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## International Learner's Handbook

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## Welcome

Welcome to Vocational Skills Australia (VSA)!

VSA is located in one of Australia's most liveable and popular cities known worldwide for its quality education, lifestyle, fashion, festivals, nightlife, and progression opportunities. It is also home to thousands of international students.

Our programs have been developed to meet the demands of today's workforce. They are innovative, stimulating and designed so that students achieve maximum opportunities for success. You will also develop a range of skills for alignment with Australian industry demand including leadership, communication, problem solving, teamwork, innovation, and entrepreneurship, particularly as you progress through the Certificate courses into our Diploma programs.

I look forward to meeting you during your studies at VSA.



Amir Salim

**Managing Director**

**Vocational Skills Australia (VSA)**

**RTO Code: 45121**

**CRICOS Code: 03818M**

**Website: [vsa.sa.edu.au](http://vsa.sa.edu.au)**

**Dated: 15 June 2021**

**IMPORTANT NOTICE:** The information set out in this International Student Handbook is provided for the purposes of information only and prospective students should double-check all information prior to deciding. The information contained in this brochure is correct at the time of printing.

## About Vocational Skills Australia (VSA)

Vocational Skills Australia (VSA) is a fully accredited private provider of education and training.

VSA works closely with a variety of industry and professional bodies to ensure programs are appropriate, reflect industry best practice and meet current and future demands for a skilled workforce.

VSA offers the following Australian qualifications to international students:

- BSB40120 Certificate IV in Business
- BSB50120 Diploma of Business
- BSB60120 Advance Diploma of Business
- BSB50820 Diploma of Project Management
- FNS40217 Certificate IV in Accounting and Bookkeeping
- FNS50217 Diploma of Accounting

Further VSA holds a concrete plan for increase in scope by addition of other demanding qualifications in near future to provide complete career progression trajectory in line with Australian market requirements. All the information that you need to know about these qualifications are contained in our course brochures located on our website. To conduct these qualifications VSA has the experienced and certified trainers and assessors to provide fine-tuned experience in Vocational Education sector. Trainers are equipped with extensive industry hands on experience as well. This blend provides one of the crucial unique selling points for VSA.

To find out information about the duration, cost, units of competency, assessment and delivery methods go to <http://vsa.sa.edu.au/>

If you require any other information, contact our office and we can email you the requisite data. We are always happy and willing to discuss the enrolment process and qualification that will best suit your needs.

We pride ourselves in providing a professional and friendly service. If you have any questions at any time about our policies or procedures, please go to our website or ask for assistance from our Receptionist, Student Support Officer or Trainer\Assessor and they will be able to help you or let you know how to access the information you require.

This handbook provides you with information about our training, policies, and procedures.

Remember, we are always here to help you!

## Quality Statement

When you study with us, you can be confident that what you learn and how you learn measure up to rigorous national standards and meet all the legislative requirements and on top of that you will be equipped with tools, techniques required to excel your skills in chosen field.

VSA delivers nationally recognized training qualifications that are supported by quality learning materials

and experienced trainers and assessors. Our utmost priority to meet all the Standards for NVR (National VET Regulator) RTO (Registered Training Organizations) with all improvements, suggestions and complaints are identified and appropriately actioned and recorded according to the standards. To comply these requirements, we possess a mechanism which is equipped with all requisite policies, procedures, methodologies, and formats.

The prime focus of VSA's Management System is continuous improvement that ensures learner satisfaction with the marketing, recruitment, induction, delivery, assessment, and evaluation of our services and training courses. We are well aligned with the life cycle requirements which are vital to address and comply all the requirements mandatory for a successful complied Registered Training Organization. In terms of the Human resources, we possess qualified trainers, administration and management well versed in VET endeavours.

The continuous improvement mechanism is equipped with a framework that composed of a self-assurance system and allied processes to address all affairs relevant for a quality oriented complied system. Feedbacks are very crucial and important for us and hence feedback that VSA receives from you and or your employers or supervisors is used to improve our policies and procedures, and overall operations and in particular our learning materials, trainer/assessor performance, facilities, and information services.

## Why to VSA(Vocational Skills Australia)

### Recognition

All programs offered by VSA are approved by the Australian Government and internationally recognised. VSA maintains strong links with all relevant professional bodies and encourages and invites their participation in all our validation meetings.

### Cost

Our programs are competitive in the marketplace. Our pricing structure provides students with confidence that they are receiving value for money on their investment, which is duly ascertained by our quality-oriented approach to comply all standards in true sense and well within allocated timeframe. In addition, we may manage the costs break downs bifurcated into manageable portions to facilitate the learners' financial endeavours.

### Small Class Sizes

As part of our educational strategy, students will be placed into small class sizes not exceeding 10 students for theory classes to maximise student development and learning outcomes. This encourages active participation between students and teachers. This strategy also assists us in ensuring that cross-cultural understanding is promoted and enhanced. This aspect ensures more interactive environment and learners will have opportunities for more intensive collaboration with trainers and assessors.

### Recognition of Prior Learning, Credit Transfer and/or Course Credit

Students may be eligible for credit transfer or recognition of prior learning for previously completed studies. Assessment of eligibility will be on an individual basis and includes the assessment of qualifications and subjects completed offshore, to find out more, contact our Administration Office. Please be aware that any

application for Recognition of Prior Learning or Credit Transfer may impact on the duration of your course and therefore, have an impact on your visa. Please check with the Department of Home Affairs (DHA) if you have any concerns.

## Pathways

After successful completion of your qualifications, pathways are available for further studies. Please refer course brochures for detailed information.

In view of the Australian job market, the pathways associated with VSA's offered qualifications are listed for hands on information.

### Cert-IV in Business (BSB 40120)

#### Pathways from Qualification

After successful completion of BSB40120 Certificate IV in Business, candidate may consider undertaking any of the following pathways

- BSB50120 Diploma of Business
- The candidate may also undertake any other qualification of Diploma level under Business Services Training Package.

#### Suggested Job Roles

Graduates at this level will have theoretical and practical knowledge and skills for specialized and/or skilled work and/or further learning. Example job roles reflected below: -

- ❖ Administrative Officer
- ❖ Administrative Team Leader
- ❖ Assistant Business Analyst
- ❖ Assistant Security Analyst
- ❖ Business Development Assistant
- ❖ Procurement Administrator
- ❖ Records Information Officer
- ❖ Human Resources Assistant
- ❖ Occupational Health and Safety Officer
- ❖ Payroll Administrator

## Diploma of Business (BSB 50120)

### Pathways from Qualification

After successful completion of BSB50120 Diploma of Business, candidate may undertake any of the following pathways.

- BSB60120 Advanced Diploma of Business
- The candidate may also undertake any other qualification of Advanced Diploma level in the Business Services Training Package.

### Suggested Job Roles

Graduates at this level will have theoretical and practical knowledge and skills for specialized and/or skilled work and/or further learning. Examples job roles include Executive Officer and Program co-ordinator.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

- ❖ The learner may hold the positions of Managing Director, Senior Human Resources Journalist and Senior Manager, the position title may be different due to various organizational structures and portfolios as Business Development Manager
- ❖ Business Services Manager
- ❖ Compliance Officer
- ❖ Human Resources Manager
- ❖ Organisational Development Advisor



## Advanced Diploma of Business (BSB 60120)

### Pathways from Qualification

Students who complete this course may wish to continue their education into higher education qualifications in business or management.

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

### Suggested Job Roles

Graduates at this level will have theoretical and practical knowledge and skills for specialized and/or skilled work and/or further learning. Examples job roles include Executive Officer and Program co-ordinator.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions). The key positions are listed below

- ❖ Managing Director
- ❖ Senior Human Resources Generalist
- ❖ Senior Manager

The designation may vary from organization to organization depends upon organization structure and portfolio responsibilities.

## Diploma of Project Management (BSB 50820)

### Pathways from Qualification

Potential employment options are in a range of project management roles in a range of industry areas.

Students who complete this course may wish to continue their education into the BSB60720 Advanced Diploma of Program Management or a range of Advanced Diploma qualifications, as well as higher education qualifications in project and leadership management.

### Suggested Job Roles

This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across several industry sectors. The job roles that relate to this qualification may include as listed: -

- ❖ Project Manager
- ❖ Delivery Manager
- ❖ Project Team Leader
- ❖ Project Coordinator
- ❖ Project Administrator

However, designation may be different from organization to organization with slight difference in responsibilities.

## Cert-IV in Accounting and Bookkeeping (FNS 40217)

### Pathways from Qualification

Students who complete this course may wish to continue their education into the FNS50217 Diploma Accounting or a range of Diploma qualifications related to accounting.

### Suggested Job Roles

Graduates at this level will have theoretical and practical knowledge and skills for specialized and/or skilled work and/or further learning.

- ❖ Bookkeeper
- ❖ Finance Sector Supervisor
- ❖ Financial Markets Administrative Officer
- ❖ Accounts Supervisor
- ❖ Bookkeeper

## Diploma of Accounting (BSB 50217)

### Pathways from Qualification

Students who complete this course may wish to continue their education into the FNS60217 Advanced Diploma of Accounting or a range of Advanced Diploma qualifications related to accounting.

### Suggested Job Roles

Graduates at this level will have theoretical and practical knowledge and skills for specialized and/or skilled work and/or further learning.

- ❖ Assistant Accountant
- ❖ Senior Payroll Officer

## Technology and Resources

Free

Our campus is in Innovation House with free Wi-Fi, we have 2 lobbies (east & west wing) with parkland and lakes, which makes your learning experience exceptional and memorable.

Students have free access to their email and to use the internet facility for personal use during their enrolment with us also, provided this use does not contravene VSA's policy regarding Internet Usage.

During orientation, students have a structured visit to the Mawson Lakes library to become familiar with its borrowing services and to get a library card. Mawson Lakes Library is a short walk from the college located at 208 Main Street, Mawson Lakes.

## Industry Focused Programs

VSA provides access to practical, industry and professional participation in teaching through on-campus guest presentations and tutorials.

## Cultural Diversity

We promote cultural diversity and encourage all our students to become leaders in demonstrating culturally diverse practice. VSA actively encourages new ideas and programs identified by all members of the VSA community which lead to enhanced understanding and tolerance of culturally and linguistically diverse practice.

## Enhanced Employment Prospects

Through our industry focused and driven programs, our enhanced networks and industry's participation in our learning and assessment programs, students from VSA are supported by students support services to develop links with major employers, further develop skills to assist them in becoming job ready, and prepare generally for the workforce.

Our Campus is in Technology Park, which is anchored by global companies such as Codan, Daronmont Technologies, Lockheed Martin, Optus, Saab Australia and Tindo Solar, the park is now home to over 100 companies.

Many networking opportunities are available within Innovation house, Polaris Centre, and surrounding suburbs, VSA gives learner excellent opportunities to build their career within Northern Adelaide.

## Student Support Services

Our Student Support Service strives to provide the very best welfare support for our students. With our commitment to ensuring a personalised service that meets your needs, our small campus, low class numbers and personal approach to your education allows us to interact with you as often as you need.

## Campus Location

VSA is located at 50 Mawson Lakes Blvd., Mawson Lakes, South Australia 5095. We occupy modern, state of the art facilities that exceed minimum standards for education and training environments in Australia.

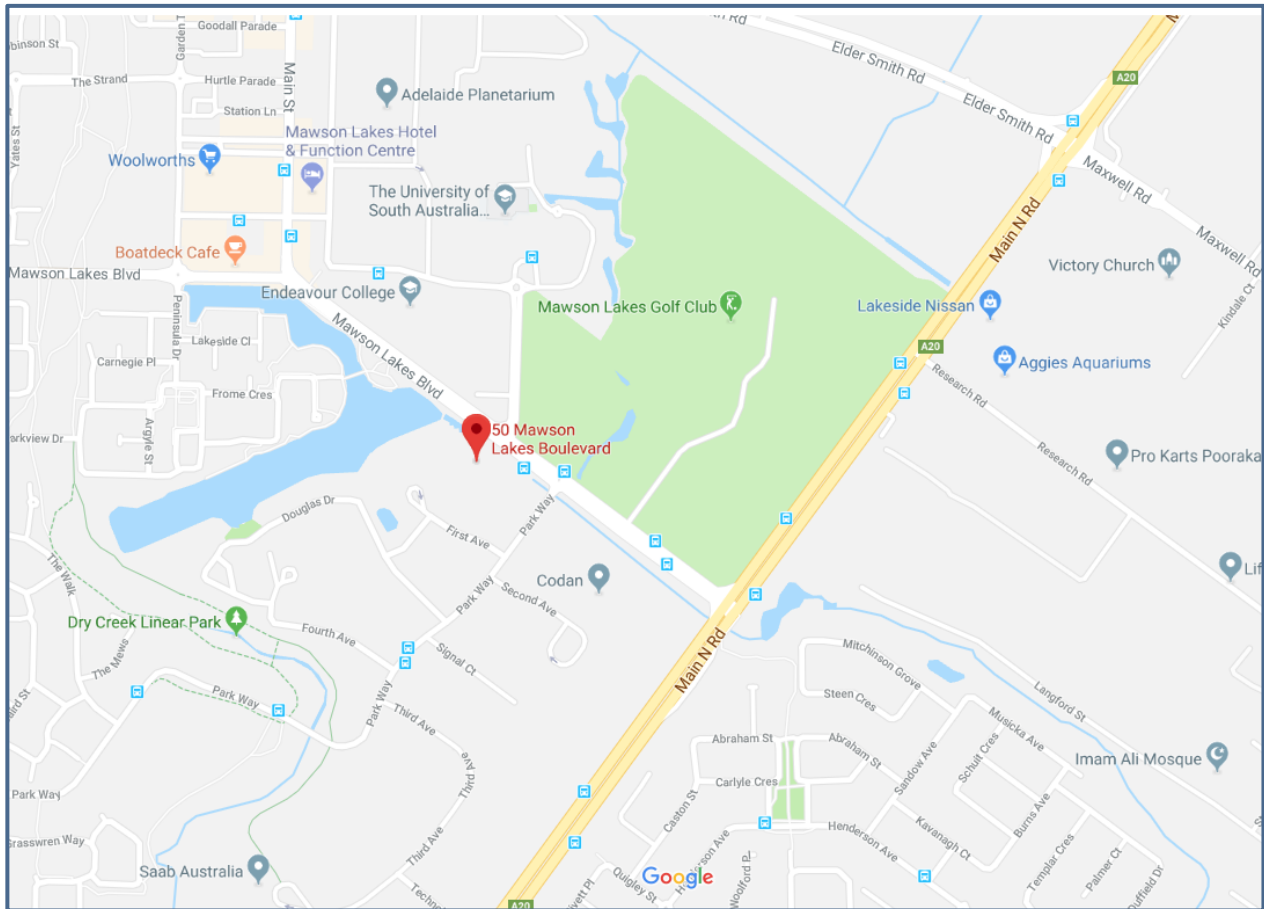
Located approximately 15kms from the Central Business District (CBD) of Adelaide, VSA is very easily accessed by both private and public transport. Mawson Lakes Interchange\ Train Station is 15 – 20 minutes walks from Innovation House.

