.au/riding_safely/bicycle_safety.html)

## Vehicle Safety

- If your international licence is not in English, you must provide an official translation
- You should change your international licence to a Western Australian drivers licence within 3 months of arriving
- Keep your drivers licence with you at all times

- Remove all valuables when you leave your vehicle
- Have your keys ready when walking to your vehicle
- Don't drink and drive
- Always wear a seatbelt

<http://roadsafety.transport.nsw.gov.au>

## ATM Safety

- Try to use ATMs in busy areas or indoors
- Cover the key pad so others cannot see you enter your PIN
- Don't use an obvious PIN (eg. Birthday), or the same one for everything
- Never write your PIN down or share it with anyone

## Beach Safety

- Wear sunscreen
- Don't swim alone
- Don't go too far if you are not a confident swimmer
- Do not pick up shells, many contain poisonous animals
- Swim between the flags where the lifeguards are watching
- Rips and currents can drag you out to sea, stay calm and swim to your left or right
- If you need help, stay calm and attract attention
- Don't swim if you're drunk

## Travelling at Night

- If you have to travel alone tell someone where you are going and when you will be back
- On public transport stay close to the bus driver or train guard
- Check that your taxi driver has official ID
- Make sure your phone is charged up
- When walking, stay in well lit areas where there are lots of people around
- Stick to main streets where you can be seen
- Be aware of your surroundings – keep the volume low on personal music players

More on campus emergency and evacuation will be covered during your orientation program.



# YOUR OFFER

## Completing your enrolment form

### Before submitting your enrolment

Before you enrol in SGSCC International you must:

- Review all necessary course information material, including your website [www.sgscinternational.edu.au](http://www.sgscinternational.edu.au)
- Read this document and make an informed decision in regards to studying at SGSCC International
- Complete and Sign an Enrolment form
- Submit supporting documents with your enrolment

### Submitted documents

Please be aware that all supporting documentation and certified documents you submit with your application will be held on file and are the property of SGSCC International. Please do not send original documents.

### Letter of offer and Student Agreement

Your Letter of Offer is your official notification that you have been offered a place in a particular course at SGSCC International. You will need to bring your Letter of Offer with you to SGSCC International to be able to enrol on Orientation day.

### Acceptance of offer

The Acceptance of Offer accompanies the Letter of Offer and should be completed, signed and returned to SGSCC International with payment of your tuition fee deposit and Overseas Student Health Cover fees. Signing the Acceptance of Offer shows that you have read and fully understood the International Student Refund Agreement included in your Letter of Offer and Student Agreement.

### Student number

You will be allocated a student number in your Letter of Offer that you should quote in ALL correspondence with SGSCC International.

### How to accept your offer, you must:

- Complete, sign and return the Letter of offer and Student Agreement
- Provide a photocopy of your passport details
- Pay the deposit on your tuition fees
- Pay Overseas Student Health Cover (OSHC) Fee in advance

### Payment

You can pay your deposit and OSHC fee directly to SGSCC International through bank transfer alternatively you can contact SGSCC International direct if you wish to pay by Visa or MasterCard.

Please allow enough time for the clearance of bank drafts as some can take up to eight weeks to process.

### Electronic confirmation of enrolment

The electronic Confirmation of Enrolment (eCoE) is an important document you will receive from SGSCC International after you have met all your enrolment conditions, and your signed letter of Offer and Student Agreement, a photocopy of your passport details, payment of your deposit and OSHC fee have been received. You will need your eCoE document to apply for your student visa.

### Overseas Student Health Cover (OSHC)

The Australian government requires all international students to:

- Purchase OSHC in order to be granted a student visa
- Be covered by OSHC for the length of their student visa
- Purchase OSHC from a registered health provider, approved by the Australian Government Department of Health and Ageing
- Pay OSHC before they leave home so it will cover them from when they arrive in Australia.

### Approved Providers

Allianz Global Assistance	<a href="http://www.oshcallianzassistance.com.au">www.oshcallianzassistance.com.au</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
BUPA Overseas Student Health Cover	<a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a>
Australian Health Management Group	<a href="http://www.ahm.com.au/oshc">www.ahm.com.au/oshc</a>
nib OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

SGSCC International will only process payments for Allianz Global Assistance. If you wish to use another provider, you will need to make your own payment arrangements and show evidence of the payment to SGSCC International and immigration when you apply for your visa.

You should compare alternative OSHC providers to find one that suits your budget and needs.

### What does my OSHC cover?

OSHC providers allow students to claim 100 per cent of the government set fee for a standard medical consultation. OSHC does not cover dental treatment, optical treatment or physiotherapy. We strongly recommend you take out additional private health cover with your provider to cover these services.

Most standard OSHC premiums do not cover treatment for pre-existing disability or medical conditions during the first 18 months of membership. Students with disabilities or medical conditions who are granted student visas may have to obtain additional health insurance or have extra funds available to cover medical expenses.

## Your Offer cont...

Allianz Global Assistance can provide you with an 'extras' product known as StudentPlus. You can visit the Allianz Global Assistance website or talk to an Allianz Global Assistance representative on campus to find out more information about this product.

### When does my membership start?

OSHC will be activated when you land in Australia; however, it is important to note that a qualifying period may apply for some services. If you renew your visa offshore or take a leave of absence from your studies and have a new visa issued from abroad, you will be subject to another qualifying period for some services.

