



Melvic College
Australia



INTERNATIONAL STUDENT HANDBOOK



Melvic College Australia

CRICOS #04258H

RTO #46232

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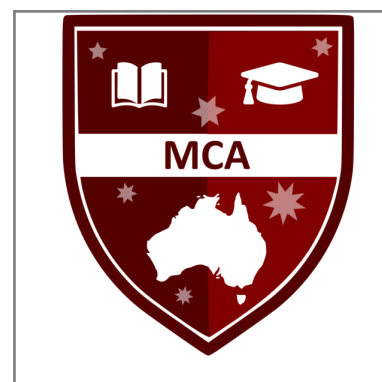
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WELCOME TO Melvic College Australia

Welcome to **Melvic College Australia**. You are about to embark on a new journey where exciting new opportunities await. As you pursue your studies, you will meet many people from various cultures, appreciate their ways of life, and have the opportunity to foster life-long relationships. I hope you enjoy and make the most of this wonderful opportunity.

Melvic College Australia gives you the assurance of expert assistance on any concerns you may have. There are Academic skills advisers you can engage with on our campus. They have the expertise to help you achieve your academic goals.

The Melvic College Australia International Student Handbook contains information to gear you as you adapt in your new environment. You will have sufficient information on available services and guidance on student visas, the Australian culture, and the many facilities accessible to you.

Rakesh Gudideveni
CEO, Melvic College Australia

Melvic College Australia Office Hours
8:00 am to 6:30 pm, Mondays through Saturdays

Level 11, 461 Bourke Street, Melbourne VIC 3000

0433 446 282
info@melvic.com.au



The aim of this handbook is to help you with your preparations to leave home and come and study at Melvic College Australia in Australia.

You can also find a lot of useful information on the Melvic College Australia website: <URL here>

How can your International Student Adviser help you?

- General international student enquiries
- Accommodation advice
- General student visa information
- Orientation programs
- Social events
- A 'go to' person when you don't know who to ask

International Student Advisers



City Campus (Level 11, 461 Bourke Street, Melbourne)
Rakesh Gudideveni
Phone: 0433 446 282

Emergency Contact



City Campus
Rakesh Gudideveni
Phone: 0433 446 282
info@melvic.com.au

Administrative Officer



City Campus
Aishath Zahira
Phone: 0404 727 827

Emergency Telephone Numbers



Police, Fire, Ambulance
Phone: 000



Department of Home Affairs (DOHA)
Phone: 131 881
www.homeaffairs.gov.au



Application Process	
Step 1	Student Enquiry and application
Step 2	Melvic College Australia provides: <ul style="list-style-type: none"> • International Student Enrolment Form • International Student Agreement • Letter of Offer • Pre-enrolment Assessment Form
Step 3	Student Acceptance
Step 4	Melvic College Australia issues: <ul style="list-style-type: none"> • Electronic Confirmation of Enrolment (eCoE) • Schedule Health Insurance
Step 5	Student Finalises Visa Conditions (w/ DOHA)
Step 6	Student Makes Travel and Accommodation Arrangements
Step 7	Student Arrival
Step 8	International Student Orientation <ul style="list-style-type: none"> • Registration and ID Cards
Step 9	Student registers for OSHC <ul style="list-style-type: none"> • Sets up bank account and mobile phone
Step 10	Classes begin!

WHAT NEEDS TO BE DONE

Apply for passport and arrange student visa	
Make contact with Melvic College Australia	
Arrange for immunisations and medications from my doctor	
Apply for a credit card and/or arrange sufficient funds	
Confirm overseas access to your funds with your bank	
Make travel arrangements and arrange travel insurance	
Advise Melvic College Australia of travel details	
Arrange accommodation and transport from airport and accommodation	
Arrange some Australian currency for your arrival/first few days (for taxis, trains, trams, phone calls, etc.)	
<p>Pack bags being sure to include the following:</p> <ul style="list-style-type: none"> • Name and contact details of an institution representative • THIS HANDBOOK! • Passport • letter of offer from Melvic College Australia • a copy of your Confirmation of Enrolment (CoE) • receipts of payment for tuition fee and Overseas Student Health Cover (if applicable) • original or certified copies of your academic transcripts and certificates will be needed if you have a conditional offer, an offer for credit/advanced standing or you would like to apply for credit/advanced standing for previous study • other formal identification (e.g. international drivers licence/drivers licence from your home country, certified copy of your birth certificate (English translation), citizenship certificates, country ID card) • final medical and dental check up report - bring all documentation and written medical advice relating to any existing medical condition • references from landlords if you have rented or leased housing before • Travel insurance policy <p>Note: Make sure to leave originals or copies of these documents safely with family in my home country in case of loss</p>	
Take some time to prepare yourself emotionally for all the changes, new places, people and experiences that you will encounter very soon	

WHAT NEEDS TO BE DONE

Call home to let family and friends know I arrived safely	
Settle into accommodation or start searching for permanent accommodation	
Contact Melvic College Australia	
Purchase household items and food	
Attend international student orientation	
Get student ID card	
Advise health insurance company of current address and get card	
Open an Australian bank account	
Start classes	
Apply for tax file number (TFN) if seeking part-time work	
Get involved in student life and associations (e.g. music, sporting and cultural clubs)	





PRE-ARRIVAL



PREPARING YOURSELF EMOTIONALLY

Whilst living in a new country opens up various opportunities and exciting new experiences for you, this also means leaving the places you are accustomed to, your family, and your closest friends. Given that getting emotional and feeling homesick are common, mental preparation is a vital stage in transitioning and adapting to the various changes you will experience in this journey.