VSA is a fully equipped educational facility comprising teaching room, student lounge with online simulated learning and assessment environments with WIFI and printing facilities.

All teaching rooms are modern and comfortable with whiteboards, data projection and audio/visual units.

**Street Address:** Innovation House  
50 Mawson Lakes Boulevard  
MAWSON LAKES SA 5095

**Postal Address:** As above



## Training and Assessment Strategy

### Access and equity

VSA will make sure that you can participate and achieve the same outcomes as other members of the community. This means any person is welcome to participate in VSA training and courses of study, irrespective of their employment status. Some courses may have prerequisite standards and competencies. Learners wishing to undertake these courses must ensure that they read and understand any prerequisites required for entry.

All our staff will bound to promote access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age, or race. Ensuring training services are delivered in a non-discriminatory, open, and respectful manner. Providing reasonable access and equity regarding training and assessment at all levels. All staff members have responsibility for access and equity issues for learners.

### Learners' rights and responsibilities

You have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial, and sexual difference, age, disability, or socio-economic status.
- Be free from all forms of intimidation and work and study in a safe, clean, orderly, and cooperative environment.
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure).
- Learn in an environment that is conducive to success, supportive and recognises existing skills and knowledge.
- Have privacy concerning any records containing personal information, (subject to other statutory requirements and other agreed uses).
- Be fully informed about assessment procedures throughout your training.
- Appeal any decision made regarding assessment; and
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation.

You have the responsibility to treat staff and fellow learners with respect and fairness.

This includes but is not limited to:

- Following reasonable directions from a member of the training staff.
- Not behaving in any way that may offend, embarrass, or threaten others and not harassing fellow learners or staff.
- Caring for facilities by not damaging, stealing, modifying, or misusing property; and acting in a safe manner that does not place you or others at risk. This includes adhering to smoking rules and following normal safety practices at work and during training; and
- Participating in all assessment tasks as scheduled, honestly and to the best of your ability.

## Learners with special needs

In line with our Access and Equity practices, learners with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will be aligned to have reasonable adjustment from the planning stage onwards and adopt learning and assessment methods as appropriate.

As special needs extend to more than physical or learning difficulties, trainers and assessors will consider the best approach when dealing with candidates with needs such as out of hours work commitments and work-related rostering requirements and individual workplaces and training needs.

This is especially so in relation to assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with different needs and different workplaces. However, the minimum assessment outcomes must still be met.

## Language, literacy, and numeracy

We provide a positive and rewarding learning experience for all learners. Our enrolment form asks you to provide information regarding LLN requirements or any other special learning needs. We also implement a quick assessment of your LLN levels prior to your commencement of a course or program of study.

We will make every effort to ensure that you are adequately supported to enable completion of your training. Some examples of the type of support that we can offer include:

### Literacy:

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

### Language:

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

## Numeracy:

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

VSA has an agreement with ACER to conduct pre-designed LLN test, Students will complete LLN assessment Core Skills Profile for Adults (CSPA) using the ACER test as part of the enrolment process. This ensures that the course is at an appropriate level for students and educational support is provided. [Core Skills Profile for Adults Core Skills Profile for Adults \(acer.org\)](https://www.acer.org/au/programs/core_skills_profile_for_adults)

On occasions, students may be referred to other ELICOS providers as well as identified on [www.cricos.education.gov.au](http://www.cricos.education.gov.au)

Reading Writing Hotline can help to identify teachers, classes, websites and books to help students learn.

Reading Writing Hotline ..... 1300 655 506

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

## Student resources

All students are provided with learning resources for their course. Students should bring their own laptop or device to training rooms with MS Office 2013 or newer. Students will be required to use a computer to research and complete assessment tasks using a laptop. However, in view of reasonable adjustment, VSA may have alternate arrangement as stated in below statement

- ❖ A laptop or computer that is installed with Microsoft Office or similar, in view of the reasonable adjustment and facilitation, however if some learner does not have laptop, the access shall be available for desktop computers at VSA premises for completion of the assignment and other work associated with the training being pursued by learner

## Competency Based Training

You are participating in a course of competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognized as necessary to perform effectively in a particular job role. Each industry area has developed a Training Package that contains National Competency Standards for specific industry areas and job roles. Competency standards are job functions.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to achieve.

So, competency is:

“The ability to perform a job to the required level of performance expected in the workplace.”



Our assessments ensure that you have both the technical and employability skills to perform your specific job role to the required competency standards under relevant training package.

## Assessments

Assessment is the mechanism for determining whether you can perform to the required standards. VSA ensures that you are informed about how assessment will take place and what types of evidence you will need to produce.

Students must complete all assessment tasks satisfactorily to be deemed 'competent'.

Reassessment – The learner is entitled to resubmit assessment tasks if deemed not yet competent. There will be no additional charge for this reassessment however if an assessment task is resubmitted a third time a re-assessment fee of \$ 200 will be charged.

Learner has to submit the completed assignment of the unit within 2 weeks from last day of the unit delivery date.

VSA's assessment system ensures that assessments are consistent and are based on the principles of assessment and rules of evidence. These are explained in the following tables.

## Principles of assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"><li>• reflecting the learner's needs.</li><li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li><li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li></ul>
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"><li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.</li><li>• assessment of knowledge and skills is integrated with their practical application;</li><li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li><li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li></ul>
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

## Rules of evidence

Validity	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Plagiarism

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

Cheating and/or plagiarism are not acceptable. A learner's enrolment can be suspended if VSA has reason to believe that the act of plagiarism has been committed.

At times, depending on the assessment and the course, you may be required to complete and submit a declaration stating that all work is your own. This requirement is in the format of a declaration that is attached to your assessment sheet

## Transition of superseded courses

At times, the nationally recognised training courses delivered by VSA may be superseded by a new qualification. If required, VSA will apply to add the replacement qualification to its scope of registration as soon as practicable from the date of publication of the replacement qualification on the national register ([www.training.gov.au](http://www.training.gov.au)).

VSA will manage the transition of students to the updated course as soon as is practical, but no later than 12 months from the date of the publication of the replacement qualification. There may or may not be a fee payable to transition to the updated course.

## Certificates

To successfully complete the qualification, students will need to be deemed competent as meeting the requirements of each unit of competency. Once all required units are completed, you will be issued with your qualification within 30 days.

A Statement of Attainment will be issued for partial completion of a qualification.

## Re-issuing Certificates

VSA keeps records of your course for 30 years. If in the future, you need another copy of your certificate you can request a copy in writing or emailing us. Your request must include:

- name and date of birth
- your current and address and your address at the time of the course if you remember

- c) the course you completed; and
- d) when the course started and finished; and any other details you can give to identify yourself
- e) USI

Please see our fees schedule for the cost of re-issuing documents.

## Consumer Protection Laws

All international students are well protected by consumer protection laws and have access to several government offices in case they need guidance and support.

All students are encouraged to visit the websites for further details, any dealing with VSA also comes under the ambit of the general consumer protections laws;

<https://www.sa.gov.au/topics/rights-and-law/consumer-rights>

<https://www.cbs.sa.gov.au/consumer-and-business-advice/>

<https://www.agd.sa.gov.au/your-rights/consumer-rights>

<http://www.ombudsman.sa.gov.au/>

<http://www.trainingadvocate.sa.gov.au/>

## Student Support Services

### Student Support

<b>Name:</b>	<b>Nadeem Junaidy</b>	<b>Title:</b>	<b>Student Support Officer</b>
<b>Telephone:</b>	<b>0416 463 951</b>	<b>Email:</b>	<a href="mailto:nadeem@vsa.sa.edu.au">nadeem@vsa.sa.edu.au</a>
<b>Office Hours:</b>	<b>Monday to Friday, 8:30am to 6:00pm, learner can call after hours as well for any serious issue / concern</b>		
<b>Website:</b>	<a href="http://vsa.sa.edu.au">http://vsa.sa.edu.au</a>		

VSA aims to maximise a student's experience and learning journey whilst studying for their qualification at VSA. We provide students with assistance, advice, and support to ensure that all your needs are met. There is no cost to access our student support services.

Students enrolled with us are supported through their studies in the following areas:

- Pre-enrolment materials
- Pre-Arrival Information.
- International Student Orientation Program (Compulsory);
- Education and course planning.
- Study skills Support
- Education and course planning
- English language support
- Language, literacy, and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- Learning resources
- Career support.
- Financial guidance and referral.
- Personal issues.
- Employment preparation.
- Referral to other services such as legal, medical and accommodation.
- Mediation services or referral to these services.
- Flexible scheduling of delivery of training and assessment, where appropriate.
- Counselling services or referrals to these services.
- Information and communication technology (ICT) support (on campus).
- Learning materials in alternative formats, where available, for example in large print.
- Any other services that VSA considers are necessary to support learners to achieve competency.

The Student Support Officer is available at our campus by appointment or instant meeting if deemed necessary in the campus office. There is no cost to talk with our Student Support Officer.

## Student Welfare

Our Student Support Officer and Academic Support Officer is available to ensure our students have the educational, emotional, and physical support they need during the period of their enrolment at VSA.

Students can occasionally have trouble with a variety of issues that may impact on them completing their qualifications such as homesickness, financial and accommodation. In these circumstances, they are encouraged to access the confidential services offered by us. Our Student Support Officer is available as the first point of contact to discuss any issues that you may have.

If more intensive counselling services are required, our Student Support Officer may refer you to an external agency that is more appropriate or experienced to assist the student. Information relating to referral can be obtained from Student Support Services and the external agency may charge.

## Personal Counselling

Students can visit their local doctor for referrals to counselling service or access other counselling services identified in this register. For non-urgent counselling, students can contact Relationships Australia direct. Relationships Australia South Australia provide personal counselling such as specific life issues, improving self-confidence, managing anxiety, communication, conflict, separation/loss, trauma, repair or prepare for new relationships.

Phone: 1300 364 277 or [www.rasa.org.au](http://www.rasa.org.au)

## Critical Incident Procedure

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This does not include serious academic misconduct. Examples of critical incidents are (not limited) to include:

- Missing students.
- Severe verbal or psychological aggression.
- Death, serious injury or any other threat of these.
- Natural disaster.
- Issues such as domestic violence, physical, sexual, or other abuse; and
- Other non-life-threatening events.

VSA Student Support Officer shall provide necessary support in case of any critical incident. Depending on the circumstances, the Student Support Officer will provide you with support and assistance and will ensure that the relevant authorities are contacted such as Department of Home Affairs, police, and the student's family, if required. Counselling services may be offered. This handbook also contains emergency information contacts that you may access.

A critical incident may impact on the student's ability to undertake or complete a course because of physical or psychological harm.

In the event of a critical incident, please contact Nadeem Junaidy (Student Support Officer) or M Najib (Program Manager).

## Adjusting to Adelaide

When you arrive in Adelaide, expect to feel both excited and a little frustrated about your new surroundings and the ways of Australian people. You will go through several phases as you adjust.

Feeling a little nervous, anxious, or lonely when arriving in a new country is normal. If this occurs, you are experiencing a normal reaction to an abnormal event - being away from home. Feel free to contact our Student Support Officer who is trained to help you adjust to your new surroundings.

The following strategies may also assist you in your adjustment to the new environment and culture:

- Keep in touch with family and friends - by using email, letters, Facebook or talking on the phone.
- Keep a diary or journal of your experiences - try to focus on, and always include the happy times, the funny times and new experiences such as food and people you have met.
- Get plenty of exercise - Adelaide has many walking tracks and parks. We also have many gyms and clubs that you can join.
- Look for similarities between your culture and new cultures - Adelaide is culturally rich and many people from your home country will already be living here.
- Do some familiar activities, especially the things you are good at and try a few new ones as well. Adelaide is full of opportunities to experience new things and Student Support can help you identify them.
- Get involved in an activity that will help you meet people and make new friends - Student Support can give you information about clubs, societies and other social activities available.
- Join the association/club of your home country.
- Keeping in contact with people you meet during orientation for International Students.
- Use English language as much as possible: read the local newspaper and watch television to help develop your English skills. The more you use the language the more you will improve. Try to speak English as much as possible.
- Make sure you set small goals that you can achieve every day.
- Ask questions when you are unsure what to do or what is expected of you.
- Try to not make judgements about others when they are doing things differently from what you are used to. Remember they are only different, not wrong, or right.