### How long do I need to purchase OSHC for?

All international students pay for OSHC for the duration of their student visa. Visa-length OSHC ensures you will not have to pay any premium increase for the length of your course, subject to goods and services tax (GST). You will be entitled to a refund of any outstanding balance if you leave Australia before you intended, provided there is at least one month remaining before your health cover expires. You should pay the premiums for OSHC when you accept your offer.

### Where can I get help with my OSHC?

Allianz Global Assistance has dedicated phone support for their clients.

### Standard Contact Details

#### Member Services and General Enquiries

13 OSHC (13 6742)

+61 7 3305 8841 (If calling from outside Australia)

#### Claims

1800 651 349

#### 24 Hour Emergency Helpline

1800 814 781

## Student Life at SGSCC International





# STUDENT VISAS

International students require a student visa to study in Australia. You should apply for your visa after receiving your eCoE from SGSCC International. Student visa conditions include the requirement to undertake full-time study load.

At SGSCC International, a full-time study load is 20 hours of class per week during a study period (a study period is a school term according to the NSW School Calendar).

Your student visa will:

- Be entered into your passport or emailed to you if you apply online
- Be issued for the duration of your course of study or full duration of a study package
- Enable you to re-enter Australia for the duration of your course

## Applying for your Visa

Contact nearest Australian High Commission or embassy to lodge an application for your student visa.

For a full list go to [www.immi.gov.au/Help/Locations](http://www.immi.gov.au/Help/Locations)

You will need to present the following documentation when lodging your application:

- A copy of your Letter of Offer
- A copy of your electronic Confirmation of Enrolment (eCoE)
- Your passport
- Four passport-sized photographs
- A visa application payment (for latest visa application fees go to <http://www.immi.gov.au/Help/Pages/feescharges/visa.aspx>)

**Note:** Please ensure you allow enough time for your visa application to be processed so you can arrive at SGSCC International in time to attend orientation. You must be present for the full duration of the orientation program. Refer to your letter of offer for specific dates.

## Travelling on a Student Visa

If you return home during breaks, you must check the visa expiry date stamped in your passport. If your student visa expires while you are outside Australia, you will need to apply for an extension of your student visa from overseas. This may delay your return to Australia.

## Visitor's Visa

Students who arrive on a visitor's visa are not permitted to study in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course that is longer than three months. Students must hold a valid student visa to study at SGSCC International.

Students may be allowed to transfer from a visitor's visa to a student visa while in Australia. Please check DIBP's website for more information.

## Transfer between Institutions

It is possible for students to transfer between courses once they have reached and completed 6 months of study internally. You will only be able to transfer if a place is available for you on the course you wish to transfer to. If you change from one course to another, there may be differences in the course fees, so you may have to pay extra fees.

Students wishing to transfer to another provider may only do so after they have completed 6 months of the principle course and is in line with the company student transfer request policy and procedure.

If you wish to transfer to another training provider you may only do so after you have completed 6 months of your principle course.

For more details please view

<http://www.sgscinternational.edu.au/studentinformation>



# BEFORE LEAVING HOME

## What to bring?

### Your passport

You are advised to check your passport expiry date before departure as renewing a passport in Australia can take some time.

### Documents

You must bring the following documents with you to SGSCC International:

- Letter of Offer – do not lose this document as you will need to present it during orientation
- Original or certified copies of your qualifications
- Passport
- A copy of your visa

### Clothing

Most days, students wear comfortable, casual clothes such as jeans, T-shirts and skirts. Every day wear is acceptable clothing for classes at SGSCC International.

Sydney enjoys a temperate climate with a mild winter. Average minimum temperatures in the winter months of June through to August are around 9°C -17°C. The summer season is from December through to February with an average temperature of 17°C- 28°C.

### Equipment

Most accommodation, except homestay, will not include equipment such as cooking utensils, sheets and blankets. You may choose to bring some of these items with you. Alternatively, products can be purchased from a wide variety of stores. Second hand household items are also available at cheap prices.

## Plan your finances

### Establishment costs

We recommend you arrive in Australia with at least A\$800 and have easy access to a further A\$2,500 for your first week in Australia. We advise you use traveller's cheques, bank drafts or money orders to avoid carrying large amounts of cash. It may be useful to have a credit card to allow access to funds for establishment costs.

The AUD\$2,500 can be used to pay for costs associated with finding permanent housing such as bond money, rent in advance (usually two weeks) and power, gas and telephone connections.

### Living expenses

You can expect to pay, on average, around A\$470 (single) and A\$820 (family) per week for living expenses. Living expenses vary depending on financial resources, tastes and interests. Students and parents are advised to set out a budget that caters for individual needs.

## Shopping

Most Sydney suburbs have a retail shopping area or mall where students can find a huge variety of shops, so there is no need for them to travel to the CBD for their daily requirements.

Australia, and particularly the Sydney metropolitan area, has a multicultural population, so it is easy to find food and other items from many countries.

You should come prepared for our four seasons and the contrasting hot and cold weather. Although the Sydney winter is considered to be mild, sweaters and jackets will be required.