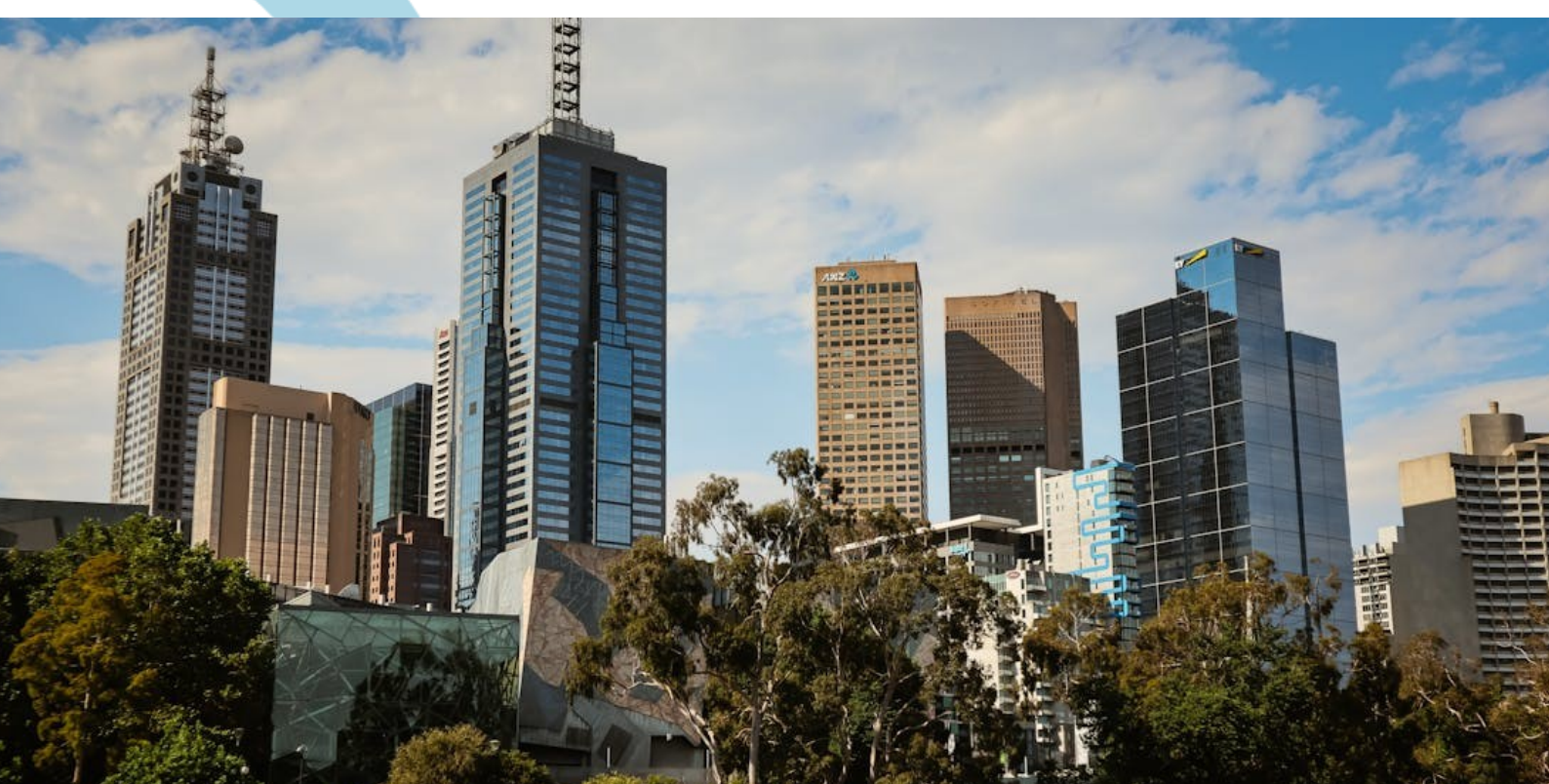
The main changes you are about to experience when leaving home are:

- Extended periods of being without your family and closest friends.
- Usage of Australian English in academic and various social settings.
- Differences in approach related to learning and teaching.
- Getting used to living on your own or sharing accommodation.
- Engaging with people from different religions, social customs, and values.
- Adjusting to a new environment including the number of people you see everyday.

In addition to losing self-confidence, some people withdraw from their new environment when faced with these big changes. It is important to not hesitate and be brave to ask questions and seek help from the right people when you need it. This may even help you succeed and bring out your best as a student.

Our **Melvic College Australia** International Student Advisors may provide you with guidance or referral for any assistance you might need while studying with us.





INTRODUCTION TO AUSTRALIA

Reasons to study in Australia

Australia is known globally as one of the world's most diverse and welcoming countries. Did you know that Australia has the fifth highest number of international students in the world behind despite having a population of only 25 million? This isn't surprising when you consider that Australia has six of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan, ranking ninth in the Universitas 2020 U21 Ranking of National Higher Education Systems.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has seven of the 100 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$300 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 16 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better. Why wouldn't you want to study with some of the best minds in the world?

Adapted from: Austrade (Australian Trade and Investment Commission) <https://www.studyinaustralia.gov.au/english/why-australia>



WELCOME TO MELBOURNE, VICTORIA

Victoria is located in the South eastern part of Australia, separated from New South Wales to the north by the Murray River and South Australia to the east, it is Australia's second smallest state. Packed with diverse regions and attractions, it is a state with rich culture and history. With the region's remarkable landscape and residents with culturally- diverse background, one will surely feel close to home.

Its capital city, Melbourne, is a hive of activity and take pride in its title as the World's Most Liveable City in the World for 7 consecutive years. It is a highly regarded metropolitan area where transport is accessible, making it easy to go around the city to enjoy the artsy theme and great choices of food. You could marvel at one of the world's finest Royal Botanic Gardens, wander around the labyrinth of shops in the Royal Arcade, or get your adrenaline fix as you step out into The Edge in Eureka Tower's Skydeck. You can also take advantage of the popular games and sports held in Melbourne Cricket Ground.

Having a variable climate, it would be a good addition to your fun stay in the city. As a guide for future travel, Summer starts as early as December up to February, Autumn runs from March – May, Winter is from June – August, and Spring in September – November.





Melvic College Australia

Melvic College Australia is an international Registered Training Organisation and CRICOS provider committed to cultivating and nurturing the knowledge and skills of each of our students to transform them into job-ready individuals who are equipped and competent to undertake the working world and their chosen careers. To make this happen, Melvic College Australia ensures that the courses we offer are tailored to suit each student's needs and the requirements of the Health, Business and Community Services industries.

All of our courses are designed to provide teaching and learning excellence, flexibility, personal satisfaction and to consistently meet student's expectations and industry demands. As such, Melvic College Australia has systems, policies, procedures and internal controls in place to provide quality education and support to both learners and staff. These systems ensure that Melvic College Australia provides consistent and reliable training and assessment activities that are compliant with relevant legislations and standards. Melvic College Australia's courses are nationally and internationally recognised as meeting vocational and educational standards so as to ensure a worthwhile learning experience for students, and equip them with skills and knowledge that are accredited even outside of Australia.

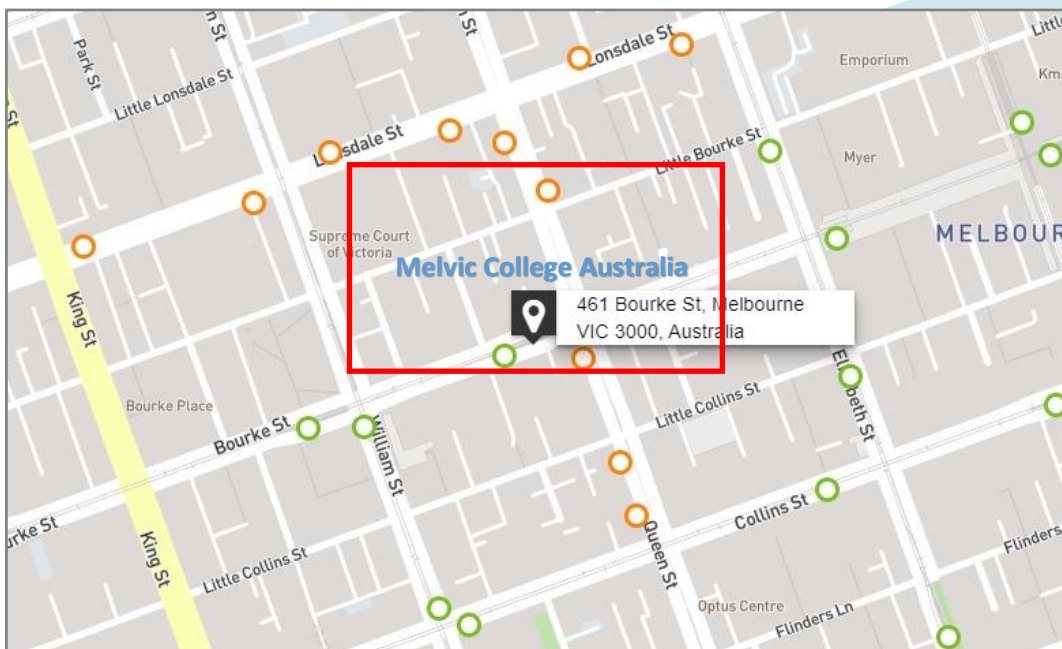
Melvic College Australia is interested and open to individuals who aspire to enhance their skills and expertise in the Health, Business and Community Services industries. The institution is located in the suburbs of Melbourne, easily accessible to students and close to all modes of public transport, food outlets, shops to offer a convenient and comfortable living experience for international students.