## Keeping in Touch

Staying in touch with what is happening in your home country is important to negate some of the feelings of culture shock. You can do this by reading your local newspapers, widely available in many newsagencies or online.

[www.onlinenewspapers.com](http://www.onlinenewspapers.com) - Online newspapers have thousands of newspapers including newspapers from the Middle East, Asia, Asia Pacific, and United Kingdom available to read online.

[www.indianlink.com.au](http://www.indianlink.com.au) - Indian Link is an online newspaper setting new standards in journalism and production. It reaches thousands of homes and has become an integral part of lives of people from India, Pakistan, Sri Lanka, Fiji, Nepal and Bangladesh. This website also has places of worship, events in Adelaide and live Indian radio.

<http://indiandownunder.com.au/Indian> portal site dedicated to keeping Indians in Australia informed, entertained and connected with news, sport and business issues.

<https://www.internations.org/adelaide-expats/chinese> This webpage directs you to the Chinese community of Adelaide.

[www.mthai.com](http://www.mthai.com) - Internet portal providing links to Thai chat rooms, news updates and magazines.

[www.nembc.org.au](http://www.nembc.org.au) - The National Ethnic and Multicultural Broadcasters Council is a peak council representing ethnic broadcasters. You are able to locate radio stations broadcasting programs in many languages on their website.

[www.sbs.com.au/radio](http://www.sbs.com.au/radio) - This radio station broadcasts in 68 languages. You can hear the latest news in your first language or keep up with what's going on in various communities around the country.

[www.radioaustralia.net.au](http://www.radioaustralia.net.au) - Radio Australia is an international service of the Australian Broadcasting Corporation and broadcasts the latest news, opinions and analysis on issues in the Asia Pacific in five (5) Asia Pacific languages as well as English (Chinese, Bahasa Indonesian, Pidgin (Tok Pisin), Vietnamese and Khmer).

**SBS** - The Special Broadcasting Service (SBS) is an Australian public broadcasting radio, online and television network. SBS operates four TV channels and five radio networks. SBS Online is home to SBS On Demand video streaming service.

**Freeview** - Adelaide has a free-to-air television service providing entertainment, education and information. It provides access and representation to the many diverse communities within Adelaide and addresses issues from around the world.

<http://mccsa.org.au> - The Multicultural Communities Council of SA is the peak organisation that efficiently services, innovatively empowers and strongly advocates for cultural and linguistically diverse (CALD) communities in South Australia.

Note: There are many other community and student associations representing all ethnicities and cultures, if you can't find your community organisation, please contact Student support officer.



## Employment Resources

Student Support can assist you with:

**Resume Construction:** work with you to develop your primary marketing tool to highlight what you have done, the experiences that you have gained and what you can offer a prospective employer.

**Covering Letters:** assist you discover the key elements of an employment opportunity in a covering letter, how to get the attention of a prospective employer, create an interest and motivate the employer to interview you.

**Key Selection Criteria:** help you to identify and summarise the key requirements of a position and map your competencies against key selection criteria.

**Interview Techniques:** assist you understand different interview methods and styles, the need for thorough interview preparation and offer useful ideas on how to conduct yourself at an interview.

These services are offered to better prepare you in obtaining a graduate position. They are also helpful for those students interested in part-time or vacation employment.

### Career Advice

Student Support extensively researches relevant employment opportunities and information relating to current career trends. We also work closely with employers and industry to inform students about existing and future employment opportunities and how to apply for these roles.

Students are also offered expertise in selecting the most appropriate elective subjects to enhance their chances of gaining course related employment upon graduation. We will assist you to clarify your ideas, provide support in decision making and planning, and can provide you with different perspectives on your career related issues.

We are also able to guide you to part time employment opportunities to assist you in funding your stay in Australia. You must have permission to work while you are studying and you are limited for work hours while your course is in session. Where possible we will try to assist you in finding employment relevant to your qualification, however, can assist in providing other opportunities as well.

### Academic Support

Student Support can also assist you with study techniques, academic writing skills and English language skills to not only enable you to complete your qualification but to ensure you make the most of your academic learning. If you are experiencing any issues with your new learning environment and teaching styles be sure to contact us so we can develop strategies to support you.

## Complaints and Appeals

VSA has in place formal complaints and appeals procedures designed to assist students who feel they have been treated unfairly. The *Complaints and Appeals Policy and Procedure* ensures that student concerns are addressed and resolved at the earliest possible opportunity to avoid the escalation of problems.

The policy and procedure details:

- types of complaints
- steps to follow if you have a complaint
- contacts for internal and external complaints.

All policies and procedures are available from our website at <http://vsa.sa.edu.au/policies-forms/>.

Please contact our Student Support Office, administration team or your Trainer for advice on these procedures.

## Legal Assistance

Although Student Support is unable to offer legal advice, we are able to direct you to other appropriate services.

In Australia, there are community organisations that work to inform people of their legal rights and obligations, and to improve their access to the justice system.

[Community Legal Centres](#) can provide free legal advice and information to people living in the local community. For information and advice, contact:

Northern Community Legal Service

26 John Street, Salisbury SA 5108

**Telephone:** (08) 8281 6911

**Email:** [ncls@adam.com.au](mailto:ncls@adam.com.au)

[Legal Aid](#) can also help you with any legal problems. Legal Aid provides legal advice and help in relation to criminal matters, family breakdown, family violence, immigration, mental health, social security, debt and traffic offences.

Free and confidential legal information is available by phone.

If you require language assistance, please state your language and an interpreter or legal officer in your language may be arranged. The Multilingual Telephone Information Service provides information in Arabic, Cantonese, Croatian, Greek, Italian, Macedonian, Mandarin, Polish, Russian, Serbian, Spanish, Turkish, Ukrainian, and Vietnamese.

For advice or information on the nearest service contact:

**Legal Services Commission**

ANL House

306 St Vincent Street, Port Adelaide SA 5015

**Telephone:** (08) 8111 5460

**Facsimile:** (08) 8207 6277

**Website:** [http://www.lsc.sa.gov.au/cb\\_pages/contact.php](http://www.lsc.sa.gov.au/cb_pages/contact.php)

## Facilities & Resources

### Computer Facilities

Our facilities provide students with the latest technology to maximise their learning experience during their time with us. The campus provides students with access to free Wi-Fi to connect your device or laptop.

In addition, VSA provides its students with additional technological facilities including photocopying, printing. All these services have been provided to make your time with us a positive, convenient, and enjoyable experience.

Our campus is located in Innovation House with free WIFI, we have 2 lobbies (east & west wing) with parkland and lakes, which makes your learning experience exceptional and memorable.

During orientation, students have a structured visit to the Mawson Lakes library to become familiar with its borrowing services and to get a library card. Mawson Lakes Library is a short walk from the college located at 208 Main Street, Mawson Lakes.

### Internet

Students can access the internet within campus and Innovation House for the purposes of academic study, research, and administrative tasks. You can access the internet for private use, but this is to be kept to a minimum when others are requiring the service, free WIFI is available within Innovation house.

Internet cafes are abundant in Adelaide's CBD and are suggested for personal use. For a listing of internet cafes in Adelaide, visit:

- Adelaide: <https://www.yelp.com.au/adelaide>

### Pastoral Care

VSA recognises the importance of the spiritual dimension to human life and its value in building a caring community of students and staff and enriching the quality of life for all.

## Applying

### Application Process

**Website:** <http://vsa.sa.edu.au/contact-us/>

- Apply directly to us by completing and submitting an **International Student Enrolment Form** and **GTE Assessment and Financial Declaration Form** or contact Student Administration on +61 423 394 569 or <http://vsa.sa.edu.au/>;
- Include all relevant documentation to support your application i.e. academic results and qualifications, identification documents and the relevant application fee in Australian dollars (AUD\$250); and
- Notarized or coloured scanned copy of your English proficiency results such as IELTS

Applicants will be notified by email regarding the success of their application. Overseas applicants who receive an offer from us will be sent a Letter of Offer together with the Course Acceptance Agreement.

To accept our offer, complete the Course Acceptance Agreement, pay the required fees, include your Pre-visa assessment results (if applicable) and submit these documents to VSA. Once we have received your signed Course Acceptance Agreement and your payment you will be issued with a Confirmation of Enrolment (CoE), enabling you to apply for your student visa.

Apply to the DHA for a Student Visa. Refer to the DHA website (<http://www.homeaffairs.gov.au/trav/stud>) for detailed information regarding the visa application process.

### Education Agents

VSA has a recommend list of Education Agents located on our website <http://vsa.sa.edu.au/> These Education Agents can assist you in enrolling in VSA. Education Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students. VSA's agents do not charge students as they receive a commission from VSA. Education Agents are very helpful to assist students in completing education and visa applications but are not licences to provide migration advice.

### Course Fees

**Website:** <http://vsa.sa.edu.au/courses/>

Tuition fees for overseas students are contained in the course brochure available on our website or at Student Administration. Students are required to enter into a Payment Agreement. Students may choose to pay more than 50% of their tuition fees before their course commences. VSA provide flexible terms of payment. Please select your provide payment option. Details of payment agreement shall be part of Course Acceptance agreement. Learners are required to adhere the agreed payment plan.

Students will not be permitted to attend classes unless they have paid any outstanding tuition fees.

Qualification (Code and Title)	Tuition Fees as per CRICOS
<b>BSB40120 Certificate IV in Business</b>	\$9,750
<b>BSB50120 Diploma of Business</b>	\$14,750
<b>BSB60120 Advance Diploma of Business</b>	\$14,750
<b>FNS40217 Certificate IV in Accounting and Bookkeeping</b>	\$9,750
<b>FNS50217 Diploma of Accounting</b>	\$14,750
<b>BSB50820 Diploma of Project Management</b>	\$14,750

VSA's non-tuition fees for international students include:

Resource	Cost
<b>Learning resources</b>	\$250.00

## Additional services and fees

Service	Cost
<b>National Recognition (Credit Transfer)</b>	No charge / Nil
<b>Recognition of Prior Learning (RPL):</b>	
• <b>Application Fee; and</b>	\$250.00
• <b>Assessment Fee per unit of competency</b>	\$250.00
<b>Reassessment (per Unit of Competency assessment)</b>	\$200.00, applicable if "Not Satisfactory" Outcome after two consecutive attempts
<b>Reprint of Statement of Attainment</b>	\$50.00
<b>Reprint of Testamur</b>	\$50.00
<b>Photocopying</b>	50C per black & white photocopy single side
<b>Printing: Black and White.</b>	50C per black & white photocopy single side
<b>Reissue of Student Card</b>	\$50.00
<b>Issue of Letter for Immigration</b>	\$25.00
<b>Interim Record of Results</b>	\$25.00
<b>Cancellation Fees</b>	\$250.00
<b>Bank dishonour fee</b>	\$100.00
<b>Laptop\Chrome Book (If required by Learner)</b>	\$305.00+ Additional warranty cost for 1 year if required by learner

<b>Debt collection</b>	\$500.00
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Students are responsible for all other costs, including books and living expenses. Fees must be paid in full by the due dates. Failure to do so may result in exclusion from the course and the cancellation of your student visa.

Fees for commencing students may increase from year to year, however the tuition fee applicable in the year of a student's commencement will remain unchanged while the student remains continuously enrolled in the course. If the student suspends or defers their studies, then the tuition fee payable on resumption will be applicable to the course fees for that year.

## Eligibility to Apply

**Website:** <http://vsa.sa.edu.au/>

To be eligible to apply for a place in one of our courses, overseas students must meet:

### 1. Proof of suitable English Language Proficiency

Test	Minimum test score
International English International English Language Testing System (IELTS)	5.5
Test of English as a Foreign Language (TOEFL) internet-based test	46
Cambridge English: Advanced (Certificate in Advanced English)	162
Pearson Test of English Academic	42
Occupational English Test taken no more than two years before the student visa application is made.	Pass (A or B)

2. Meet VSA's language, literacy, and numeracy (LLN) assessment levels based on the Australian Core Skills Framework (ACSF) - CSPA test from ACER in the skills of: reading, writing, oral communication and numeracy.

[Core Skills Profile for Adults Core Skills Profile for Adults \(acer.org\)](http://acer.org)

3. Be 18 years and over at the time of application.

## Credit Transfer

Credit for courses or subjects undertaken at another registered training provider or other tertiary institution may be granted by us and exemptions granted accordingly.

Relevant information and documentary evidence must be included with your application. This includes:

- Full documentation of studies completed.
- Official details of the grading system.
- An indication of the subjects you are enrolled in but have not yet completed; and
- The course syllabus including subject details.

The application is dealt with on a case-by-case basis after enrolment. The applications are considered and approved by the Academic Manager and students notified of the outcome. If Credit is granted and the course duration is shortened as a result, we will report this to DHA.

Students are asked if they would like to apply for credit transfer on their enrolment form. Applications for credit transfer should be made as part of the enrolment process and no later than 14 days of the commencement of a course as credit transfer may impact your timetable and impact your student visa duration.

Students seeking credit transfer should advise the enrolment officer as soon as possible. Students will need to apply for credit transfer, and this is located on the VSA website.