### Weekly Grocery Guide

- Loaf of bread = \$3.00
- 1kg rice = \$3.50
- 500g supermarket's own brand pasta = \$1.10
- 185g tinned tuna = \$2.70
- 1kg apples = \$3.98
- 1kg potatoes = \$2.99
- 1kg bananas = \$3.98
- 1kg carrots = \$1.99
- 200g cheese = \$3.20
- 420g tin baked beans = \$1.65
- 2L hi-lo (semi-skimmed) milk = \$2.70
- 12 free-range eggs = \$4.70
- 500g minced beef = \$5.30
- 1L orange juice = \$3.10
- 50 pack teabags = \$3.90
- 200g jar instant coffee = \$8.50
- 500g Greek yoghurt = \$4.00
- 250g butter = \$3.50
- 500g margarine spread = \$3.49

Note: prices are an approximation correct at time of printing and are subject to change. The following chart is only a guide to help you understand the breakdown of costs.

Accommodation	\$150-\$300 / week
Food	\$100-\$220 / week
Public Transport	\$20-\$60 / week
Entertainment/movies	\$13-15 per ticket

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



## Suggested weekly budget (\$AUD)

Service/Commodity	Single	Family of Four
Rent – furnished private accommodation	\$180	\$390
Services – gas, water and electricity	\$20	\$30
Food	\$120	\$200
Public transport	\$25	\$40
Clothing, toiletries and entertainment	\$120	\$145
Health insurance	\$8	\$16
<b>Total</b>	<b>\$473</b>	<b>\$821</b>

Please note: this table is intended as a guide only.

### Transferring money to Sydney

Students wishing to transfer money from overseas will need to:

- Complete either a telegraphic transfer or bank draft
- Include the SWIFT code, account number and BSB number of the account into which they wish to deposit funds

Note: bank drafts take six to eight weeks to process unless the draft is in Australian dollars and drawn on an Australian bank. There may be fees involved with both transactions.

### Opening a bank account

If you need to open a bank account, you will need to visit a bank branch and take your passport with you for identification. You are not able to open an Australian bank account while overseas.

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have several branches in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

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

There are a number of major banks with branches in suburbs close to Jannali including Sutherland, Hurstville and Cronulla as well as in several other suburbs in the area.

## List of banks in the vicinity of the Jannali Campus

### Commonwealth Bank

816 Princes Highway, Sutherland NSW 2232

### St George Bank

770 Princes Highway, Sutherland NSW 2232

### ANZ Bank

748 Princes Highway, Sutherland NSW 2232

### Westpac

802 Princes Highway, Sutherland NSW 2232

### NAB

1073, Old Princes highway, Engadine NSW 2233

## List of banks in the vicinity of the Hurstville Campus

### Commonwealth Bank

Shop 414, Westfield Hurstville, Cross St Hurstville NSW 2220

### St George Bank

256 Forest Road Hurstville NSW 2220

### ANZ Bank

6 Cross St Hurstville NSW 2220

### Westpac

244 Forest Rd Hurstville NSW 2220

### NAB

252 Forest Rd Hurstville NSW 2220

Alternatively, there are other banks and branches in surrounding suburbs.

### Motor vehicle expenses

Students intending to purchase a motor vehicle will incur additional expenses such as petrol, insurance and licence costs. It is also advisable to purchase motor vehicle insurance in case of an accident or theft.

### School-aged dependants

Dependants of international students can be enrolled in either government (public) or non-government (private) schools in New South Wales, providing the school has the capacity to accept them. A visa for the dependant/s will need to be obtained through the Department of Immigration and Border Protection (DIBP) or a representative.

Family members aged 18 years or over may only study for up to three months. If they want to undertake a course of study that exceeds three months, they must apply for a student visa in their own right.

School-age family members, children aged 5–18 years, who join the student in Australia for more than three months must attend school. The student must meet any associated education or tuition costs for that child.

A student's child aged 18 years or over cannot apply for a student visa as a family member. If they want to study in Australia, they must apply for a student visa in their own right.

Both public and private schools require the payment of full school fees. It is important to understand these costs BEFORE your dependants arrive in Australia. The fee structure is the same for all public schools, but varies considerably for private schools. For further information go to; <http://www.immi.gov.au/media/fact-sheets/50students.htm>

### A list of Public schools is available at

<http://www.dec.nsw.gov.au/our-services/schools>

For all private school enrolments, you must contact the private school direct for enrolment processes and school fee rates.

A list of private schools is available at <http://www.goodschools.com.au>

### Health checks

You may need to have a health examination in order to enter Australia. Visit <http://www.immi.gov.au/allforms/health-requirements/arranging-health-exam.htm> to learn more.

# ARRIVING

## Airport reception service and accommodation transfer

SGSCC International provides an airport reception service for international students who are starting their studies at SGSCC International for the first time. This service is offered to students who have either made their own accommodation arrangements or through the college only.

One of the SGSCC International team members will be there to greet you at the airport and accompany you to your accommodation.

There is an additional cost to this service of AUD \$125.

### How to book the airport reception service

To use the airport reception service, please email [enquiries@sgsc-international.edu.au](mailto:enquiries@sgsc-international.edu.au) once your travel details have been finalised.

Make your booking more than five working days before your departure.

- Confirm your flight number, arrival time and hotel details before completing the form. Your application will not be processed without these details
- Provide confirmation of your accommodation

**Note:** No requests will be processed on Saturdays, Sundays or public holidays. Any Airport Reception Bookings sent on these days will be processed the next working day during business hours.