Campus map

Check out the following link to view the campus maps:

Address: Level 11, 461 Bourke Street, Melbourne VIC 3000



Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from select countries, it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country. In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE), and any other documentation required by the Australian diplomatic post with which you lodge your application.

Department of Home Affairs (DOHA)

The purpose of the Department of Home Affairs (DOHA) is to 'enrich Australia through the well managed entry and settlement of people.'

Originally titled the Department of Immigration and Citizenship (DIAC) until September 2013, DOHA has managed the arrival and settlement in Australia of nearly seven million migrants from 200 countries, including more than 700,000 refugees under the Humanitarian Program, since its establishment in 1945.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DOHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. 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 and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit www.immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500



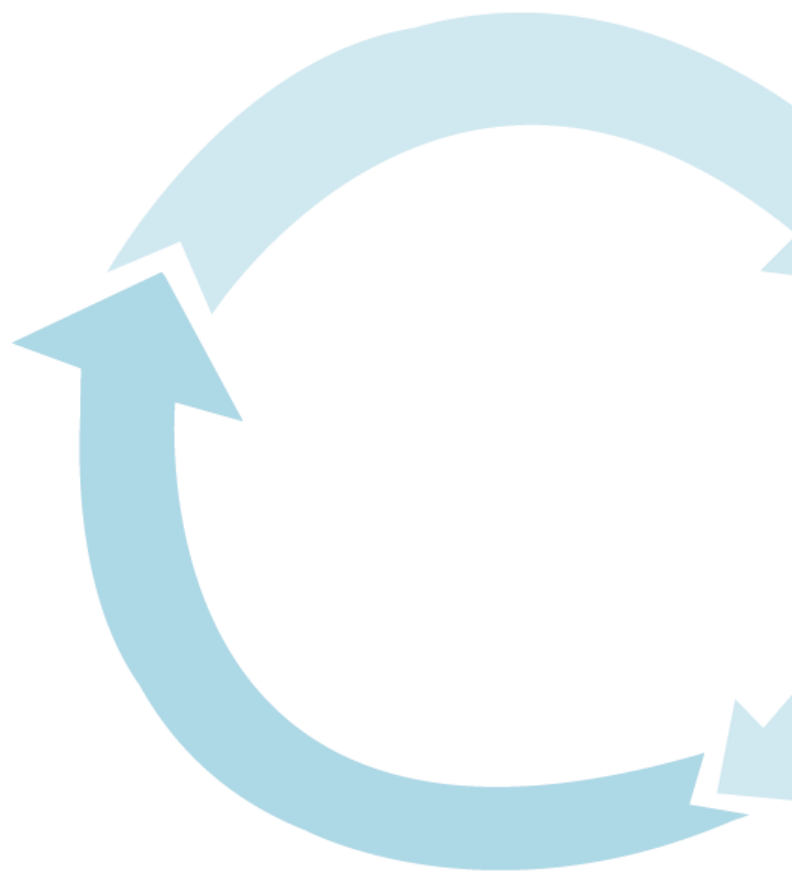
ARRANGING TRAVEL

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

You should fly into Melbourne Airport which is the closest international airport to the city. Visit the Airport website at <https://www.melbourneairport.com.au/>

Melbourne Airport is located Melbourne Airport VIC 3045, Australia

Please inform **Melvic College Australia** of your travel arrangements so that we can assist you with a pick up service or our representative can welcome you and pick you up.



YOU SHOULD PREPARE A FOLDER OF OFFICIAL DOCUMENTS TO BRING WITH YOU TO AUSTRALIA INCLUDING

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

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





PREPARING TO COME TO AUSTRALIA

WHAT TO PACK

Australia's variable climate, marked by four different seasons, makes it important to pack the right clothes.

Summer (December to February)

Summer is the hottest season of the year. Temperature varies from 14 to 30 degrees Celsius but can get well over 35° C, especially in February. Summer has the longest course of daylight at 14 to 15 hours in a day, and the sun can be at its harshest during this time. For this season, pack:

- *Light, cotton shirts*
- *Short pants and casual trousers*
- *Sandals and water proof shoes*
- *Sunscreen with at least 30+ Sun Protector Factor (SPF) for protection against UV rays and skin cancer*

Autumn (March to May)

Autumn is mellow and cool, with temperature varying from 11 to 20°C. The duration of daylight is also considerably shorter at 10 to 13 hours. For this season, pack:

- *Light jumpers and jackets*
- *Jeans*
- *Waterproof shoes*
- *Umbrella*

Winter (June to August)

Winter is the coldest season. Temperature falls to 6°C and ranges from that point to 18°C during the day. At night, it could drop to near zero in various areas, with Melbourne and Canberra likely to be the coldest places. Daylight is also at its shortest at approximately 10 hours. For this season, pack:

- *Thick, waterproof coats*
- *Thick jumpers*
- *Warm trousers or jeans*
- *Waterproof shoes*
- *Scarves, gloves, umbrella and*

Spring (September to November)

Spring is mild but is usually marked by wind, rain and cyclones in the latter part, hence the wettest season of the year. Temperature ranges between 10 to 22°C, with 12 to 14 hours of daylight on average. For this season, pack:

- *T-shirts and light jumpers*
- *Waterproof jackets*
- *Light, casual trousers and jeans*
- *Waterproof shoes*



Daylight Saving Time (excluding Queensland)

Most Australian states follow what is called the Daylight Saving Time. Daylight Saving Time begins at 2AM on the first Sunday in October, when clocks move forward one hour, and ends at 3AM on the first Sunday in April, when clocks are wound back one hour.

MORE TIPS ON PACKING:

- It's important to pack the clothes according to the range of temperature in various cities. Queensland, for example, has a higher range of temperature than Sydney, Melbourne and Canberra.
- www.bom.gov.au offers valuable information about the weather in each Australian city. It is prudent to check this website for awareness.
- Pack your luggage according to the limits and guidelines set by international airlines (20kg, for most airlines), including relevant information in the Entering Australia section in this guide.
- Casual clothing is a staple among students when coming to class. However, work placement in a course is likely to require wearing a uniform or smart business clothes
- Students intending to apply for a part-time job may need to bring smart business outfits appropriate for job interviews.
- You may also bring some traditional clothes from your home country, which may be useful during cultural events

and may help you cope with homesickness.