## Recognition of Prior Learning (RPL)

VSA recognises that students may already have skills in some of the areas that will be covered by the course. VSA has a Recognition of Prior Learning (RPL) process available to all students to gain recognition for appropriate skills and/or knowledge they may already have.

RPL recognises skills, knowledge and experience students have gained from other courses, work experience, life experiences and from any informal training provided at work and checks it against the learning outcomes and assessment criteria contained in the course. If what is learnt at work, or elsewhere, meets the course or unit requirements, recognition may be granted.

If you believe you have relevant skills and knowledge learned in the past, which covers your current learning, please speak with the Enrolment Officer. Students will participate in an initial discussion with the enrolment process to ensure you can provide the evidence required as part of the RPL process. Students will then be asked to complete assessment tasks or issued with an RPL kit to collect all of the evidence and address the knowledge requirements.

## ESOS

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 Act 2000 (ESOS) and the National Code.

The ESOS Act and associated legislation protects the interests of overseas students by providing tuition and financial assurance. To find out more about the ESOS framework and how it protects your rights, visit the ESOS section of the Department of Education and Training's (DET) [website](#).



## Fee Refunds

Our fee refunds align with Australian Government requirements for CRICOS approved providers as outlined under legislation ESOS Act 2000. Full details are available in our *Fees and Refund Policy* and on your contractual documentation.

You must read this information carefully for your own protection. An administration fee applies to all fee refunds, except where VSA is in default within the meaning of the ESOS Act 2000; in which case no administrative fee is applied, refer fees and refund policy for the calculation of refunds in various circumstances.

## Deferment, Suspension and Cancellation of Enrolment for VSA

A student's enrolment may be deferred, suspended, or cancelled on the following grounds:

- Where a student does not arrive in time to commence classes for the relevant study period, VSA may defer or cancel the student's enrolment.
- Where a student elects to apply for RPL and there are no other units in which the student can enrol in the relevant study period.
- Where a student elects to defer or suspend their studies as outlined in VSA policy.
- Non-payment of any fees owing to VSA;
- Failure to meet VSA's course progression standards.
- Failure to attend classes regularly and sufficiently to ensure satisfactory course progress can be maintained. The applicant will attend all classes, assessments and simulated workplace assessments during the course and will abide by the policies and procedures of VSA at all times. While VSA only reports overseas students who do not meet course progress requirements, failure to attend classes regularly and sufficiently to ensure satisfactory course progress may mean that students are at risk of having their enrolment cancelled by VSA for 'course progress'.
- Misconduct by the student as outlined in the VSA code of conduct and policy; and
- Failure to maintain a continuous valid enrolment.

Deferring, suspending, or cancelling an enrolment may affect a student's visa. Students should always contact the DHA for advice on how to make a change to their enrolment status as this may impact on their visa. Refer the policy document for detailed information.

## Student Visa

### Visa Requirements

**DHA Enquiries:** 131 881 Monday to Friday 8:30am-4:30pm (AEST)  
Monday to Friday 7:30am-3:30pm (AWST)

**Website:** <http://www.homeaffairs.gov.au/>

<b>Address:</b>	<b>Street Address:</b>	<b>Postal Address:</b>
	70 Franklin Street	GPO Box 2399
	Adelaide SA 5000	Adelaide SA 5001

Your student visa has mandatory conditions that are set by Australian law and cannot be changed or disregarded. The DHA may cancel your visa if you breach any of these conditions.

Student Support is available to assist you successfully complete your studies and will support you through them. However, we also have legal obligations to DHA and must report such circumstances as non-attendance or poor academic progression.

### Notify VSA of Your Address

You are required to notify VSA of your new address within seven (7) days of arriving in Australia. If you move home during your stay, you will also need to notify us of this change in writing within seven (7) days. VSA may need to contact you and you must ensure we have your current contact details. Please complete the Change of Contact Details form located on the website to advise changes to your or your emergency contact details.

### Study with VSA for Six (6) Months

You are required to study with VSA for six (6) months where VSA is your principal provider. If the course that you have enrolled in is less than six (6) months, you must study for the duration of that course. For those students completing a Foundation Program or English course as a pre-requisite, you must first complete this and then study at VSA in your principal course for a period of at least six (6) months.

Only under exceptional circumstances are you able to change educational institutions prior to this six (6) month period expiring and you are advised to seek advice on this from Student Support or DHA. You will need to notify DHA in relation to changing institutions and provide them with a Letter of Release from VSA, Confirmation of Enrolment from your new provider and evidence of your exceptional circumstances. Failure to inform VSA of your transfer to another provider will result in a non-attendance being reported to DHA and your visa may be cancelled.

## Academic Results

All international students are required to attain satisfactory academic results for each study period as determined by your educational institution. Failure to achieve these results will result in VSA notifying DHA which could impact on your student visa. Please contact your Trainer or administration for a current record of your results.

## Student Progress, Attendance and Course Duration

It is a condition of your student visa that you maintain satisfactory course progress. VSA will:

- keep a record of attendance
- monitor, record and assess the course progress of each student for the course in which the student is currently enrolled
- notify students in writing if they do not meet course progress requirements and the actions required (e.g., requirement to attend intervention meeting / access to complaints and appeals processes etc.)
- monitor course progress of all students at the end of each study period
- define a study period as one term
- identify or assess learners at the end of each study period, as being 'at risk' and demonstrating unsatisfactory course progress using the following criteria;
  - 50% or more of the units attempted in a term / study period have received Not Yet Competent (NYC). or
  - a unit Not Yet Competent (NYC) for more than once.
  - Re-assessment for third time after failure of 2 consecutive attempts, third time assessment shall be charged additionally by \$ 200

Students will be deemed at risk if their attendance has fallen below 80%. Assessment tasks and simulated workplace activities are completed during the workshops and attendance is a critical component of a student's academic success.

If a student has been identified at risk, the student will need to attend an intervention meeting. The goal of this meeting is to implement actions to assist the student in meeting course progress requirements. Examples of recommended actions include but not limited to;

- maintaining a minimum of 80% attendance in classes;
- changing program;
- extra classes;
- attending academic skills workshops/ tuition.
- attending additional English language workshops/ tuition;
- participating in referred counselling sessions or other professional support services.
- any other recommended actions that are designed to meet specific individual learner's needs.

The Course Progress and Intervention Policy comprises of 3 stages. Students who are not able to maintain course progress may be reported at the end of this process. To view this policy including the complaints and appeals process, go to VSA website or ask our office for a copy.

It is expected that all students are able to complete the course within the expected duration specified on the CoE (Confirmation of Enrolment).

## Extending course duration

VSA can only extend the overseas student's enrolment if:

- VSA has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- VSA has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- An approved deferral or suspension of the overseas student's enrolment has occurred.

If VSA extends the duration of an overseas student's enrolment the student's visa will expire prior to completion of the course, the student will need to apply for a new student visa to complete their study.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include or involvement in, or witnessing of a serious accident; or a witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

## Work Limitations

Since April 2008, international students on a student visa have been automatically granted permission to work on a student visa while studying in Australia. You will be able to work for a maximum of forty (40) hours per fortnight during a study period and unlimited hours while on course breaks.

## Overseas Student Health Cover

International students and their families are required to pay for health insurance in Australia through the Overseas Student Health Cover (OSHC) scheme prior to being issued with a visa. Not only is it your responsibility to ensure that your OSHC remains valid throughout your stay in Australia, but recent changes to legislation require all international students on a student visa to purchase OSHC for the duration of their visa at the time of enrolment.

Norwegian and most Swedish students do not need to obtain OSHC because these countries have a national health scheme or other arrangements that provide acceptable health insurance for them while they are overseas. For the OSHC requirement to be waived, Norwegian students should have documentation proving that they are covered by the Norwegian National Insurance Scheme. Swedish students should have proof that they have insurance provided by CSN International (the Swedish National Board of Student Aid).

Costs for OSHC are determined by how long you are going to be in Australia and most health funds will have comparative premiums. Please check below websites for various available policies

[https://www.finder.com.au/health-insurance/overseas-student-health-cover-oshc?utm\\_medium=cpc&utm\\_source=google&utm\\_campaign=14165523830~131198219251&utm\\_term=](https://www.finder.com.au/health-insurance/overseas-student-health-cover-oshc?utm_medium=cpc&utm_source=google&utm_campaign=14165523830~131198219251&utm_term=)

Department of Home Affairs (DHA) requires proof of OSHC cover for your visa application.

OSHC covers most medical expenses and the cost of hospital care while in Australia, including emergency ambulance and some prescription medicines. It will not cover dental and optometry and other ancillary services, but you are able to take out additional cover which will include these. Your cover also does not include any pre-existing illnesses or conditions.

Information about OSCH and insurers can be found at:

[Australian Government Department of Health](#)

## Pre-departure Information

### Documents to Bring

Although some of these documents might have been supplied to VSA during your application, some will still be required during your stay in Australia:

- A valid passport with a valid student visa.
- Original birth certificate and other identification.
- Original educational qualifications and subject outlines of any previous qualification(s).
- Make sure you also have a copy of your passport and record the serial numbers of your travellers' cheques in case they get lost; and
- Your electronic Confirmation of Enrolment form (eCoE) and Letter of Offer from VSA.

**Health Documents** – You should also bring any letter from your regular doctor regarding medications that you use, optical prescriptions if relevant and any necessary Health Insurance documents and receipts.

**Driver's Licence** - You may drive on a valid overseas licence indefinitely if you have a temporary visa (including a Student Visa), provided the licence is in English or is accompanied by an official English translation or you have an International Driving Permit. For your International Driving Permit to be valid, you must also carry your overseas license when driving.

### Suggested Personal Items

At the time of check-in, passengers have the option to check-in their baggage. For some airlines, check-in baggage is included in the price, while other airlines may charge a fee. Each airline will also have their own restrictions as to the size and weight of each suitcase. Generally, suitcases should not exceed a total linear dimension of 140cm (H+W+D) and may weigh between 15kg to 32kg for each piece of luggage in Economy Class.

Other optional items that we suggest could include an alarm clock, bath towels and toiletries, bedding or sleeping bag, dictionary (bilingual), umbrella, calculator, camera, and a voice recorder for your classes. It is advisable to include toiletries, bath towel and a set of clothes in your hand luggage in case your luggage is misdirected enroute to Adelaide.

Australia's public mains power supply is 240 volts, 50 Hz. If your communications equipment operates at a different voltage or different power line frequency, you must not connect that item of equipment to the Australian public mains power network or a telecommunications network. Electric plugs typically have three flat pins, one of which is an earth pin. You may need to purchase an adaptor or have the plugs changed when you arrive.

## Currency

There is no limit to the amount of currency you can bring in or out of Australia. However, you must declare amounts of AUD\$10,000 or more in Australian currency or the foreign equivalent.

You must disclose any promissory notes, travellers' cheques, personal cheques, money orders, postal orders, or other bearer negotiable instruments, regardless of value, if requested by one of our officers or a police officer.

## Computers

International students can bring such items as desktop or laptop computers and similar electronic equipment duty-free into Australia provided Border Force is satisfied these items are intended to be taken with you on departure.

All students must require laptop throughout their training with MS office, IF any learner does not the laptop\chrome book shall be provided on additional cost as listed in fee schedule section.

Generally, there are conditions that Australian Border Force imposes on people bringing in such items and if you have any concerns regarding this, you may want to contact Australian Border Force.

**Australian Border  
Force Enquiries:**

131 881 Monday to Friday 8:30am-4:30pm (AEST)  
Monday to Friday 7:30am-3:30pm (AWST)

**Website:**

<http://www.homeaffairs.gov.au/about/contact/make-enquiry/general>

## What to Declare at Customs

During your flight to Australia, you will be given an [Incoming Passenger Card](#) from the flight crew for your completion. This is a legal document, and you must tick YES if you have any food or goods of plant or animal origin.

If in doubt, declare the goods and ask a Border Force or Quarantine Officer for advice on arrival. Other items must also be declared on arrival. These include items which might be prohibited or restricted and items on which duty or tax might be payable.

If you have quarantine items that you don't wish to declare, drop them in the specially marked quarantine bins on your way to collect your luggage and before handing your Incoming Passenger Card to Border Force officials.

International passengers aged 18 years or over are entitled to bring AUD\$900 worth of general goods including gifts (given to you or intended for others), souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewellery, watches, and sporting equipment into the country tax-free. If you are under 18 years of age, the limit is AUD\$450.

Alcohol and tobacco products cannot be included in this concession.

These goods can be:

- Obtained overseas.
- Purchased in Australia duty or tax-free before departure.
- Goods for which a tax refund has been approved through the tourist refund scheme; and
- Purchased from an inwards duty-free shop on arrival.

From 1 July 2017, for each traveller 18 years or older, you can bring 25 grams of tobacco in any form (cigarette, loose leaf, etc.), equivalent to approximately 25 cigarettes, plus an open packet. You may also have 2.25 litres of alcoholic beverages.

More information about duty free concessions can be found on the DHA website:

<http://www.homeaffairs.gov.au/Trav/Ente/Duty-Free-concessions>

Please note there are substantial penalties associated with attempting to bring in items such as animal, plant materials and their products, firearms and other weapons including ammunition; medicinal products containing sports performance enhancers (steroids and similar) or narcotics, etc. We suggest you check fully before leaving your home country.

You can check prior to your departure on the DHA website if items you wish to bring are restricted or prohibited:

<http://www.homeaffairs.gov.au/Trav/Ente/Brin/Can-I-bring-it-back>

At the Customs area, a Border Force Officer will check your Incoming Passenger Card. If you have stated you have nothing to declare, the Border Force Officer may tell you to enter the green route. This route takes you immediately through Customs to the 'International Arrivals' section of the airport.