### Flight changes

If you change your flight details, please notify us immediately – at least three working days before your scheduled departure date. Email your new flight details to [enquiries@sgscinternational.edu.au](mailto:enquiries@sgscinternational.edu.au)

You will receive confirmation of the amended details within 48 hours. If your flight details change less than three working days before your scheduled departure date, call the SGSCC International team on +612 8543 7427

### Your SGSCC International host

Your host will be carrying a SGSCC International sign. It is important you look for this sign so your host can identify you.

The airport will be very busy and it can be easy to miss your host, so please look carefully. Your airport host will welcome you and drive you to your accommodation.

## Arriving at Sydney International Airport

### Quarantine

Australia has a unique environment, free from many of the pests and diseases found elsewhere in the world. If you are visiting Australia, you must be aware of Australian quarantine laws. When you arrive in Australia, you will need to complete an Incoming Passenger Card. This card must be read carefully and completed truthfully. It is important to remember the

Incoming Passenger Card is a legal document and any false declaration can lead to prosecution resulting in a heavy fine or imprisonment, or both.

All animal and plant products, including food items, must be declared for inspection and will be returned in most cases. No matter how small or trivial your items may seem, they are potentially harmful to Australian flora and fauna.

If you are carrying AUD\$10,000 or more cash – or the equivalent in foreign currency – with you to Australia, you MUST declare the money on your Incoming Passenger Card. You are also required to declare the money to any Australian Customs officials if questioned upon arrival. Failure to declare this money may result in the money being taken from you and you may also be arrested and prosecuted.

Note: it is not an offence to bring large amounts of money into Australia – the offence is not declaring it.

For further information go to <http://www.sydneyairport.com.au/prepare/arrivals>

All drugs and medicines should be declared for inspection, especially products that:

- Contain substances that are prohibited without a permit (including narcotics, amphetamines, hallucinogens, barbiturates, vaccines, anabolic and androgenic steroids, growth hormones, and erythropoietin (EPO))
- Are regarded as performance enhancers in sport

Medicines that should be declared include prescribed medications; non-prescription, complementary, alternative, herbal and traditional medicines; vitamins and mineral preparations; and nutritional and dietary supplements.

Do not carry illicit substances into or out of Australia. Penalties for drug offences in Australia are severe and could result in a jail term.

For more information about Australian quarantine laws, please contact the Australian High Commission or embassy in your country or visit the Biosecurity in Australia website at [daff.gov.au/biosecurity](http://daff.gov.au/biosecurity)

If you have any questions about quarantine laws when you arrive in Australia, ask to speak to a quarantine officer after you have collected your baggage. You will find them helpful and understanding.

Note: this information is intended as a guide only.

### Excess baggage

Most economy class passengers have a baggage limit of 20 kilograms. Further information regarding excess baggage requirements is available from travel agents or your airline.

# DURING YOUR STAY

## Getting settled

Remember to contact your family and friends back home and let them know you have arrived safely.

Inform them of your travel details, where you are staying and how they can contact you by phone or post. Be sure to keep them updated if you move house during your studies, as SGSCC International is unable to release information about your address to your family and friends.

## Internet Access

You will have access to computer and internet facilities while studying at SGSCC International. There is access to wireless internet across the campus where you can log on to the internet using your own laptop or PDA. You will have your own account with personal login details.

## Working while you study

Your international student visa permits you to work up to 40 hours per fortnight during study periods and unlimited hours during term breaks. Examples of places in which you can find work are restaurants and retail outlets, although competition for such work is strong. Part-time work may distract you from your studies and you should not rely on part-time work to pay for your tuition fees or other living expenses.

Dependant family members of international students are allowed to work 40 hours per fortnight at all times. For more information visit [www.immi.gov.au/students/students/working\\_while\\_studying](http://www.immi.gov.au/students/students/working_while_studying)

**Note:** The Department of Immigration and Border Protection may cancel a student's work rights if their academic performance declines.

## Tax file number

The Australian Federal Government requires anyone working in Australia or with an Australian bank account to have a tax file number. Banks must be provided with a tax file number to ensure the correct tax is charged on any interest earned on an account. You can apply for a Tax file number online via the ATO website at [www.ato.gov.au/individuals](http://www.ato.gov.au/individuals)

## Public transport

SGSCC International is located in the southern suburbs of Sydney.

## Our Jannali Campus

Our Jannali Campus is in the Sutherland Shire. The college is about a ten minute walk from Jannali railway station where all trains stop regularly and provide quick services to the Sydney CBD as well as local centres including Sutherland, Hurstville, and Cronulla. Jannali is centrally located in the Sutherland Shire. Depending on where you live will depend on what transport you may require.

## Our Hurstville Campus

Our Hurstville Campus is situated in the central business and shopping district of Hurstville, on Level 1/12 Butler Road, Hurstville. The college is close to Hurstville railway station where all trains stop regularly and provide quick services to the city of Sydney.

Many public buses depart from close to the college at the bus and rail interchange. Some of these buses travel to the Sydney CBD, and other local buses provide transport around the suburbs close to Hurstville. The central location of the college means that some students will be able to live in the immediate area of the college and they will be able to walk to and from school. However, many students will be living in suburbs further away and will need to catch a bus or train.