On your Flight

- Before landing in Australia, passengers are given an Incoming Passenger Card to fill out. This is a legal document. You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight.
- If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal.
- Don't be afraid to ask airline staff if you have any questions. If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card.
- It is strongly recommended, however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Most of these items can also be purchased in Australia

alarm clock	scientific or graphics calculator
bath towels, bed sheets, pillow cases	Camera
dictionary (bilingual)	micro recorder for lectures
small sewing kit	spare spectacles or contact lenses
music CDs or iPod	your optical prescription
sporting equipment	photos of friends and family
toiletries	swimming costume
umbrella	small gifts from home

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.



Bringing your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia when you return to your home country, you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority website (www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Australian-approved in order to function in Australia.

Skybus + Train + Bus (Recommended)

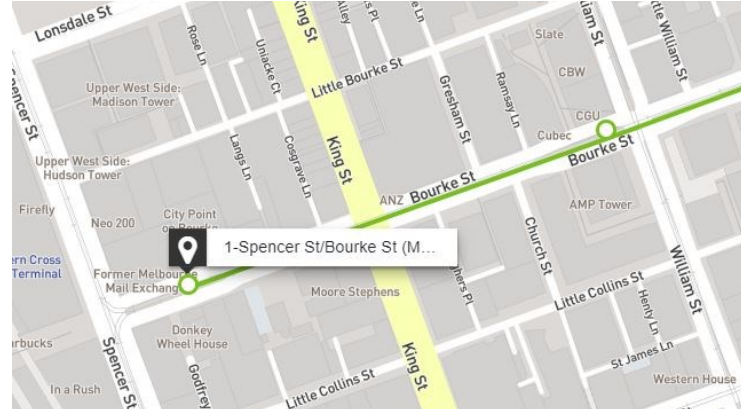
Upon arriving at Melbourne Airport, you must take a Skybus at T1 Skybus Arrival Drive and take a Skybus going to the Coach Terminal. From there, a 10-minute walk to Southern Cross Railway Station and board a tram 96 at 1-Spencer St/Bourke St and get off at 4-Queen St/Bourke St.

SHUTTLE BUSES

If you're looking for an airport shuttle or private transfer, please visit the [Jayride website](#). There you can book shared shuttle transfers or private cars to Melbourne or directly to your accommodation. For rideshare services, please arrange with your driver to meet you at our priority pick-up area. These services cost around AU\$200 to AU\$400 depending on the type of vehicle.

TAXIS AND RIDESHARE

Taxi ranks are located across from all the terminals. Melbourne CBD is approximately a 30 minute fare. The current Melbourne Airport access fee of \$4.50 applies to all pick-ups from an airport taxi rank. The access fee is paid by the passenger to the taxi driver and is included in the taxi fare.



Before you leave home, you should provide your family and friends, and your education provider in Australia with details of your flights and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

You may contact **Melvic College Australia** through:

City Campus
Rakesh
0433446282
info@melvic.com.au



ACCESSING MONEY

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and security of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1,500 to AU\$2,000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate that they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have

not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Melbourne you can also change money at any bank or at currency exchanges at Travelex, Travel Money Oz or American Express.

Electronic Transfer

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia, but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Australian Border Force

The Australian Border Force (formerly the Australian Customs Service) is responsible for the management of the Australian borders. The ABF works closely with the following government and international agencies to ensure the borders' security and integrity:

1. the Australian Federal Police
2. the Australian Department of Agriculture, Water and the Environment (DAWE)
3. the Department of Home Affairs (DOHA), and
4. the Department of Defence, responsible for the detection and determent of unlawfully transported goods and people across borders.

Visit www.abf.gov.au for more information on entering Australia and inter-border travel.

Unaccompanied goods

Australia imposes different duty/tax concessions on unaccompanied goods from those you bring with you. Duty or tax concessions may be may be charged on these goods, including those goods posted to Australia, with exceptions if the goods were purchased and used for at least 12 months.

Additional helpful information are available on www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in.

Australian Department of Agriculture, Water and the Environment (DAWE)

Any kind of food, or plant and animal products in your luggage, which may be of quarantine concern, must be declared by ticking "YES" the relevant section on your Incoming Passenger Card. These items could host pests and diseases and must be inspected by a quarantine officer. These items are returned to you in most cases, except when the items are identified as potential risks and must then be subjected to treatment. Additionally, you may incur treatment costs and postage to have these items returned to you. Please note, however,

that items identified as prohibited are automatically seized and destroyed by DAWE.

Items you do not intend to declare must be disposed of in designated quarantine bins in the airport terminal.

It's important to remember that negligence in these strict laws can lead to a fine or, in graver instances, can warrant jail time.

Mail or Parcels From Home

Parcels and mail sent by family and friends from home are also subject to Australia's quarantine and customs laws.

Entry points across Australia, such as international mail centres, airports and seaports are manned by DAWE Quarantine officers. They are equipped with X-ray machines and have detector dogs strictly screening goods and mail, which may contain items that are of quarantine risk. Always remember to provide authentic and sufficient details about these goods, and inform relatives from home on the implications of Australia's quarantine laws to avoid legal sanctions of up to AUD\$60,000 and 10 years imprisonment should the requirements be neglected.

The DAWE website offers additional information about these quarantine requirements. Visit www.awe.gov.au/biosecurity-trade/import/arrival.

Protecting Australia's Fauna and Flora

Australia's rich and distinct natural environment and its productive agricultural industries are under the protection of the Australian Department of Agriculture, Water and the Environment. DAWE strictly inspects international passengers and their luggage, cargo, mail, animals and plants or their products with x-ray machines and detector dogs for prohibited items or items of quarantine concerns.



SETTLING-IN



LIVING IN AUSTRALIA

Australian social culture

It is important to learn the habits and customs of other people since Australia is a diverse nation populated by people with varying cultures. Learning the habits and customs of different cultures will make it easier to understand other people as you are aware that they may express their feelings differently from those in your own country.

Always remember that the easiest way to make friends and approach other people is to be able to accept and respect their customs and traditions. It is also equally as important, however, that you are able to practice and uphold your own customs and be proud of them.

You can find out more information about the Australian social customs at: www.homeaffairs.gov.au/about-us/our-portfolios/social-cohesion

Keep in touch

Phones

Public telephones are made available at locations such as the airport, shopping centres, railway stations, road sides and other public centres. A local call is untimed and would usually cost you 50 cents.

On the other hand, mobile phones and STD (Australian for long distance calls) are timed and will be charged per minute. You can also make reverse-charge and third-party-charge calls with public phones so you do not have to worry. You can pay for calls using various methods as most public phones would accept coins, pre-paid phone cards and sometimes credit cards.

International phone cards usually cost AUD\$5 to \$50 depending on the provider. Phone cards are available in most shops at the airport, supermarkets, malls, and suburban newsagents.

Mail services

You can find post offices in most shopping centres and in the main shopping streets. Post office services include telegrams, faxes, letters, parcels, money orders (similar to cheques) and bill paying services that allow you to pay your bills. A standard small letter or postcard usually costs about AUD\$1 while bigger letters cost up to AUD\$5.50.

Post offices are open Monday to Saturday from 9am to 5pm. Find out more about Australia Post at: www.auspost.com.au

Need help with calling home?

You can make international calls using any telephone in Australia, including the use of public phones.

To make an international call you can follow the steps below:

1. Dial the international access code (0011).
2. Dial your country code.

*If you do not know or are unsure of your home country code, you can dial (1225) for more information.
3. Dial your home telephone number including your area code.