Even though you may have nothing to declare, you may be selected for a random baggage check. If you have been selected for a random check, or if you indicated that you have items to declare, you will be directed to the red route.

At this point, you will be asked questions about the items you have brought with you, and your bags may be opened and checked. If your bags are searched, remain calm and cooperate with the officers. After the examination, repack your bags and leave the Customs area. You may not be allowed to keep goods such as foodstuffs or wooden articles.



## Living in Adelaide

### Living in Adelaide

Adelaide is the capital city of South Australia and one of Australia's most popular cities for international students, with thousands choosing to live and study here each year. It is genuinely an international city with a vibrant arts scene, a multicultural population, cosmopolitan cafes, restaurants and pubs and world-renowned sporting events with many opportunities for social and leisure activities.

Adelaide is located north of the Fleurieu Peninsula, on the Adelaide Plains between the Gulf St Vincent and the low-lying Mount Lofty Ranges which surround the city. Adelaide stretches 20km (12mi) from the coast to the foothills, and 94km to 104km (58mi to 65mi) from Gawler at its northern extent to Sellicks Beach in the south.

The official language is English; however more than 100 languages are spoken by the city's residents.

### Climate

Adelaide has a Mediterranean climate with warm, sunny weather for most of the year. Annual sunshine hours are high, at over 2,500 hours. Rainfall comes mainly in winter. Unlike the east coast cities of Sydney and Brisbane, Adelaide's skies are cloudier in winter than in summer.

There are two main climate hazards in summer – sunburn and extreme heat. On a few days each summer temperatures push above 40 degrees Celsius. By any stretch of the imagination, these are extreme temperatures. The best thing you can do on these days is stay at home with your air-conditioning on maximum.

The climate does vary up and down the East coast, with the north experiencing much warmer weather than the south. As Adelaide is in the southern hemisphere, we experience opposite seasons to those in Europe, North America and most of Asia.

During the warmer months, October to March, most of the eastern Australian states have daylight savings – the clocks are moved forward by one hour to allow for more daylight hours in the evenings. Adelaide does have daylight saving.

Season	Months	Avg. Max Temperature	Avg. Min Temperature	Avg. Days of Rainfall per Month	Avg. Hours of Sunshine per Day
Summer	Dec/Jan/Feb	30°C	16°C	5	9
Autumn	Mar/Apr/May	23°C	12°C	9	6
Winter	Jun/Jul/Aug	16°C	7.6°C	16	4
Spring	Sep/Oct/Nov	23°C	11°C	10	7

Table extracted 19 March 2018 from  
<https://www.livingin-australia.com/climate-weather-adelaide/>

## Cost of Living in Adelaide

The cost of living will vary depending on the style of accommodation and the lifestyle you choose. Recreation and entertainment are matters of personal taste; the amount spent varies depending on your interests, budget, and location. In estimating incidental expenses, you should consider items such as medical, transport, occasional restaurant meals, recreation, personal items, sightseeing and entertainment.

The DHA has financial requirements you must meet to receive a student visa for Australia. From 1 July 2016, the 12-month living cost is:

- You.....\$19,830
- Partner or spouse .....\$6,940
- Child.....\$2,970

The expected cost of living is approximately AUD\$19,830 per annum if you are single and this does not include your tuition fees and textbooks or furniture and additional household goods.

It is advisable to have approximately AUD\$400 in cash and AUD\$1,500 in traveller's cheques or an international credit card with you to help cover your funds in the first few days and any establishment costs associated with accommodation.

## Clothing

It is advisable to pack and bring your clothing, particularly if you are going to be limited with income. Australia is more expensive to purchase these items than in Asian countries but can be cheaper for students coming from North America and Europe. There are several good shopping complexes to purchase cheaper clothing and goods and certainly the domestic students are a wealth of knowledge in this area.

Students generally adhere to an informal dress code when studying here. Jeans, tracksuit pants or slacks with t-shirts or blouses, runners or sneakers are almost standard dress. Shorts are often worn during the summer months.

## Dependants

Dependent students are those who have a parent studying at a South Australian tertiary institution i.e. the parents must have the appropriate student visa. Dependent students are entitled to be enrolled at a South Australian government school at a reduced fee for the duration of their parent's visa. The minimum age for enrolment of a full fee dependent student at a South Australian government school is 5 years of age as at the 30 April of the year of enrolment.

An application for enrolment at a government school can be made through the schools themselves. Their details are all available on CRICOS <http://cricos.education.gov.au>. Parents must provide details of the course they are enrolled in as well as providing the following supporting documentation:

- Copy of Confirmation of Enrolment from the tertiary institution;
- Full details of any scholarship held;
- Copy of visa (if received); and
- Evidence of family membership of health cover.

Other costs may also include uniforms, books, stationery, and excursion fees. Please check relevant websites for planning in advance.

[International Student Program - South Australian Government Schools \(internationalstudents.sa.edu.au\)](http://internationalstudents.sa.edu.au)

## Books

All resources and textbooks will be provided as part of your course. Library books can be borrowed free of charge. Students may wish to purchase their own additional reading books which are of interest. These purchases can be in the vicinity of AUD\$400-\$600.

## Food Shopping

Food shopping in Adelaide can be quite an adventure offering a large range of choice in gourmet food and cuisines due to our multicultural society. Supermarkets are readily available in both the city centre as well as suburban shopping centres.

As VSA is in the North of the city, there are numerous shops within a 10-minute walk to The Promenade Supermarkets often have extended trading hours and when closed there are many 24-hour convenience stores available at garages. You will, however, usually pay more for your purchases at these stores.

For a comprehensive guide to food outlets, check out this internet link:

<https://www.zomato.com/adelaide>  
<https://www.scoopon.com.au/adelaide>

## Eating Out

Adelaide is renowned for its international cuisine and abundant eateries. It caters for all cultural requirements. VSA is only a short drive or walk to many of the city's eating precincts.

Cuisine	Restaurant / Cafe	
<b>Chinese / Asian</b>	<b>Millets Restaurant</b> Mawson Lakes Blvd, Mawson Lakes	Modern Southeast Asian dishes in a vivid dining room with contemporary decor and outdoor seating.
<b>Greek BBQ</b>	<b>Nick's BBQ on The Lake</b> 2/131 Mawson Lakes Blvd, Mawson Lakes	Kebabs, burgers, and jumbo steaks in a pared-down Greek/Mediterranean restaurant with street seating.
<b>Italian</b>	<b>Boat Deck Café</b> Shop 7A 121-131 Mawson Lakes Boulevard, Mawson Lakes	Pizza and classic Italian dishes in a calm, glass-walled cafe with water views from terrace tables.
	<b>La Vita Fresh Pasta</b> 33-37 Main Street, Mawson Lakes	Contemporary venue focusing on handmade pasta, plus pizza and Italian mains, to eat in or take away.
<b>Korean</b>	<b>Mr Bulgogi</b> 1/32-36 Metro Parade, Mawson Lakes	
<b>Middle Eastern and Vegetarian</b>	<b>Dosa Plaza Mawson Lakes</b> 51 Victoria Parade, Mawson Lakes	
<b>Spanish</b>	<b>DeBerry Pintxos Y Vino</b> 11-13 Leigh Street, Adelaide	Spanish eats under exposed wooden beams in a mood-lit wine bar with a mezzanine and chic courtyard.
<b>Thai</b>	<b>Yum Yai Express Thai Kitchen</b> Shop 5, 33 Main Street, Mawson Lakes	
<b>Vegan/Vegetarian Yum Cha</b>	<b>Zenhouse Tea Corner</b> 17-19 Bent Street, Adelaide	
<b>Cakes and Desserts</b>	<b>CAKE by Jenna Marie</b> Shop 2/20-24 Metro Parade, Mawson Lakes	
	<b>Indulge Dawn Til Dusk</b> 5/1-7 Main Street, Mawson Lakes	
	<b>Michel's Patisserie</b> Mawson Central Shopping Centre, 8/9-15 Main Street, Mawson Lakes	Exclusive coffee blends and baked goods, from cakes to quiches, in a relaxed patisserie chain.

For information on other cuisines, cafes, restaurants, pubs etc., please refer to the following internet links dedicated to reviewing Adelaide's eating scene:

- <https://www.scoopon.com.au/food-and-drink/adelaide>
- <https://www.goodfood.com.au/long-reads/adelaide/eat-and-drink/>

- <https://www.tripadvisor.com.au/Restaurants>

## Accommodation

VSA does not have its own on-campus student accommodation but there are several housing and accommodation options available. Students can choose to share and/or rent an apartment, flat or house, or stay in student apartment complexes or hostels, or live with an Australian family in a Homestay boarding situation.

- [Capital Student Stays | Student Accommodation Mawson Lakes](#)
- Adelaide Central YHA, 135 Waymouth Street. Adelaide
- Backpack OZ, 144 Wakefield Street, Adelaide
- SAKAN LODGE, 13 Stuart Street Hillcrest, South Australia 5086 | +61 474 188 535
- 

Cost of accommodation can vary significantly and will be determined by location; type of housing and how many people are to share the accommodation.

## Temporary Accommodation

International students may initially book temporary accommodation so they can make some informed choices about where they would like to permanently reside after they have arrived in Adelaide.

VSA can recommend several budget backpacker/hostel (shared facilities, dormitory style) options where you can take some time to explore Adelaide and other accommodation alternatives.

Please ask Student Support Services for further information and contact details of recommended hostels. Student Support can assist you to plan for temporary accommodation.

## Renting a House/Flat

If you are considering rental accommodation in either a house or flat, there are a range of other expenses that need to be considered:

- Rental properties usually require one (1) month's rent in advance and one (1) month's rent for bond;
- Cost of furniture and amenities; and
- Periodic utility expenses (gas, electricity, water, telephone).

It could be a more feasible option to rent a room in an already established house which will not only assist with expenses but a good opportunity to gain some independence but still have a close support network there for you.

In these types of accommodation, you are expected to share the cleaning of the common areas as well as doing your own washing. Cooking is sometimes done individually or as a household. Living conditions are usually established at the time of entering a lease contract with the other occupants.

Housing and flat costs will vary on size of the accommodation and number of occupants.

For further information and up-to-date listings of properties in Adelaide, go to:

- <https://www.gumtree.com.au/s-sa/housemate+adelaide/k0l3008842>
- <http://australia.accommodationforstudents.com/searchform.asp?city=Adelaide>

- <https://www.student.com.au/adelaide>
- <https://flatmates.com.au/homestays/adelaide>

Check that your accommodation has a working smoke alarm. Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

## Homestay

Homestay is a term used to describe boarding with a family. With Homestay accommodation, the student has a single furnished bedroom and shares all other areas of the house. Students can elect to have all meals provided or choose to prepare their own food.

It is expected that the student would be treated as a member of the family. All Homestay families have completed comprehensive police and facilities check.

Homestay is a perfect way to help improve your English and understand the Australian way of life while living with a carefully selected friendly Australian family.

Homestay Direct - <https://www.adelaidehomestay.org/>

Student Accommodation Services - <https://atira.com/locations/adelaide/>

Costs of Homestay range depending on the services provided (full board including food or just board) but are generally around AUD\$250-\$300 per week. You will need to check with the homestay provider. The advantages of staying with a host family are to give you more opportunity to learn:

- English;
- Experience Australian culture;
- Learn about city sites and local areas around campus;
- Good solid understanding of local amenities; and
- Share accommodation options.

Most Homestay families will also live-in close proximity to public transport allowing students to have easy access to get around the city for studying and social purposes.

VSA can provide you with brochures on a range of other temporary accommodation choices as outlined on our website.

**It is recommended that some form of accommodation is arranged prior to travel. We are more than happy to assist you with your needs.**

## Entertainment

Adelaide is a vibrant city with plenty of entertainment for everyone. To get a guide of what events, shows, concerts and festivals are happening in and around Adelaide - <https://www.cityofadelaide.com.au/explore-the-city/visit-adelaide/>.

The central city cinema is located at *Palace Nova Eastend Cinemas*, 3 Cinema Place, Adelaide. There are many

other cinemas in and around Adelaide and session times can be found in the local papers as well as online.

Adelaide hosts many festivals at various times throughout the year often coinciding with cultural events in your own countries:

- **Tour Down Under** - Now a major race on the global cycling calendar, the Tour Down Under attracts some of the world's best cyclists ([www.tourdownunder.com.au/](http://www.tourdownunder.com.au/)).
- **Adelaide Fringe Festival** - The second biggest arts festival in the world, locals really get out and support this amazing festival ([www.adelaidefringe.com.au](http://www.adelaidefringe.com.au)).
- **Chinese New Year** - celebrations start on the first day of the Chinese calendar which is usually in February each year and continue for about 15 days. This festival features traditional and contemporary Chinese cultural activities such as dancing, culinary delights, lion dances and fireworks ([www.chinesenewyear.com.au](http://www.chinesenewyear.com.au)).
- **Adelaide Festival** - The internationally renowned arts festival attracts world class theatre, dance, cabaret and art to the city. Now an annual event, the festival has become a massive part of the annual art calendar ([www.adelaidefestival.com.au](http://www.adelaidefestival.com.au)).
- **Winter Reds Festival** - Fire up your winter soul in the Adelaide Hills. Be tempted by more than 30 wineries offering sumptuous events day and night this July ([www.winterreds.com.au/](http://www.winterreds.com.au/)).
- **Adelaide Guitar Festival** - The Adelaide Guitar Festival is a 4-day biennial festival. Unbound by genre and acclaimed for its outstanding quality, its concerts span rock, jazz, folk, classical, experimental, blues and roots music. ([www.adelaideguitarfestival.com.au/](http://www.adelaideguitarfestival.com.au/)).
- **Royal Adelaide Show** [31 August to 9 September 2018] ([www.theshow.com.au/](http://www.theshow.com.au/)).
- **Christmas Pageant** [10 November 2018] ([www.cupageant.com.au/](http://www.cupageant.com.au/)).