## Transportation Information

Sydney's public transport	<a href="http://www.131500.com.au">www.131500.com.au</a>
Trains and buses	<a href="http://www.cityofsydney.nsw.gov.au">www.cityofsydney.nsw.gov.au</a>
Suburban rail timetables	<a href="http://www.cityrail.info/timetable">www.cityrail.info/timetable</a>
Buses	<a href="http://www.sydneybuses.info">www.sydneybuses.info</a>

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

International Students in NSW have access to a discounted travel pass when they purchase a 3 monthly pass or a yearly pass. For further information go to <http://www.transportnsw.info/en/tickets/concessions/student-child/tertiary-student-international.page>

## Driving in New South Wales

Are you planning on driving a car while you're attending SGSCC International? If you are an international visitor, and you have a valid international driver's licence, you are permitted to drive a car in New South Wales (subject to conditions).

Note that it is illegal to drive without being properly licensed. Before attempting to drive on any road in Australia make sure that you have a proper license and you know the road rules.

The below summary of information should be read in conjunction with the Roads and Maritime Services (RMS) website.

As a temporary overseas visitor, if you hold a current drivers licence from another country, you are allowed to drive in NSW on your overseas licence as long as:

- You remain a temporary overseas visitor
- Your overseas licence remains current
- You have not been disqualified from driving in NSW or elsewhere
- You have not had your licence suspended, cancelled or had your visiting driver privileges withdrawn

You are not required to obtain a NSW licence if you comply with these conditions and can continue to prove your genuine visitor status to NSW Police if required. When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. For further information go to <http://www.rms.nsw.gov.au/licensing/visitor-stonsw/overseaslicence.html>



# MEDICAL SERVICES

## Choosing a doctor

You will have access to high-quality medical services and facilities while you live in Australia and will receive a rebate from your Overseas Student Health Cover for the services covered under your policy.

If you are sick, you should make an appointment to visit a general practitioner (GP). You will need to book an appointment in advance; however, last minute appointments may be available if you ring early in the morning (between 8 am – 8.30 am).

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

There are several doctors' surgeries in area. Some of these are listed below otherwise visit Yellow Pages at [www.yellowpages.com.au](http://www.yellowpages.com.au)

### List of Doctors in the Vicinity of the Hurstville Campus Hurstville City Medical Centre

185A Forest Road, Hurstville NSW. Ph: 95807233

### Wales Medical Centre

277-279 Forest Road Hurstville NSW. Ph: 95859088

### Hurstville Medical Centre

227-233 Forest Road Hurstville NSW. Ph: 95704999

### List of Doctors in the Vicinity of the Jannali Campus Jannali Medical Centre

3/40 Railway Crescent, Jannali NSW. Ph: 9528 8572

### Sutherland Medical Centre

800 Old Princes Highway, Sutherland NSW. Ph: 9542 6277

### Engadine Family Medical Practice

3 Station Street, Engadine NSW. Ph: 9520 0444

## Employment

After commencing your course, you may be able to apply for a work permit which enables you to work for up to 40 hours per fortnight, provided that work does not interfere with your studies. You must not work for more than 40 hours per fortnight. Further information on your work rights can be obtained by visiting: [http://www.immi.gov.au/students/students/working\\_while\\_studying/conditions.htm](http://www.immi.gov.au/students/students/working_while_studying/conditions.htm)

## Student Support Services

SGSCC International Staff are always available to assist you and care for you. You may first talk to your trainer or make an appointment to see the International Student Support Officer, or if of a confidential nature, the Manager – Vocational Education & Business.

We can provide information, support and advise on:

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

We also provide workshops on writing resumes and cover letter for job seeking.



# DEALING WITH PROBLEMS

## Who to talk to

It's difficult for people when they move to a new country and culture and sometimes they have problems settling down. The problem may be because they do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it. If you have a problem, the first person to contact is your trainer unless the problem is one with your trainer.

We have provided a list as to who is the best to attend to your needs should you have an issue or problem. Don't forget that we have a student counsellor who is trained to help you if you have any personal problems.

Problem	Talk to...
Any problem or worry that you have	Your Trainer
You do not get on with you trainer	The Manager: Vocational Education & Business
Any other problem with your study that your trainer can't help with	The Manager: Vocational Education & Business
Medical problem	International Student Support Officer / First aid officer
Visa problem	International Manager
Money problem	International Manager
Personal problem – homesickness, loneliness, harassment, bullying	International Student Support Officer

## Personal and Academic Counselling Service

The International Student Support Officer is available for day-to-day counselling. The most important thing for you to remember is that you cannot study well if you are worried about anything – it's better for you to get advice from the college so problems can be solved. If we are not able to solve your problem and you wish to make a complaint there is a procedure (as below) to assist you in getting the help you need.