*Do not include the "0" on the beginning of the area code.

You may check with your provider the costs of international calls as they will depend on the destination, time of day and day of the week of calls.

Mobile phones, laptop and internet

Global roaming is supported in Australia so you can bring your mobile phones even if they are locally connected to your home country. Before leaving for Australia, be sure to check with your provider that your SIM card is not blocked from international use.

For laptops that have internal modems, you may visit the Australian Communications and Media Authority website at www.acma.gov.au for more information as not all of them are supported by Australian networks. The reason for this being that the bandwidth in Australia ranges only from 900 to 1800 GSM.

When you arrive in Australia, most providers will give you the option to use a prepaid system or to go onto a contract for your phone connections. You can ask suggestions from your fellow students on what phone and networks they use and what works best for them so that you can have an idea on which to get.

Most students on a budget would usually get the prepaid option. Pre-paid connection plans are advantageous if you do not want to be faced with an unexpectedly high phone bill and this does not lock you into a contract.

You can visit finder.com.au or whistleout.com.au to compare phones service providers.

Before signing any mobile phone contract or plan, make sure to check all the terms and conditions and that you fully understand how much your plan is going to cost.

To gain access to the internet, most students apply to have their own broadband, cable or wireless internet connection. For more information about internet service provider comparisons you can visit the website www.comparebroadband.com.au.

Before signing an internet connection contract or plan, make sure to check all the terms and conditions for the plan and that you fully understand how much your plan is going to cost as well as the additional charges that may apply if you exceed your data limit.



Public transport

The costs and modes of public transport will vary between the different Australian states. To know more about them, check the following websites:

- New South Wales (transportnsw.info)
- Queensland (www.translink.com.au)
- Victoria (ptv.vic.gov.au)
- Western Australia (pta.wa.gov.au)
- ACT (www.transport.act.gov.au)

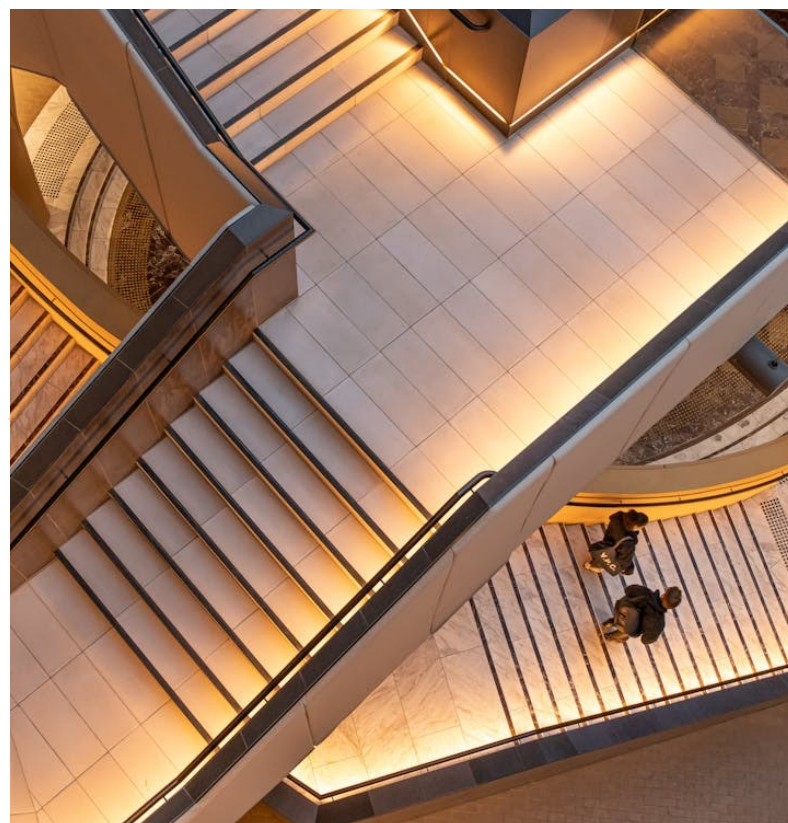
Student travel concessions are given to students but most international students are not eligible for this. Find out if you will be eligible for one at:

- New South Wales (www.transportnsw.info/international-students)
- Queensland (translink.com.au/tickets-and-fares)
- Victoria (ptv.vic.gov.au/tickets/concessions/international-students)
- ACT (www.transport.act.gov.au/tickets-and-myway/fares/concessions)

Living expenses

An amount of approximately AUD\$20,000 would usually be required for a single international student to pay for living expenses on a yearly basis. Expenses allocated for tuition fees, learning resources, expenses associated with having a car and social activities such as social gatherings or attending tours is not included in the estimated cost. The estimated amount of money is not standard as expenses would still depend on the location, lifestyle and living preferences of the student but most are able to live alright within the estimated amount of money.

As a tip, it is very important that you be able to budget your money realistically and never overspend on things that you do not really need. Conserve as much money as you can and remember to allocate a 5% increase for your living expenses each year.





HOW MUCH DO THINGS COST?

Food and other costs

The normal cost for fast-food such as McDonald's, KFC and Hungry Jacks would usually amount to a range of AUD\$10 to AUD\$15 per meal. A normal trim for haircuts on the other hand would usually cost AUD\$15 to AUD\$60 for men and AUD\$50 to AUD\$80 for women.

Pharmacy

Medications and personal items such as make-up and aftershaves are available in pharmacies. You can also ask advice from resident pharmacists if you are having trouble with everyday medication choices.

Clothing

There are a number of department stores in Australia that publish online catalogues for a range of items and their prices. You can check out the online catalogues below to give you an idea of clothing prices.

- Myer (www.myer.com.au)

- Target (www.target.com.au)
- Big W (www.bigw.com.au)
- Kmart (www.kmart.com.au)

Shopping

When shopping for an expensive appliance, make sure to check around and compare retailers first as you may find a cheaper alternative or you might even find a discounted one. Be sure to check the tags, labels and signs thoroughly. Aside from finding affordable products, it is also very important to consider the product quality.

Opening hours for department stores usually are:

- Monday - Wednesday (9:00am to 5:00pm)
- Thursday and Friday (9:00am to 9:00pm)
- Saturday (9:00am to 5:00pm)
- Sunday (10:00am to 4:00pm)

Many department stores also offer in-store pick-up and delivery.



Other shops

Convenience stores and other smaller shops can be easily located in all suburbs. Convenience stores would usually charge extra for purchased goods compared to other shops but their trade hours are longer so they are very useful for late night purchases.

Laundry

Coin-operated washing machines are available in laundrettes if you do not want to buy or there are no washers or dryers where you live. Find a laundrette near you at yellowpages.com.au.

Furniture

When moving to your new living accommodation in Australia you may find that you might need to arrange your own furniture and utensils. IKEA and Harvey Norman are just some of the large trading stores that you can buy affordable furniture from. You can also check out second-hand furniture from:

- Gumtree (www.gumtree.com.au)

- Trading Post (www.tradingpost.com.au)
- Opportunity Shops (www.vinnies.org.au)

Markets

If you like shopping for produce the market is a good place to find affordable fruits, vegetables, dairy and meat. You may also find that some fruits and vegetables are on sale when they are in season.