## Public Transport



**Adelaide Metro** is Adelaide's public transport system, run by the Public Transport Services Division of the *Department of Planning, Transport and Infrastructure*.

Adelaide's transport system is extensive, accessible and responds to a variety of community and individual needs services include bus, trains and trams throughout the greater metropolitan area (Adelaide Metro) and regional bus services (Bus SA/Connect SA).

Using Adelaide Metro services is simple. Follow these easy steps to ensure a safe and enjoyable journey:

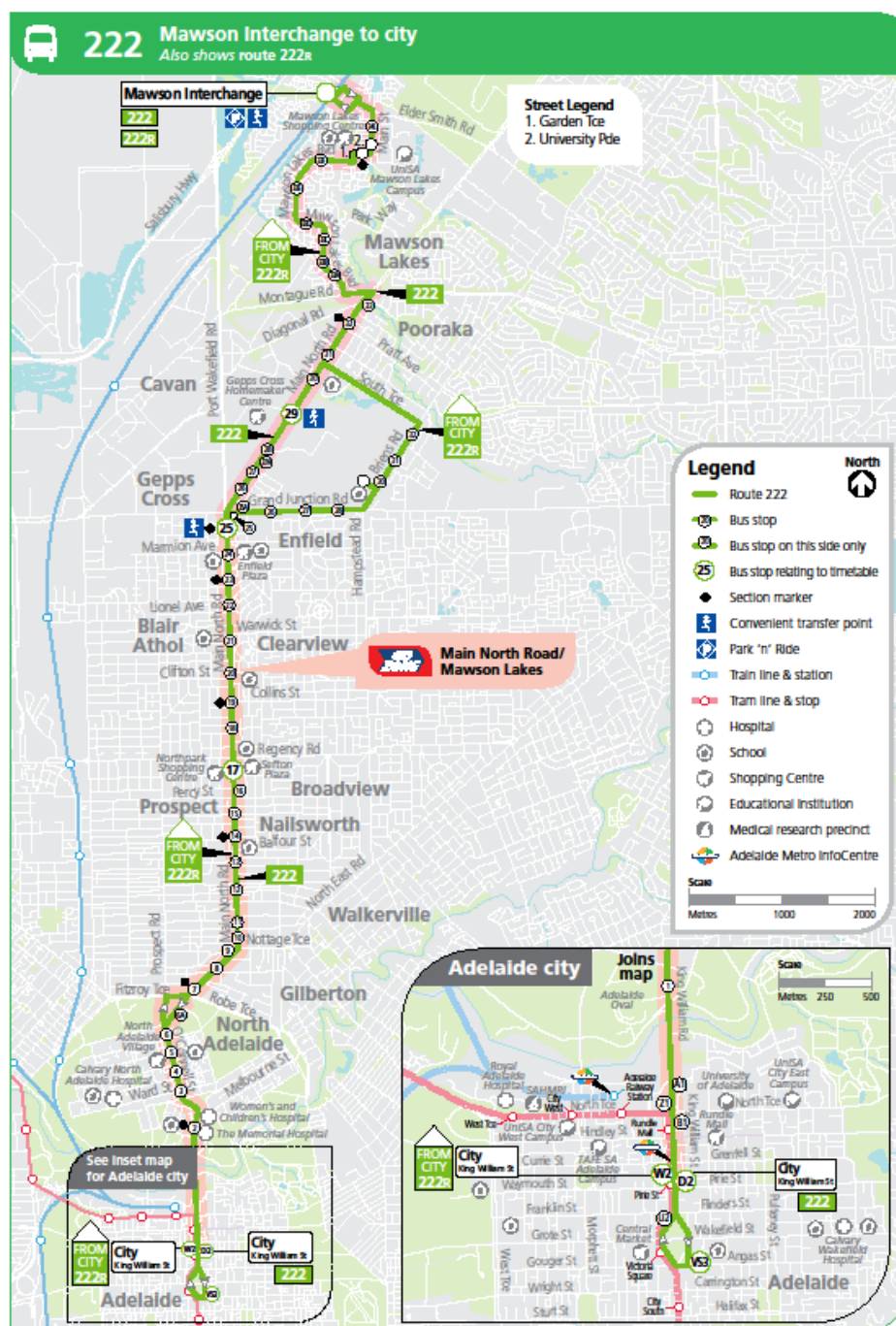
- **Plan your journey**  
Use the [Journey Planner](#) to map out your journey before you travel.

- **Hail the bus or wait at the correct rail service platform**  
Hail the bus by simply raising your arm to signal the driver to stop. Trains and trams stop at timetabled stations and platforms.
- **Buy the right ticket/card or pass**  
For more information on tickets, fare and concessions and how to purchase visit the Tickets section of the site or call the Adelaide Metro InfoLine on 1300 311 108.
- **Validate the ticket/card or pass**  
For information on how to validate a MetroCard visit the [Travel with a Metrocard](#) page.
- **Let the driver know when you would like to alight the service**  
Let the driver know you'd like to get off a bus service by pressing the red 'stop' button. Trains and trams stop only at timetabled stations or platforms. The driver or a recorded announcement will advise of the next station prior to stopping.

## Bus Services to Mawson Interchange

Mawson Interchange is a railway station and bus interchange in the Adelaide suburb of Mawson Lakes. It is located on the Gawler line, 14.3km north of Adelaide station. A bus from Adelaide CBD on Route 222 takes approximately 45-60 minutes.





Map extracted on 19 March 2018 from Adelaide Metro

<https://www.adelaidemetro.com.au/routes/222>

## Train Services to Mawson Interchange

Adelaide has six train lines: heading from the Adelaide railway station to Belair, Gawler, Tonsley, Grange, Seaford and Outer Harbour.

The tram line runs from the Adelaide Entertainment Centre (AEC) to Glenelg. The tram is free from the AEC to South Terrace and between Brighton Road & Moseley Square, Glenelg. Taking a trip down to Glenelg on the tram is a must-do while staying in Adelaide.

A train from Adelaide Railway Station to Mawson Interchange on the Gawler Central route takes approximately 15-20 minutes.

## Ticketing

Metrocard is easy to use and recharge, it's the most convenient way to travel.



Ticket vending machines are in every train carriage and accept coins or EFTPOS/credit cards (with PIN) to buy a ticket or recharge your Metrocard. (machines do not accept notes or 5c pieces).

Single trip and Daytrip tickets are issued already validated. Keep your ticket until you have left the station at the end of your trip as ticket checks are conducted every day at Adelaide Railway Station and on a random basis at all other stations. You will need your ticket or Metrocard to exit Adelaide Railway Station.

## Student Concessions

The Department of Planning, Transport and Infrastructure is responsible for administering South Australian full time secondary and tertiary identification cards.

Plastic credit card style photographic IDs issued by the tertiary institution of attendance and endorsed with the approved sticker, or the expiry date are recognised for concession travel.

## No Eating, Drinking or Smoking On-Board Vehicles

When travelling, remember all public transport is alcohol-free, smoking of any nature is prohibited, and eating and drinking are not allowed on board.

Smoking, including E-Cigarettes (vaping) is also not permitted at any undercover public transport stop or station. Fines may apply.

## Bikes On Board

Bikes are not allowed on buses or trams. However, they can be carried on trains during the following times:

- Monday to Friday before 9:00am and after 3:00pm: If you are travelling with a bike on trains during these times you must hold a validated concession Metrocard or metro ticket for your bike. During peak travel times space may be limited on services making it impractical for bikes to travel safely. Adelaide Metro asks that you please wait for the next available service with enough space to safely board and secure your bike.
- Bikes can be carried for free on trains Monday to Friday between 9.01am and 3pm or between 6pm and the last service when space is available.
- Bikes can be carried Free Saturday, Sunday & public holidays all day when space is available. At all other times a peak concession fare must be purchased for your bike.

It's free to take a fold up bike on-board which is fully enclosed in a bag up to 90cm long x 60cm high x 40cm if space permits.

Information extracted on 19 March 2018 from  
<https://www.adelaidemetro.com.au/Using-Adelaide-Metro>

## Adelaide Taxis

While there are plenty of taxis available, particularly in the city's key entertainment districts, it's worth booking a taxi for the busiest periods, such as Friday and Saturday nights. Most taxi companies have smartphone apps that you can download, making booking a taxi even easier.

Taxi companies include:

- Independent Taxis ..... 132 211
- Suburban Taxis ..... 131 008
- Yellow Cabs..... 132 227
- Wheelchair accessible taxis are provided by Adelaide Access Taxis.....1300 360 340

On Friday and Saturday nights between 11:00pm and 4:30am, there are several supervised taxi ranks that provide a safe place to wait for a taxi after a night out in the city. These ranks are operated by the Taxi Council SA and are staffed with a concierge and a security officer.

The supervised ranks are located at:

- Hindley Street, east of Morphett Street;
- North Terrace, entrance to Adelaide Casino;
- Morphett Street, south of Hindley Street;
- Pulteney Street near the entrance to Rundle Mall; and
- Eastern side of King William Street, near the entrance to Rundle Mall.

## Uber \ DiDi\ Ola- Rideshare Services

Uber\DiDi\Ola are the rideshare platforms that allows you to order a ride from your smartphone. Uber\DiDi\Ola is a two-way street – both drivers and riders can rate each other and share the benefits of the service. Uber\DiDi\Ola is legal in all states of Australia except the Northern Territory.

If you want to use the Uber platform as a rider, you first need to download the app (available for iOS and Android) and create an account. You are required to provide your debit or credit card information so you can be charged through the app. When you want to order Uber\DiDi\Ola, open the app and make sure your location is correct, then choose what type of Uber you want.

Uber\DiDi\Ola An UberX is the cheapest options are available, usually all users download applications for all providers and for every trip check the rates to select the cheapest. Once you've ordered, you can input your destination to assist the driver. You'll be shown the name and number plate of your driver as well as how far away they are. You might find the driver calls you if they need to check your location.

You can track your ride when you're in the car and send your trip status to anyone you need to. The driver will be shown an automatic route to go, but you can ask for them to take a different way. At the end of the trip, you don't need to physically pay as all payments are handled by the app. The last step is rating your driver out of five stars.

## Money and Banking

### Money

Australian currency follows a decimal system. The dollar (A\$), the basic unit of the Australian decimal system, is divided into 100 cents. Notes come in denominations of \$5, \$10, \$20, \$50 and \$100. The notes are all different in size and colour.

Coins come in denominations of \$1, \$2 (both gold-coloured coins), 50c, 20c, 10c and 5c (all silver-coloured coins). The Goods and Service Tax was introduced in July 2000. A flat 10% is already applied to most goods and services.

Tipping is generally not a custom in Australia but if you feel you have received exceptional service (usually only in restaurants) you are able to offer a tip.

### Banking

VSA is situated close to the convenient location near banking facilities. Most people in Australia keep their money in a bank, building society or credit union. The larger financial institutions are:

- Commonwealth Bank - [www.commbank.com.au](http://www.commbank.com.au)
- NAB (National Australia Bank) - [www.nab.com.au](http://www.nab.com.au)
- ANZ Bank - [www.anz.com.au](http://www.anz.com.au)
- Westpac - [www.westpac.com.au](http://www.westpac.com.au)

Most banks in Adelaide are open from Monday to Thursday (9:30am-4:00pm) and Friday (9:30am-5:00pm). Some branches are open on Saturday mornings, but all customer service areas of banks are closed on public holidays.

You are still able to complete transactions (deposits, withdrawals, and transfers) when banks are closed by accessing an Automatic Teller Machine - ATM. You will need your bankcard and your PIN (Personal Identification Number) to access the ATM (Automatic Teller Machine).

Do not write your PIN on your bankcard. If your bankcard is stolen or lost – tell your bank immediately.

ATMs are in many locations including petrol stations and outside banking institutions.

It is recommended that you open a bank account within six weeks of arriving in Australia as you will only be required to show your passport as identification. After this timeframe has lapsed, you will need to have more forms of identification to satisfy the bank's screening processes.

Make sure you tell the bank that you are a full-time student as some banks do not charge fees to students.

### Tax File Numbers

If you intend to work in Australia while you are studying, you will need to apply for a Tax File Number (TFN). These numbers are issued by the Australian Taxation Office and are unique and individual numbers used to

identify your tax records.

You need to keep your Tax File Number secure and do not tell people other than for employment and banking needs.

The Australian Taxation Office (ATO), in conjunction with DHA have developed an online registration process for temporary visitors to apply via the internet. Online applications can be completed at [www.ato.gov.au](http://www.ato.gov.au). All student visas are now granted with work rights.

When you start work, your employer will ask you to complete a TFN Declaration form on which you need to write down your TFN. If you do not already have your TFN, the employer is not allowed to take out more than the normal amount of tax until the standard TFN processing time has elapsed.

If you earn any income in a financial year (between 1 July and 30 June), you must lodge an Income Tax Return by 31 October of that year, unless other arrangements have been made.

## Working in Australia

Most jobs and working conditions are covered by Modern or State Awards. Awards are legally binding on the employer and cover such working conditions as minimum rates of pay, allowances, overtime, penalty rates, hours of work, and leave for holidays, long service, or sickness.