Student excursion to Bundeena



# STUDENT RESPONSIBILITIES

## It is your responsibility to

- Conduct yourself in a safe and healthy manner which prevents injury and disease to you, your trainer and fellow students
- Identify and report to your trainer any possible hazards from equipment, facilities and the environment
- Comply with and assist in the college's emergency procedures
- Refrain from smoking anywhere in the college building and refrain from drinking and/or eating in the classrooms
- Attend class regularly and punctually
- Discuss any complaints or grievances with your trainer or Academic Manager or Principal Administrator
- Ensure that no discriminatory, harassing or bullying behaviour takes place at any time to other students, staff, or visitors to the college
- Report any discriminatory behaviour, harassment or bullying to your trainer, or Academic Manager
- Refrain from unacceptable behaviour including the use of bad language, and the use of alcohol and drugs

## It is a condition of your student visa that you

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with SGSCC International
- Inform SGSCC International if you change your address
- Maintain satisfactory course progress
- To follow SGSCC International attendance policy ensuring that your attendance remains above 80%
- And if you are under 18, maintain your approved accommodation, support and general welfare arrangements

## In the same way SGSCC International agrees to

- Treat you fairly and with respect
- Provide a supportive and safe learning environment, free of discrimination and harassment
- Supply counselling and support services to you
- Allow access to your personal records on request
- Give feedback on your academic progress

## Unacceptable behaviour would be considered to be:

- Littering
- Disrupting class
- Harassing other students or staff
- Damaging SGSCC International or other students' property
- Dishonesty including plagiarizing or copying other's work
- Being under the influence of alcohol or drugs







# STUDYING AT SGSCC INTERNATIONAL

Some students find study in Australia very different from how you studied back at home and you may take time to settle and adjust. In Australian Colleges you are expected to participate and contribute in your training sessions, ask questions as well as conduct research and present back what you have learnt back to the class. You can expect to spend less time listening to the trainer and taking down your own notes and spend more time discussing and reflecting on what you think.

Depending on the qualification level of your course will reflect on the number of hours you will need to spend completing homework outside of class time. You should allocate a minimum of five hours per week for home study and completion of any assessment tasks. You will be required to allocate approximately five hours per week for homework.

## Study load

In order to meet student visa requirements, all international students must undertake and maintain a full-time study load in each study period. Full time study load is 20 hours per week during each study period.

Depending on your choice of course and timetable you will study at SGSCC International for a minimum of 20 hours per week. How long you study for depends on how long your course is. You will not be able to change your course when you arrive at the college unless there is a place available on the course you wish to transfer to.

## Study period

SGSCC International operates its class schedules and timetables around 4 Study periods per year. A study period is defined by the NSW School term calendar <http://www.boardofstudies.nsw.edu.au/events/vacations.html>. International Students are required to maintain attendance and satisfactory course progress during each school term as part of their VISA.

## Class hours

SGSCC International is open between 8.30am and 6.00pm Monday to Friday.

All classes start at 8.45am and finish at 4.45pm with 15 min break for morning tea and afternoon tea and 30 minutes break for lunch.

## Attendance

It is a requirement of your visa and your course to attend all classes. You must attend your classes for the designated hours of your course each week.

You will be completing assessment tasks in class time and therefore you are expected to attend 100% of the classes. The schedule is so designed so that it leaves you with a maximum amount of time for out of class study, employment, tours. Holidays are also regularly scheduled.

It is a requirement that the college has to report to the department of Immigration and Border Protection (DIBP) should your attendance drop to below 80% which could lead to your visa being cancelled.

If you want to defer or suspend your studies, then it must be done through a formal agreement with the college, and only in certain circumstances. Please fill in the Request for Leave form. Temporary time off your course may be allowed for the following reasons:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that you are too sick to attend classes),
- or
- Compassionate grounds (e.g. death or illness of someone close to you)

Note: All absences count in assessing your attendance level, even those with a medical certificate. However, the college will take such compassionate or compelling circumstances into consideration before reporting your attendance to DIBP. Please arrange any appointments not related to your studies for days that you are not scheduled to attend class.

For full details of SGSCC International Course Deferment, Suspension and Cancellation Policy please view [www.sgscinternational.edu.au](http://www.sgscinternational.edu.au)

Most CRICOS courses offered at SGSCC International have an online/distance component totalling 25% of the weekly attendance. When an international student fails to complete the online/ distance component of the class by the following in class study day, a total of 25% will be removed from the previous week's attendance.

For further information on the SGSCC International Attendance policy go to <http://www.sgscinternational.edu.au/student-information>

## Absence

If you are going to be late arriving to class, please contact reception on 9528 3344 and advise them which class you are attending. If you are too sick to come to class you must also telephone 9528 3344 to let the college know. You should phone by 8.30am. You should then see a doctor and if they tell you to stay at home you must ask them for a medical certificate which you will hand in to your trainer on the first day back at College.

## Tuition fees

Tuition fees are payable by international students as set out and agreed upon by the student in the Letter of Offer and Student Agreement.

## The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that SGSCC International is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au)

## Course money refund procedures

Where a student believes that they have grounds for a course money refund, students should:

- Submit a written request for course money refund to the SGSCC International Manager
- State valid reasons for their course money refund application
- Allow 28 days for the application to be processed by SGSCC

When receiving a written course money refund application the SGSCC International Manager shall:

- Present the application to SGSCC International
- Provide to the student in writing the resulting decision of SGSCC International and how any refund of course money has been calculated
- Advise the student of their right to appeal the decision of SGSCC International

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.

For further information on the SGSCC international Refund policy go to <http://www.sgscinternational.edu.au/student-information/>

## Deferment, suspension or cancellation

It is possible for students to transfer between courses once they have reached and completed 6 months of study internally. You will only be able to transfer if a place is available for you on the course you wish to transfer to. If you change from one course to another, there may be differences in the course fees, so you may have to pay extra fees.