Check out the prices of different items at:

- Aldi (www.aldi.com.au)
- Coles (www.coles.com.au)
- Woolworths (www.woolworths.com.au)

Australian prices are often very competitive so be sure to shop around and check out other stores to get the best prices available. If you feel that you terribly miss your home country, you can check out various specialty stores that are available near your location. Often times you will find a variety of native grocery stores around, such as Asian and Indian.



WORKING IN AUSTRALIA

The moment that you have been approved for a student visa, you have also been granted rights to work in Australia. Although work permit has already been included in the granting of your student visa, commencement of work can only start until your course start date has passed.

Forty—eight hours per fortnight is the maximum number of hours you will be allowed to work when your training/course is *'in session'*, which includes exam and assessment periods. However, if your training/course is not *'in session'* (i.e., during holiday breaks), the number of hours that you are allowed to work will not be limited. To find out more information about this, you can check the Department of Home Affairs (DOHA) website at www.homeaffairs.gov.au

The DOHA can also grant your spouse the right to a work permit if they are coming with you to Australia. Check the DOHA website and inquire about these rights.

Careers Advisers

If you are having trouble finding a job in Australia, Careers Advisers can help and assist you to prepare and practice for resume, cover letter and interview preparations and job search.

Employment

14 hours of work in a week is the recommended number of work hours for students who want to work while studying. You may ask assistance from Careers Advisers about various strategies when searching for a job. You can also use the local newspaper listings or make use of online searches if you want to search for jobs by yourself. If you are planning to do an online job search you can use the following websites:

- www.mycareer.com
- www.seek.com
- www.careerone.com.au

If you are interested in using a recruitment agency when looking for a job, you can visit the Recruitment and Consulting Services Agency website or search for a recruitment agency near you. Your employer will be required by law to follow standard practices, ensure a comfortable working condition, and pay your wages. Check and review the Fair Work Ombudsman website at www.fairwork.gov.au.

Tax File Number

If you plan on working in Australia you must apply for a Tax File Number (TFN) from the Australian Taxation Office (ATO). To apply for a TFN, you must fill out and complete the Tax File Number application or Enquiry for an individual form (NAT 1432). Check out and review the forms at:

- ATO website (www.ato.gov.au)
- Phone number (13 28 61)

Some information will be asked in the application form such as your name, date of birth, current Australian address, date of arrival in Australia and proof of identity.

All documents that you provide will be reviewed by a Tax Officer for approval.

Tax payment in Australia

International students have to pay their taxes the same way that Australian residents pay theirs. Staying in Australia for more than six months will give the government rights to consider you as 'a resident for tax purposes'. This means that you are required to pay tax on your work earnings as well as earnings from bank interests.

You will also be required to give your employer a Withholding Declaration form if you have already been staying in Australia for more than six months and you still plan on working. You can get the Withholding Declaration form from the Australian Taxation Office. Once you have completed and submitted this form, you become an Australian resident for tax purposes.

A payment summary (or 'group certificate') will be given to you by your employer on the 30th of June which is the end of the financial year. You will need this certificate when making your tax return.

Information on visa

A student visa, as a rule, will only last until the duration of the course of study. Conditions for granting a student visa are also in place and such conditions would state that a student must leave Australia upon the completion of their chosen studies. As such, it is the education provider's responsibility to report the students' progress especially if they are not attending classes or are

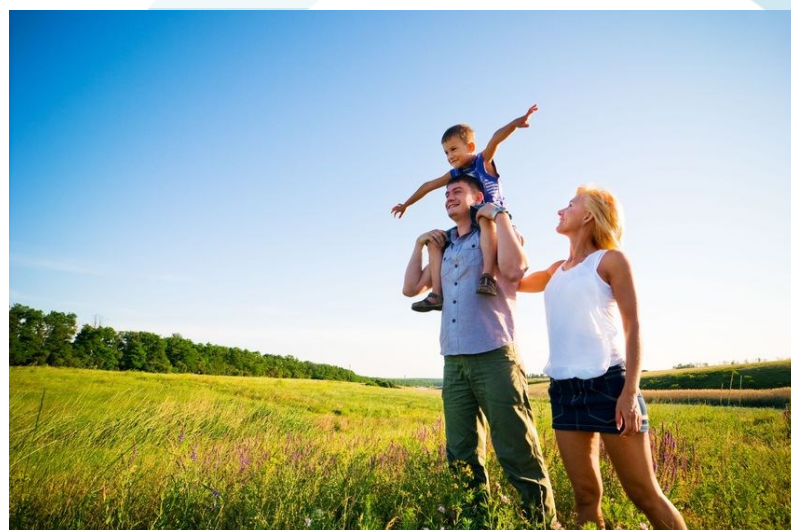
not able to provide satisfactory marks on their studies. It is also the international student's responsibility to finish and complete their study within the minimum timeframe provided in their CoE. Since international students will be required to leave Australia upon completion of their studies, you will need to apply for a visitor class visa if you wish to attend your graduation ceremony.

Student with families

If you plan on bringing your family with you, you must first check and enquire in the Australian consular office near you if your visa allows for you to do so. Ensure that you plan and budget your money thoroughly if you intend to bring family members with you to Australia, as you will be solely responsible for supporting and financing any dependants that you bring. If you are bringing a family member who is at the school-age, you must pay their tuition fee when studying in Australia.

If you are interested in government schools visit, you can check out more information at:

- Victoria - Melbourne and Ballarat students (www.study.vic.gov.au)
- New South Wales - North Sydney and Strathfield students (www.schools.nsw.edu.au)
- ACT - Canberra students (www.det.act.gov.au)
- Queensland - Brisbane students (www.education.qld.gov.au/international)





SAFETY IN AUSTRALIA

It is very important that you make sure to always be cautious and not make any unwanted risks while staying in Australia, even if you might find the country a relatively safe place to live and study in. If you find yourself experiencing some trouble, you do not have to worry as there are a lot of 24-hour support services available in Australia.

Tips on safety

General safety

- Do not walk alone especially at night. If you cannot avoid it, stay alert at all times and avoid passing by dark corners.
- Avoid wearing earphones when crossing the street. Wearing earphones also lessens your awareness of everything that is happening around you.
- Never accept rides from strangers or ask strangers to drive you; it is against the law.
- In the ICE *'In Case of Emergency'* option in the mobile address book or contacts list in your phone, list down the name and contact

number of the person that you want to be contacted in the event of an emergency.

Public transport safety

- Stay alert and always be aware of your surroundings when using public transport at night.
- When in the streets or using a public transport, always keep expensive mobile phones and other valuables inside your bag and out of sight.
- If you ever find yourself in situation where you feel harassed or threatened, scream and shout for help.
- Avoid making eye contact and striking up a conversation with people who are behaving weirdly and suspiciously.
- Try to avoid dark areas at night and stay on well-lit places when waiting for public transport.

Safety on the road

In Australia, people drive on the left side of the road. You may find a bit of a hard time getting used to this if your home country uses the opposite side so make sure to always look left and right before crossing the road. If pedestrian crossings are present, use them at all times.