All new employees receive a Fair Work statement from their employer informing them of their rights as an employee. This statement provides a safety net for the employee covered by the national workplace relations system. You should familiarise yourself with this document so that you know your rights as an employee in Australia.

### Job application process

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

### Resume writing

[www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

### Career Advice

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

### Applying for Jobs

[www.Seek.com.au](http://www.Seek.com.au)

[www.Gumtree.com.au](http://www.Gumtree.com.au)

[www.Au.indeed.com](http://www.Au.indeed.com)

### SafeWork SA

[www.safework.sa.gov.au](http://www.safework.sa.gov.au) provides a free educational and advisory service to manage workplace health and safety risks and legal responsibilities.

### Fair Work Ombudsman

[www.fairwork.gov.au](http://www.fairwork.gov.au) provides all information about pay, leave, ending employment, employee entitlements, awards and agreements and the role of the Fair Work Ombudsman.

The Fair Work Ombudsman will help employers and employees understand their rights and responsibilities under Australian workplace laws. The Fair Work Ombudsman will work with employees and employers to resolve workplace issues which may arise.

Information about Australian workplace laws are contained on their website and includes information about:

- Pay
- Leave
- Ending employment
- Employee entitlements
- Awards and agreements

For more information go to [www.fairwork.gov.au](http://www.fairwork.gov.au)

## Communication

### Telephones

Private accommodation can have the telephone utility connected and may require you to pay a bond and connection fee for this service. Local calls have a fixed charge irrespective of the length of the call, however interstate and international calls are charged based on the time spent on that call.

International telephone code for Australia is +61

The local area code for Adelaide is (08).

If your family is calling you in Australia, they will need to dial +61-# and then the telephone number. International calls can be costly, so it is suggested that you check the cheapest time to make these calls.

Public telephones are readily available at the airport, shopping centres, city mall, railways stations and some roadsides. Cost of a local call is 40 cents with no time limit. Calls made to interstate and mobile phones are timed and charged per minute. Public phones use Australian coins or phone cards which can be purchased from most newsagents.

Phone cards are available in \$A5, \$A10, \$A20 and \$A50 denominations.

International calls can also be made from public phones and are charged according to destination and time spent on the call.

### Mobile Phones

Mobile phones are a very popular communication tool with most people in Australia and there are many telecommunication companies offering a range of mobile plans with different network providers. We suggest you research these options thoroughly and ensure you read all conditions carefully.

**Telstra, Vodafone, and Optus** are the main mobile phone companies that service Australia, however there are many other smaller providers. Handsets can be purchased either on a plan or with pre-paid sim cards.

To view the different plans, go to:

- Telstra - <http://telstra.com.au/mobile-phones/>
- Vodafone - <http://www.vodafone.com.au/>
- Optus - <https://www.optus.com.au/shop/mobilephones/mobilelandingpage>



## Mail

Until you find permanent accommodation in Adelaide, international students are welcome to use the following postal address for their mail:

Your name and student number  
C/- Student Support  
Vocational Skills Australia (VSA)  
Innovation House  
50 Mawson Lakes Boulevard  
MAWSON LAKES SA 5095

Please ensure all mail is clearly identifiable with your name so we can redirect it to you. Once you have a permanent address all correspondence should be mailed to you there.

## Arriving in Adelaide

All international students will arrive at Adelaide via Adelaide's International Airport. Our airport is approximately 10 minutes from the CBD and 30 minutes from our campus and is located on John Schofield Drive, Adelaide Airport.

### Adelaide Metro Bus - JetExpress and JetBus

Adelaide Metro offers an express bus service between Adelaide and the city on the new JetExpress double decker bus. Operating hourly during weekday peak travel times, JetExpress is your express service taking you near many key city attractions and locations, including over 20 hotels and apartments in the city.



Adelaide Metro also offers a convenient JetBus service to Glenelg, West Beach and the City, servicing all stops enroute. From there you can easily transfer to other regular Adelaide Metro services.

Both JetExpress and JetBus are Metro ticket services. Single trip and daytrip tickets can be purchased from bus drivers. For more information, call Adelaide Metro Infoline on (08) 8210 1000.

For three or more people travelling together, a taxi is the best value to or from the airport. You can hail a taxi in front of the domestic or international terminal buildings. A taxi from the airport to the city will cost between \$25 and \$35 depending on traffic. There is a \$2.00 surcharge for passengers using taxis to exit the airport.

### Airport Greeting Service

VSA offers international students an Airport Reception Service. This service is complementary (free) for our students. Our VSA representative from Student Support can arrange transfer to our campus during business hours. If you are arriving outside of business hours and/or are requiring transfer to your accommodation, your service will be arranged accordingly and on an individual basis.

If this service is required, you will need to complete the "Airport Reception Request" form and fax it to us or email [info@vsa.sa.edu.au](mailto:info@vsa.sa.edu.au) the details to Student Support **at least one week prior to departure**. You will be contacted to confirm this request by email.

Should there be a change of departure time or flight number after you have sent the form, please contact VSA with your new details as soon as possible.

Our VSA representative will be easily identifiable. Domestic passengers will be met in the baggage claim area of the domestic terminal.

If you are arriving at the International Airport your representative will be waiting at the international arrival gate which is located on Level 1 just after you come through Customs.

Don't leave the airport until your representative arrives.

If you cannot locate the representative in the baggage claim area of the domestic terminal or at the International Airport Meeting Point, please wait for delays that may have occurred for 20 minutes and then if still not met; contact Amir Salim, VSA on 0413 106 113 regarding this matter.

If a relative or friend is meeting you and arranging your temporary accommodation, you will not need to request airport reception. After you have settled in, you can contact Student Support for assistance about what to do next. We are there to help you settle in as quickly as possible so that you may concentrate on preparing for your studies.

If you arrive after hours or at the weekend when we are not open, please contact us as soon as possible on the next working day.

Currency exchange can be completed at the airport at the Travelex Money Exchange located in the arrivals area of the International Terminal.

## Orientation

### International Orientation Program

The International Orientation Program at VSA is a compulsory program of activities, information sessions, workshops and social events that aims to assist international students with their transition to studying in Australia and their new living environment.

International students not only need to adjust to a learning environment that is delivered entirely in English with differences in study structure but must overcome additional issues of adjustment such as:

- Living in Australia and cultural differences.
- Life in Adelaide;
- Feeling alone, isolated, and homesick; and
- Independence and coping financially.

Students will be notified about the details of the compulsory orientation program dates and program outlines. Contact the Enrolment Officer or Student Support Services if you have any questions.

You will need to bring all correspondence, passport, and letter of confirmation to your first day of orientation.

Orientation Week will include:

- Introduction to VSA, our organisation, structure, facilities, and resources.
- Enrolment information, administration processes, student cards, timetables.
- Student Support and our team who will assist you with a smooth transition academically, environmentally, and socially.
- Living in Adelaide - "Aussie" culture, accommodation, legal services, and other referral services, working, transport and getting around, community and university services available to you.
- Introductions to the staff and trainers.
- Several excursions to help familiarise yourself with your new surroundings and the city location, amenities, and resources in the area.
- Relevant policies and procedures including the complaints and appeals processes.
- Social BBQ to become more acquainted with your fellow international students as well as meet the domestic students.
- Academic progress monitoring requirements; and
- Options for future study.

International students should aim to arrive in Adelaide a week prior to their compulsory Orientation Program so they can familiarise themselves with their new surroundings. You will need to refer to the Orientation Program dates provided in your information pack and on our website.

Arriving early will also give you some time to arrange permanent accommodation if you have not already done so.

## Commencing Studies

### Student Card

Students will complete paperwork in relation to their ID cards and have their photos taken on the first day of orientation. Cards will be processed during orientation week.

Returning students **MUST** retain their original student cards. These are validated at re-enrolment. You must carry your card with you whenever you are on campus as it is needed for:

- Borrowing books from the library.
- Photocopying and printing; and
- Assists in campus security.

### Student Email Account

Students will be issued with a personal email address during International Student Orientation Week. This email is used for all communications with staff and other students and can be accessed from any computer with internet access. It is expected that all students will check their accounts on a regular basis.

Student Support will use this mode of communication for all areas such as attendance related issues, appointments with students and general messaging.

If you are experiencing difficulty logging on, please inform one of the administration team who will assist you with this or call our office number.

### Student Numbers

Each student is issued with a student identification number on orientation day which will remain the same for the period of your study. This number is to be entered on all correspondence while studying at VSA, such as enrolment forms, change of address forms and special consideration forms.

## Emergency Information

### Emergencies

In an emergency, telephone **000** for:

- Police;
- Ambulance; and/or
- Fire Brigade.

Calls to 000 (triple zero) are free. Be prepared to provide your name, address and telephone number (if you have one), and the type of service you need.

### Police

In an emergency, telephone 000 and ask for the "Police". For non-urgent matters, ring your local police station. Their numbers are listed under 'Police stations' in the White Pages telephone directory. There is no charge for police services.

Police in Australia are not connected to the military forces and do not play a part in politics. They aim to protect life and property in the community, prevent and detect crime, and preserve peace. The police may intervene in family issues where there is a domestic dispute or concern about physical, sexual or psychological abuse.

### Ambulance

If you need an ambulance, telephone 000 and ask for an "Ambulance". Ambulances provide emergency transport to hospital and immediate medical attention.

In South Australia, the Ambulance service is not a free service. Your OSHC will cover your ambulance cost only when it is required medically for admission to hospital or for emergency treatment.

To be fully covered for ambulance costs, it is advised that you ensure your OSHC health cover includes the cost for the service of an ambulance. If not, you can collect a membership application form at Australia Post and join over the counter or contact:

Ambulance Membership ..... 1800 648 484

### Fire

In an emergency, telephone 000 and ask for the "Fire Brigade". The fire brigade puts out fires, rescues people from burning buildings and assists in situations where gas or chemicals become a danger. In non-urgent cases, you can use the telephone number listed under 'Fire Stations' in the White Pages telephone directory.

## Telephone Crisis Counselling

There are various telephone counselling services including **Lifeline** which offer free crisis counselling 24 hours per day, 7 days per week. You may be feeling desperate, just need to talk to somebody, or want to use their specialist financial, gambling or youth counselling services:

Child Protection .....	13 14 78
Drug and Alcohol .....	1300 13 1340
Gambler's Help .....	1800 060 757
Kids Help Line (5yrs to 18yrs) .....	1800 551 800
<b>Lifeline.....</b>	<b>13 11 14</b>
Men's Referral Service.....	1300 766 491
Mental Health Assessment & Crisis Intervention Service .....	13 14 65
Parent Helpline .....	1300 364 100
Poisons Information Centre.....	13 11 26
Pregnancy Advisory Centre .....	8347 4955
Quitline .....	13 78 48
Rape and Sexual Assault Service .....	1800 817 421
Samaritans Crisis Line .....	13 52 47
Victim Support Service .....	1800 842 846
Women's and Children's Health Network.....	8303 1500
Women's Domestic Violence Helpline .....	1800 737 732

## Emergency Medical and Hospital Services

### Modbury Hospital

Smart Road, Modbury  
Phone: 8161 2000

### Flinders Medical Centre

Flinders Drive, Bedford Park  
Phone: 8204 5511

### North-eastern Community Hospital

580 Lower North East Road, Campbelltown  
Phone: 8366 8111

### The Queen Elizabeth Hospital

28 Woodville Road, Woodville South  
Phone: 8222 6000

### Noarlunga Hospital

86 Alexander Kelly Drive, Noarlunga Centre  
Phone: 8384 9222

### Lyell McEwin Hospital

Haydown Road, Elizabeth Vale  
Phone: 8182 9000

### Royal Adelaide Hospital

Port Road, Adelaide  
Phone: 7074 0000

### Women's and Children's Hospital

72 King William Road, Adelaide  
Phone: 8161 7000

## Medical Information

### Medical Centres

International students can access free medical services with participating general practitioners in the CBD. You will need to present your OSHC Card at the time of your appointment which enables medical practices to bulk bill Overseas Student Health Cover (OSHC) patients by claiming electronically their consultation fee directly with the OSCH provider.

#### **Adelaide City General Practice**

29 King William Street, Adelaide  
Phone: 8410 1322

#### **Globe Medical Adelaide**

1/21 Hindmarsh Square, Adelaide  
Phone: 8232 7372

#### **Marden Medical Clinic**

12 Lower Portrush Road, Marden  
Phone: 8362 7032

#### **Prospect Medical Centre**

188 Main North Road, Prospect  
Phone: 8269 2888

#### **Adelaide Health Care**

43 Carrington Street, Adelaide  
Phone: 8410 0774

#### **Harbour Medical Services**

19 Robe Street, Port Adelaide  
Phone: 8447 4422

#### **Oaken Medical Centre**

132-134 Fosters Road, Hillcrest  
Phone: 8266 7788

#### **Trinity Medical Centre**

28 College Street, Port Adelaide  
Phone: 8249 2000

### Dental Services

OSHC does not cover students for dental services. If you would like to be covered for these services, you will need to upgrade your OSHC. Please speak to Student Support for advice. Please find below a list of dentists in the CBD where you will be responsible for the payment of the service:

#### **Adelaide City Dental Care**

25 King William St, Adelaide  
Phone: 8231 2165

#### **Bupa Dental Adelaide**

50 Grenfell St, Adelaide  
Phone: 8210 7700

#### **Jeffcott Dental Clinic**

157 Jeffcott St, North Adelaide  
Phone: 8267 1511

#### **Port Adelaide Community Dental Clinic**

11 Church St, Port Adelaide  
Phone: 8241 0855

#### **Adelaide Dental Hospital**

North Terrace & George St, Adelaide  
Phone: 8222 8222

#### **City Central Dental**

16 Waymouth Street, Adelaide  
Phone: 8231 9922

#### **National Dental Care - North Adelaide**

104 Ward St, North Adelaide  
Phone: 8267 2622

#### **The Port Dental Care**

19 Robe Street, Port Adelaide  
Phone: 8447 1566



## Multicultural Information

### Religion

The city of Adelaide is the home, workplace, and leisure centre of one of the world's most harmonious and culturally diverse communities. The spirit embraces change while respecting heritage, celebrates diversity while sharing common sense of place and pride, and aspires to a rich, lively, and peaceful future.