Students wishing to transfer to another provider may only do so after they have completed 6 months of the principal course and is in line with the company student transfer request policy and procedure.

If you wish to transfer to another training provider you may only do so after you have completed 6 months of your principal course.

SGSCC International and staff are committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

Students who apply for deferment may do so, on the basis of compassionate or compelling grounds. Students who are contravening the rules of attendance at SGSCC International may have their enrolment suspended or cancelled.

The grounds and procedures for deferments, suspensions or cancellations of study are listed in the SGSCC website <http://www.sgscinternational.edu.au/student-information/>

## Leisure courses

We also offer leisure, social and cultural activities at the college through our Leisure division which you may enrol in outside of your normal class time. Please refer to the College's term brochure for details. Attending any of these courses is a great way of you getting to know the local area, participate in different activities as well as meet people. The cost of these leisure courses will vary and are separate to your accredited course.

## Policies and Procedures

### ESOS legislation and the national code of conduct

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

The ESOS Act 2000 has obligations for education providers to ensure that students receive information and have appropriate support whilst studying in Australia. Students are also required to meet requirements of their student visa, and ensure that they comply with these requirements.

You can see specific information about the ESOS Act 2000, your enrolment responsibilities, education provider's responsibilities and access information at SGSCC International. We also recommend that you read the ESOS Act before signing the acceptance. <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx>

### Protection for Overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course (including its location) match the information on CRICOS.



# STUDYING AT SGSCC INTERNATIONAL....cont

## Your rights

The ESOS Framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au)

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers are for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course
- A complaints and appeals process.

## Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements

## SGSCC International Code of Conduct

SGSCC has a few rules and we request that you observe the following while on SGSCC premises (and on work placement as appropriate).

- Smoking is banned in public and commercial buildings in Australia by law so you must not smoke inside the college premises. If you smoke outside the college, please put all your cigarette ends in an ashtray
- The college prohibits the use of illegal drugs on the premises and during other college activities. Appropriate action, including contacting the police, will be taken against individuals who break this rule
- Alcohol is prohibited on the college premises except under special circumstances approved of by the Principal Executive Officer
- Acts of vandalism, including graffiti, will be reported to the police
- You can only be in a classroom in the presence of a trainer. Please do not eat or drink (water is allowed) in the classroom. No food or drink is allowed in the computer rooms
- All equipment belonging to SGSCC should be treated with respect and you should let the college know if anything is not working properly
- Your classmates and trainers are from many nationalities and cultures, so please treat them with respect at all times
- No mobile phones or iPod to be used whilst in class.
- All lunch and break times to be taken according to the times allocated by the trainer as scheduled
- Class times will start at the times indicated on the course timetables unless otherwise notified
- You should follow all work health & safety guidelines at all times
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around, but place it into the bins provided
- You are required to wear smart casual clothes and closed-in footwear. There may be particular clothing requirements and expectations if you are on work placement (if appropriate) which your trainer will advise you about

## Change of address

During the period of your enrolment you are obliged as a condition of your Student Visa to inform SGSCC International of any change of address details as soon as you change your accommodation arrangements. You are also obliged to inform the DIBP (Department of Immigration & Border Protection), of any change of address as soon as it occurs. SGSCC International will maintain your contact details in its 'Enrolled Student Contact Register' and will update its current information at the start of each study period as defined below.

## Harassment, victimisation, bullying and discipline

The College has a commitment to provide a work and learning environment free of harassment, bullying and victimisation. This is in accordance with the NSW Anti-Discrimination Act 1977.

Harassment is behaviour directed at another person that is uninvited and unwelcome and includes offensive and/or intimidating behaviour based on a person's sex, pregnancy, marital status, race, colour or ethnic background, physical appearance, age, sexual preferences or disability.

Complaints about harassment whether from staff or students that cannot be resolved informally through your trainer should be put in writing with the letter addressed to the College Principal. Your letter will be acknowledged within two working days of receipt of your letter. Counselling and disciplining of staff will be provided if deemed appropriate in accordance with College policy and procedure. Counselling and exclusion from class of offending students may also be appropriate.

## Complaints, appeals and grievance procedure

The College welcomes feedback from students as part of its commitment to providing a quality service. The College will endeavour to respond to all student complaints/problems/queries promptly and with courtesy. If you have a complaint or problem, please inform your trainer or International Student Support Officer immediately.

During the period of your enrolment you may access SGSCC International's Complaints and Appeals process (Internal and External) should you be dissatisfied about the decisions that may

be made concerning you by SGSCC International. You should also be aware that the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law. We have a comprehensive complaints and appeals procedure on our website go to <http://www.sgscinternational.edu.au/student-information>

## Overseas Students Ombudsman

Students can also ask for an internal and external review of their complaint from the Overseas Students Ombudsman. For an outline of the process, visit <http://www.oso.gov.au>

## Privacy ACT- Release of academic results and student information

Under government law, SGSCC International is not able to disclose academic performance details, enrolment information or personal details to any unauthorised persons, including family members, unless the student has given written consent. Academic results cannot be released to students until the official release date.

## Information sharing

Information is collected during your enrolment in order to meet our obligations under the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2007; to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act) 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) under the ESOS Act 2000. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law, this may include and the circumstance of any suspected breach by the student of a student visa condition.