Safety on the beach

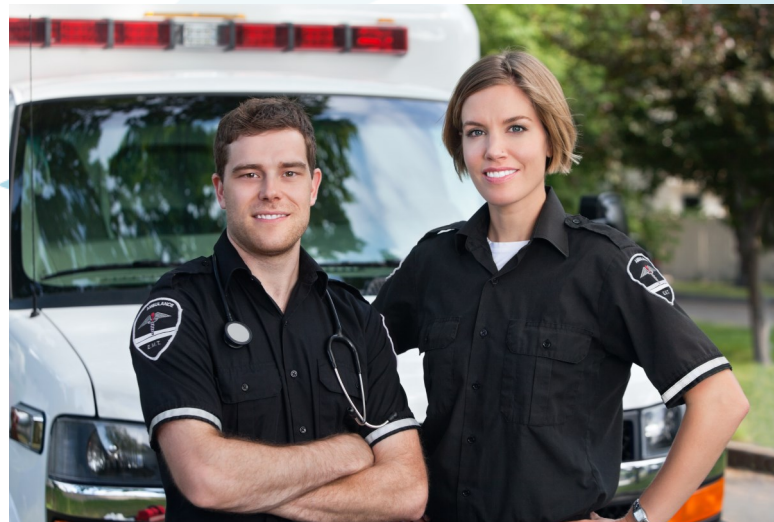
If you decide to visit the beach, always remember to swim where the lifeguards can see you. Never swim on beaches with no life guards to help you. Oceans in Australia can be really dangerous if you are not used to it or if you do not know how to swim. You can check www.beachsafe.org.au if you want to learn more information about Australian beaches.

Keep valuables safe

- Do not forget to lock all windows and doors when going out, even if for just a short while.
- As much as possible, only use ATMs and withdraw cash during the day. Do not forget to take your card and money from the ATM.
- Do not leave car keys and other valuables unattended inside your car, even if for just a short while.
- Never give out your personal information to anyone. Personal information includes full name, date of birth, address, contact number and passport details. Only provide them when asked by authorities such as the DOHA.
- Do not leave mobile phones, laptops and other valuables unattended. Keep them with you at all times.
- If your mobile phone is stolen or lost, report it to your provider and ask them to immobilise it.
- Never trust financial help offers from strangers. If you require financial assistance, ask help from professional advisers instead. If someone offers to sell you cheap gadgets check and investigate it thoroughly first. A lot of students become victims of these kinds of scams.

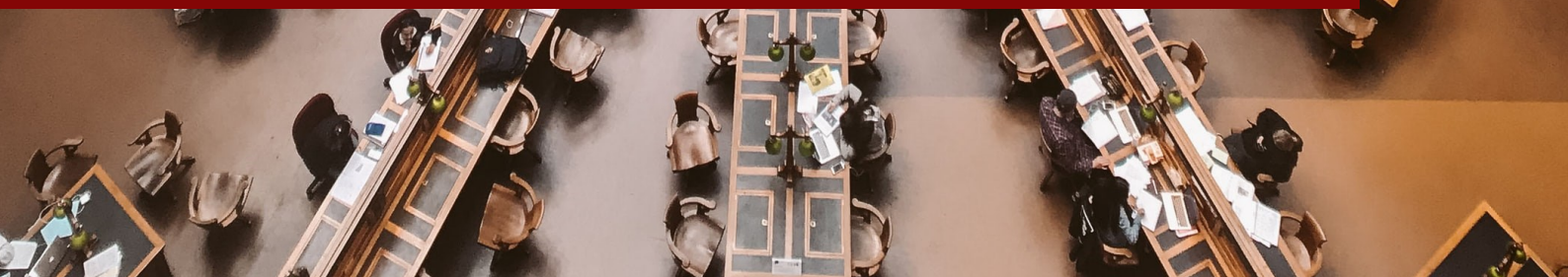
Fire safety

- Install smoke alarms in your place and test them regularly.
- Familiarise yourself with all the fire exits in your building and prepare an escape plan in case of fire.
- Always keep keys for locked doors with you at all times so that they are readily available if you need to evacuate the building.
- Do not leave flammables and flame sources such as cookers, electrical appliances and candles unattended.
- Do not smoke in bed, and dispose cigarette butts properly.
- Be extra careful and take safety precautions when using heaters, electric blankets and fireplaces during the winter season.
- Switch off your electric appliances when not in use and do not overload power outlets.
- Clean the lint filter in your clothes dryer after every use.
- If the area where you live in is prone to bushfire, make sure to regularly clean the ground around your home and clear it of leaves and other flammable litter. Clean your gutters often as well.
- Always keep lighters and matches out of reach and away from children.





STUDYING AT Melvic College Australia





WHERE TO BEGIN

As prescribed in the ESOS Framework and the National Code 2018, Australian education providers will provide an International Student Orientation before the commencement of classes. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the Student Handbook which the institution provides for you, you will see that there are a lot of information for you to understand and consider as you move through your studies. Although the handbook will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to:

1. See and talk to important people you will need to know at the institution

- International Office staff and their duties
- Course or Academic Advisor
- Student Services staff
- Accommodation/Homestay Coordinator

2. Enroll early which will help you to get your student card early. You will need your student card to open

bank accounts, borrow books from the library, and more.

3. Meet and get advice from your Academic or Course Advisor

4. Meet representatives of Student Associations and Mentors

5. Find your way around the campus

- Library
- Computer rooms and facilities
- Recreation and eating areas
- Clubs and Associations
- Classrooms

6. Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.

7. Find your way around the public transport and city to and from your accommodation.

8. Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

What to do

When first arriving at **Melvic College Australia**, students are required to undergo the registration and orientation process. International students may approach the enrolment and/or admission officer upon arrival and they will guide you through the registration and orientation process.

International Student Orientation

Prior to your course at Melvic College Australia, you will be given a copy of the Orientation Checklist and will be guided through the orientation process. The orientation process will cover the following topics and will be scheduled as follows:

TOPICS	DATE	TIME
Student Support Services		
Legal Services		
Emergency and Health Services		
Facilities and Resources		
Complaints and Appeals		
Student Visa Conditions		
Learning, Living and Working in Australia		

International Student Code of Conduct

As an international student coming to Australia you might find that you will be meeting other people of different races, culture, beliefs and religion. You might even find that most of them will be your fellow students and the college's trainers and staff. To maintain harmony and respect between individuals in the institution, you are expected to uphold the Melvic College Australia International Student Code of Conduct as listed below:

- Respect between the Melvic College Australia staff and students.
- Respect for the Melvic College Australia equipment and facilities.
- Respect for everyone's individuality, beliefs, culture and an absence of any form of bullying.
- Respect for the opinion, skills and knowledge of others.
- Respect for everyone's right to access resources.
- Respect for the requirements of academic programs and initiatives.
- Respect for each other's responsibilities specially those of the academic staff.
- Respect for Melvic College Australia's intellectual property and academic integrity.

IELTS Requirements

- (From non-English speaking background) are required to provide any one of the following evidence of upper intermediate proficiency in English:
- IELTS total band score of at least 6.0 with no band less than 5.5, or equivalent.
- Occupational English Test (OET), TOEFL Ibt, Pearson Test of English, Cambridge English Advanced with scores equivalent to IELTS 6.0 and no less than 5.5 in each band.
- The English test must have been taken within two years before the application is made.