While living in Adelaide, you will have no trouble in locating an appropriate place of worship. Although Christianity is the main practised religion in Adelaide, there are several major religions. VSA has compiled a list of places of worship but certainly is not exhaustive. If you need further information or assistance in this area please contact Student Support.

[Adelaide's Top Religious Buildings \(Self Guided\), Adelaide, Australia \(gpsmycity.com\)](http://gpsmycity.com)

#### **Adelaide Christian Centre (Christian)**

27 Sturt St, Adelaide

Phone: 8212 2322

[www.adelaidechristiancentre.com.au/](http://www.adelaidechristiancentre.com.au/)

#### **Bethlehem Lutheran Church**

170 Flinders St, Adelaide

Phone: 8223 6662

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

#### **Holy Trinity Church, Adelaide (Evangelical)**

88 North Terrace, Adelaide

Phone: 8213 7300

<https://www.trinitycity.church/>

#### **Scots Church, Adelaide (Uniting)**

237 North Terrace, Adelaide

Phone: 8223 1505

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

#### **Baptist Church Flinders Street**

65 Flinders St, Adelaide

Phone: 8223 4550

[www.fsbc.asn.au/](http://www.fsbc.asn.au/)

#### **Christ Church (Anglican)**

35 Palmer Pl, North Adelaide

Phone: 8267 2673

[www.ccna.asn.au/](http://www.ccna.asn.au/)

#### **Roman Catholic Archdiocese of Adelaide**

39 Wakefield St, Adelaide

Phone: 8210 8210

[www.adelaide.catholic.org.au/](http://www.adelaide.catholic.org.au/)

#### **St Mary's Catholic Church**

179 Stanley St, North Adelaide

Phone: 8210 9318

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

<https://www.salamadelaide.com.au>

<http://www.india2australia.com/list-hindu-temples-adelaide-south-australia/>

**Note: if you can't find your religious institution, please contact Student Support Officer.**

## Australian Customs and Laws

### Law

Knowing and understanding Australian customs and laws will help you to adjust to life in the Australian community.

Australia is a tolerant, diverse society with people from many different cultures and ethnic backgrounds. Although English is the national language, there are around 200 languages spoken in Australia.

In Australia you don't have to be the same as other people to belong. Everyone is free to express and maintain their cultural and religious traditions, within the law, and participate and belong as Australians. At first you may not be used to such diversity, however if you are open and respectful towards people, ideas, and traditions, which in some cases may be quite new or challenging for you, you are likely to fit in and be successful in your new life.

### Equality and Anti-discrimination

You have the right to be respected and to have your needs considered as fairly as everyone else. Similarly, you should respect other people, whether they were born in Australia or, like you, from overseas.

Under the Anti-Discrimination Act, no person should be treated worse than others because of age, race, country of origin, marital status, pregnancy, political or religious beliefs, disability or sexual preference. Men and women are equal under the law and for all other purposes.

Australia has a tradition of free speech. However, it is unlawful to insult, humiliate, offend, or intimidate another person or group.

### Criminal Offences

Crime is usually described as any behaviour or act that is against the law and may result in punishment. Everyone in Australia is expected to obey all Australian laws. For more information on criminal offences and the role of the police in Australia:

[Police Guide](#) (available in 8 languages).

## Domestic Violence

Violence towards other people is illegal in Australia and viewed very seriously. This includes violence within the home and within marriage. Domestic violence is behaviour by a person which may result in the victim experiencing or fearing physical, sexual, or psychological abuse and damage, forced sexual relations, forced isolation or economic deprivation.

Women's Domestic Violence Helpline ..... 1800 737 732

Women's Information Service ..... 8303 0961

## Driving

In Australia, motorists drive on the left-hand side of the road. For visitors that come from countries where motorists drive on the right-hand side of the road this change in driving patterns can cause disorientation. As a reminder, consider printing the DRIVE ON LEFT in Australia card on this page and put it in your car where you can see it. You can also ask your hire car provider, tourism outlet or any Service SA customer service centre for a card and information about driving in South Australia.

Short term visitors with temporary visas can drive in South Australia but must only drive the type of vehicle authorised by their licence. You must carry a current driver's licence always issued interstate or overseas. If the licence is not in English, you must carry an International Driving Permit or an English translation.



If the licence expires whilst you are here or you become a permanent resident, you must apply for a SA driver's licence.

If you are in Adelaide on a permanent visa, you can drive on your overseas licence for only three (3) months from the date you entered Australia or from the time a permanent visa was issued to you. If you want to continue to drive in Adelaide after that time, you must apply for a South Australian Driver's Licence.

For more information relating to licences, please contact the Department of Planning, Transport and Infrastructure on <http://mylicence.sa.gov.au/my-car-licence/international-drivers>.

Disobeying or breaking traffic laws can result in large fines, the loss of your driver's licence or even imprisonment. There are seatbelts in all cars for adults and older children. You will require government approved restraints for young children and babies.

If you are involved in a road accident you must report it immediately to the police. International students should also ensure that their insurance policy covers them in the event of a motor vehicle accident.

The laws are particularly strict regarding speed limits and driving after drinking alcohol (including riding a bicycle). In Australia, your blood alcohol concentration (BAC) needs to be less than 0.05% and police have authority to submit anyone driving to a random breath analysis test. It is also illegal to drink while driving. Certain drivers are required to abide by a zero-tolerance law, meaning that no alcohol can be consumed if the person intends to drive. Please see the [www.mylicence.sa.gov.au](http://www.mylicence.sa.gov.au) website for more information.

It is also useful to know that you are not permitted to use a handheld mobile phone when driving. This includes making or receiving calls, texting, playing games or web browsing.

## Drugs, Smoking and Drinking

There are many laws about having possession of and/or using drugs. Breaking drug laws can lead to severe penalties.

Smoking tobacco is prohibited in a growing number of places in Australia, including most government offices, health clinics and workplaces. Smoking in restaurants and shopping centres is also prohibited in Australia. Non-smoking areas are often indicated with signage.

Drinking alcohol is legal in Australia but only in certain places at certain times. It is against the law for any person to sell or supply alcohol to a person under the age of 18 years. It is also against the law for a minor to drink alcohol except on private property such as a home or in other specific circumstances. Drinking alcohol is also prohibited in some public areas.

For further information:

- Australian Drug Information Network - [www.adin.com.au](http://www.adin.com.au)
- South Australian Quit Support - <https://www.cancersa.org.au/quitline>

## Environment

A clean environment and the protection of nature are important to Australians. It is illegal to litter, create pollution or dispose of waste without permission. Native animals, shellfish and plants are protected by law. In addition, there are special rules which apply to National Parks to prevent them being spoilt:

Environment Protection Authority  
Phone: 1800 623 445 (free call) or 8204 2004  
<http://www.epa.sa.gov.au/>

## Noise

There are laws that protect Australians from excessive noise. The regulations vary from state to state but in general neighbours are tolerant of the occasional noise, but if frequent or excessively loud, complaints can be lodged with the local council or the police.

## Animals

Australia has laws to protect animals from cruelty and neglect. It is forbidden to kill animals in the backyard. People who mistreat animals and birds can be fined or imprisoned. There are local laws on what animals can be kept at home and you should consult your local council regarding registering them.

## Customs

### Meeting People and Communicating

When meeting someone for the first time, it is usual in Australia to shake the person's right hand with your right hand. People who do not know each other do not generally kiss or hug. Many Australians look at the eyes of people they are talking with as a sign of respect and to show they are listening. However, you should be aware that it may make some people feel uncomfortable or embarrass them.

When meeting a new person, many Australians are not comfortable being asked questions about their age, marriage, children, or money.

Unless you have been introduced to someone by their first name, or unless you are asked to call them by their first name, it is usual to address them using their title and family name, (e.g. Mr Wong, Mrs Smith, Ms Brown, Dr Lee). In the workplace and with friends Australians usually call each other by their first names.

### Polite Behaviour

Australians usually say "please" when asking for something or for a service and usually say "thank you" when someone helps them or gives them something. Not saying this could be seen as impolite.

Australians usually say "excuse me" to get someone's attention and "sorry" when they accidentally bump into someone. Australians also say "excuse me" or "pardon me" when they burp or belch in public or in someone's home.

You should always try to be on time for meetings and other appointments. If you realise you are going to be late, try to contact the person and let them know. This is very important for professional appointments as you could be charged money for being late or if you miss the appointment without letting the person know in advance.

Most Australians blow their nose into handkerchiefs or tissues, not onto the pavement. This is also true for spitting. Many people will also say "bless you" when you sneeze - this phrase has no religious intent.

It is also important to know that some behaviour is not only impolite but also against the law. Examples include swearing in public, pushing in line, urinating, or defecating anywhere except in a public toilet or private toilet.

## Clothing

Australia is a diverse society. The variety of clothing which people wear reflects this diversity. Many people tend to dress casually or informally for comfort or according to the social situation or climate. Many people also choose to wear traditional clothes, which may be religious or customary, particularly on special occasions.

There are few rules on clothing, although there are certain clothing rules for work situations and in certain premises. Clubs, movie theatres and other places may require patrons to be neat, clean clothing and appropriate footwear.

You may find some clothing styles confronting or offensive. For example, some women wear clothes that reveal a lot of their body. You should not judge them by the standards of your previous country. In Australia, no matter what a woman's style of dress might be, you must not interpret it to mean they have low morals or that they wish to attract men's interest.

## Common Australian Expressions

Many common Australian expressions or slang may seem strange to people new to Australia. If you are unsure what an expression means, it is acceptable to ask. Some common examples are:

- **Bring a plate** – when you are invited to a social or work function and asked to "bring a plate", this means to bring a dish of food to share with other people.
- **BYO** – this means to 'Bring Your Own' drink which may include alcohol, juice, soft drink or water. Some restaurants are BYO. You can bring your own bottled wine, although there is usually a charge for providing and cleaning glasses, called 'corkage'.
- **Fortnight** – a 'fortnight' is a two-week period. Many Australians receive salary or wages every fortnight.

## Safety

### Security at VSA

- If students observe anything suspicious occurring in or around the campus or Innovation House, please contact a staff member or available security immediately who will undertake the required processes to deal with the situation.
- If students are harassed by anyone, they should report this immediately to a staff member. Students should not confront the harasser but rather seek to put a distance between themselves and the situation where possible.
- Students should not leave valuables such as wallets, purses, mobile phones or similar in unattended bags, including the bag racks outside the library.
- When leaving the premises students should try to make sure they are accompanied by another student where possible.
- If you are leaving late from the campus, should try to make sure they are accompanied by another student where possible and keep the student support officer mobile Number handy.

### Public Transport Safety

- Avoid unnecessary delays, plan your travel using a timetable.
- Whilst waiting or travelling, students should position themselves where they feel safest. This may be near other passengers, transport staff or by themselves. Students should choose well-lit busy areas, rather than dark, quiet spots.
- Students should have a plan for after getting off public transport. Consider lighting, help points and communication tools. You should also be aware of who is around, including who gets off when you do.
- If you feel uncomfortable this should not be ignored. Remain positive and consider a strategy to cope with the situation.

### Security on the Street

- Students should walk purposefully and be aware of their surroundings, including the presence of people and public phones.
- Keep to well-lit major roads and paths at night and do not cross through parks.
- If approached by anyone keep this person at a distance - usually at least three steps from you.
- If approached for money or anything else, advise the person you cannot help them and keep walking toward other people.
- If you think you are being followed at any time, change direction, and find a place where there are other people.
- If driving ensure you park in well-lit areas, lock your car on departure and check through the windows prior to opening cars on returning. It's always a good idea to change the place you park on a regular basis.
- Always ensure personal items such as wallets, bags and purses are kept close to your body.

## Further Information

## Further Information

For further information about Education Investors Pty Ltd trading as Vocational Skills Australia, please contact our friendly staff or access our up-to-date website information. The information provided in this handbook is correct at the time of publishing.

**Street Address:** Innovation House  
50 Mawson Lakes Boulevard  
MAWSON LAKES SA 5095

**Postal Address:** As above

Name	Designation	Email Id	Phone
Amir Salim	CEO	<a href="mailto:amir@vsa.sa.edu.au">amir@vsa.sa.edu.au</a>	0413 106 113
M Najib	Program & Portfolio Manager	<a href="mailto:najib@vsa.sa.edu.au">najib@vsa.sa.edu.au</a>	0498 237 163
Mohammed Asad	Training Coordinator	<a href="mailto:asad@vsa.sa.edu.au">asad@vsa.sa.edu.au</a>	0481 295 133
Khurrum Ahmed	Administration Officer	<a href="mailto:khurrum@vsa.sa.edu.au">khurrum@vsa.sa.edu.au</a>	0423394569



I have received the International Student handbook and attended this Orientation session which outlines the VSA training program.

Name of the Learner	
Signed	
Date	
Unique Student Identifier (USI)	