## Common Aussie Words

<b>Aussie</b>	Another name for the country, its people, and anything else Australian.	<b>Chook:</b>	Chicken
<b>Barbie</b>	A favourite Australian pastime is the barbeque or 'cook off', getting friends together during the warmer months	<b>ESKY</b>	Chillier box for drinks
<b>Bathers</b>	Swimming costume	<b>G'day mate</b>	The Aussie greeting - shortened from 'good day'.
<b>Boomerang</b>	A flat, curved, and usually wooden object which - when thrown correctly - returns to the thrower.	<b>Out in the sticks</b>	Out in the bush, away from civilisation, in remote areas.
<b>Bring a plate</b>	This is an Australian term for bring food for everyone to share	<b>Pressie</b>	Gift
<b>Brolly</b>	Umbrella	<b>Sunnies</b>	Sunglasses
<b>BYO</b>	Bring your own (drinks)	<b>Thongs</b>	Flip Flops



## IMPORTANT DATES

	2014	2015	2016
<b>New Year's Day</b>	Wednesday, 1st January	Thursday, 1st January	Friday, 1 January
<b>Australia Day</b>	Monday, 27th January	Monday, 26th January	Tuesday, 26 January
<b>Good Friday</b>	Friday, 18th April	Friday, 3rd April	Friday, 25 March
<b>Easter Monday</b>	Monday, 21st April	Monday, 6th April	Monday, 28 March
<b>Anzac Day</b>	Friday, 25th April	Saturday, 25th April	Monday 25 April
<b>Queen's Birthday</b>	Monday, 9 June	Monday, 8th June	Monday, 13 June
<b>Labour Day</b>	Monday, 6th October	Monday, 5th October	Monday, 5 October
<b>Christmas Day</b>	Thursday, 25th December	Friday, 25th December	Sunday, 25 December
<b>Boxing Day</b>	Friday, 26th December	Saturday, 26th December	Monday, 26 December

## IMPORTANT CONTACTS

### SGSCC International - Jannali Campus

127-129 Sutherland Road,  
Jannali, Sydney, NSW, Australia  
P +61 2 9528 3344  
F + 61 2 9589 0517

### SGSCC International - Hurstville Campus

12 Butler Road,  
Hurstville, NSW, Australia  
P +61 2 9580 7885  
F + 61 2 95852475  
enquiries@sgscinternational.edu.au  
www.sgscinternational.edu.au

### International Manager

Available on-site from 8.30am till 5.00 pm  
**Monday, Thursday – Hurstville Centre**  
**Tuesday, Wednesday, Friday – Jannali Centre**

### Pastoral Care/Student Support

Available on-site from 8.30am till 5.00 pm  
**Tuesday, Thursday – Hurstville Centre**  
**Monday, Wednesday, Friday – Jannali Centre**

### International Student 24 Hour Emergency Contact +61 415 597 740

### Emergency Telephone Numbers:

- Police, Fire, Ambulance – 000
- Sutherland Police – 02 9542 0899
- Hurstville Police – 02 9375 8599
- St George Hospital – 02 9113 1111
- The Sutherland Hospital – 02 9540 7111
- Department of Immigration and Border Protection (DIBP) 131 881
- ALLIANZ Global Assistance (OSHC)
- Member Services and General Enquiries - 13 OSHC (13 6742)
- +61 7 3305 8841 (If calling from outside Australia)
- Claims - 1800 651 349
- 24 Hour Emergency Helpline - 1800 814 781

# PRE-DEPARTURE CHECKLIST

This checklist will guide you through accepting your offer and preparing to study at SGSCC International.

## 1: Accept your offer

- Ensure all conditions on your offer are met
- Return the signed letter of offer to SGSCC International
- Pay your application fee and tuition deposit
- Pay your overseas student health cover

## 2: Apply for your student VISA

- Receive your electronic Confirmation of enrolment
- Contact your nearest Australian High Commission/Embassy
- Lodge an application for your student visa

## 3: Book your airline ticket

- Make your booking making sure that you arrive at SGSCC International in time for your scheduled orientation as stated on your letter of offer.

## 4: Prepare to leave

- Plan your finances
- Decide what to bring
- Read about Australia's quarantine rules and regulations

## 5: Getting started at SGSCC International

- Take note of your orientation dates and arrival times
- Understand your responsibilities as a SGSCC International student
- Become familiar with the SGSCC International Policies and Procedures

## 6: Become familiar with the services available through SGSCC International

- Find out about the services available to you at SGSCC International
- Remember who the important contacts are at SGSCC International

## DISCLAIMER

Information in this publication is correct at the time of printing and valid for 2014/2015 but may be subject to change. This material does not purport to constitute legal or professional advice. SGSCC International accepts no responsibility for and makes no representations, whether expressed or implied, as to the accuracy or reliability in any respect of any material in this publication.

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### For More Information

**SGSCC International**  
127-129 Sutherland Road,  
Jannali, Sydney,  
NSW, Australia

P +61 2 9528 3344  
F + 61 2 9589 0517

Office Hours Monday to Friday (9am- 5pm)

Email: [enquiries@sgsccinternational.edu.au](mailto:enquiries@sgsccinternational.edu.au)  
[www.sgsccinternational.edu.au](http://www.sgsccinternational.edu.au)





# SGSCC International

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