English Language Test Provider	Overall	Overall
IELTS	6.0	5.5
TOEFL Ibt	60	46
PTE	51.6	45.4
CAE	169	162
OET	PASS	PASS

The ESOS Framework

The Australian Government wants international students to have a rewarding, enjoyable, and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

The laws that protect international students form the Education Services for Overseas Students (ESOS) Framework. They include the Education Services for Overseas Students Act 2000 and the National Code 2018.

Please read a summary of the ESOS Framework including your rights, responsibilities, requirements, support services, and other information about studying in Australia on the Department of Education, Skills and Employment website: www.dese.gov.au/esos-framework

Privacy Policy

Melvic College Australia will follow the Australian Privacy Principles in the management of all student and staff information, and allow access to all information as per the International Student Agreement Form to release my name, date of birth, contact details and statistical information, including my USI, to the relevant Federal government bodies for the purpose of auditing, regulation of training, obtaining feedback and as statistical information .

You may check the full Privacy Policy at the Melvic College Australia website.

Welfare and Accommodation Policy

International students must maintain an appropriate welfare and accommodation agreement throughout their study as part of the requirements of their student visa.

RPL and Credit Transfer/Course Credit Policy

Melvic College Australia believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course. As such, all students have the opportunity to apply for Recognition of Prior Learning (RPL) and Course Credit. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training.

Students applying for RPL or Course Credit must provide original transcripts and subject descriptions and fill out the RPL or Credit Transfer Form prior commencement of training or during the course of training.

The full RPL and Credit Transfer Policy can be found in the Melvic College Australia website.

Transfer Between Providers Policy

Students, who are enrolled with another provider and have completed less than 6 months of their principal course, must provide a letter of release from their provider, or any other document authorising their transfer that fulfils Standard 7 of the National Code, before we may issue a Certificate of Enrolment. Please refer to the Transfer Between Providers Policy and Procedure for the process for lodging a request to transfer.

Students who wish to transfer from Melvic College Australia to any other educational provider prior to completion of six (6) months of study of their principal course need written approval / letter of release from Melvic College Australia. Please refer to the Transfer Between Providers Policy and Procedure for the process for lodging a request to transfer.

The full Transfer Between Providers Policy can be found in the Melvic College Australia website.

Academic Policies and Procedures

Academic policies and procedures refer to anything that relate to your course and training and assessment with Melvic College Australia. This ensures that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant training package as well as industry expectations and standards. The institution applies flexible assessment options, recognising the diversity of individual student needs and circumstances, facilitating wherever possible the realisation of the learning and vocational goals.

For more information about academic policies and procedures you may refer to the Melvic College Australia website.

Complaints and Grievances

Melvic College Australia has a complaints and appeals policy and process in place to accommodate learners' complaints and grievances. This ensures that all complaints and appeals are resolved and acted upon as quickly as possible in an unbiased and professional manner. Learners are informed of the progress of the complaint or appeal throughout the process. All complaints and appeals are welcomed as a means of ensuring that we identify and overcome problems faced by students, and provide an opportunity to improve our business and/or the delivery of our training programs.

For more information on complaints and grievances handling you may refer to the Complaints and Appeals Policy in the Melvic College Australia website.

International Student Visa Conditions

Students entering Melvic College Australia must take responsibility to uphold and remain true to the International Student Visa Conditions. For more information about the mandatory student visa conditions, please visit the Melvic College Australia website.

Academic Progress

As stipulated in the International Student Visa Conditions, Melvic College Australia has a training and assessment policy and course progress monitoring procedure in place to monitor, record and assess the progress of each individual learners. A learner's progress is reviewed and assessed at the conclusion of every study period. In the event that a learner will be at risk of failing to meet the acceptable course progress requirements an Intervention Strategy will be implemented.

Attendance

Melvic College Australia has policies and procedures in place to monitor and record the learner's attendance throughout the course. Learners are required, at the minimum, to have an 80% attendance of the scheduled contact hours for the course. Where the learner is at risk of meeting the 80% attendance threshold for the course, Melvic College Australia will implement an Intervention Strategy to identify, notify, and assist international students before their attendance drops below 80%.

Current Address Details

Melvic College Australia ensures that monitoring and record management processes are in place to keep their student files updated at all times. However, it is the learner's responsibility to notify the college if changes in their current address in Australia have been made. In the event that a learner changes their current address in Australia, they must fill out the Change of Address Form and notify Melvic College Australia immediately.

Student Deferment, Suspension or Cancellation Policy

An overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or the registered provider for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other condition listed in a registered provider's policy. Melvic College Australia will manage the enrolment of overseas students and maintain up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database. See the Student Deferment, Suspension or Cancellation Policy or the website for more information.

STUDENT ADMINISTRATION INFORMATION

Paying Fees

Melvic College Australia will not require students to pay more than 50% of the total tuition fee before commencing their study, but students may do so if they wish. Tuition fees will not be accepted prior to signing of the International Student Agreement Form. Please note that tuition and non-tuition fees are subject to change. For more information, you may refer to the Fee Administration and Refund Policy in the website.

Refund and Cancellation Policy

Tuition fees will be refunded according to **Melvic College Australia Refund Policy** and **Minimum Refund Calculation Table according to the Education Services for Overseas Students (Calculation of Refund) Specification 2014**

STUDENT SUPPORT SERVICES

International Student Adviser

Rakesh Gudideveni

0433446282

info@melvic.com.au

Academic Skills Adviser

Ratideep Ratideep

0433 011 000

info@melvic.com.au

Refunds for cancellation of enrolments and other conditions are granted based on the Minimum Refund Calculation Table according to the Education Services for Overseas Students (Calculation of Refund) Specification 2014

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
Unsuccessful visa application	Visa rejection prior to commencement of training.	<ul style="list-style-type: none"> Complete and submit Withdrawal from Training Form and Refund Request Form electronically or as a hard copy. Provide supporting evidence regarding unsuccessful visa application with your submission. 	5% of the amount of course fees or \$500, whichever is lesser	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014
	Sample Computation			
	Sample Computation		Sample amount: 50% of Tuition Fee for BSB50420 Diploma of Leadership and Management (\$12,600/2 = \$6,300) Refund Amount = 6,300 – 315 (5% of \$6,300) Refund Amount = \$5,985	Sample amount: 50% of Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) (\$9,000/2 = \$4,500) Refund Amount = 4,500 – 225 (5% of \$4,500) Refund Amount = \$4,275
Enrolment cancellation / withdrawal from course prior to commencement of training	Enrolment cancelled / withdrawal from course prior to commencement of training.	<ul style="list-style-type: none"> Complete and submit Withdrawal from Training Form and Refund Request Form electronically or as a hard copy. Provide supporting evidence, if any, with your submission. 	\$450 administration fee	Refund full amount of initial Tuition Fees paid, less the administration fee Education Services for Overseas Students (Calculation of Refund) Specification 2014
	Sample Computation			
	Sample Computation		Sample amount: 50% of Tuition Fee for BSB50420 Diploma of Leadership and Management (\$12,600/2 = \$6,300) Refund Amount = 6,300 – 450 Refund Amount = \$5,850	Sample amount: 50% of Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) (\$9,000/2 = \$4,500) Refund Amount = 4,500 – 450 Refund Amount = \$4,050

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from course after commencement date	Enrolment cancelled/ withdrawal from the course after commencement date.	<ul style="list-style-type: none"> Complete and submit Withdrawal of Training and Refunds Request Form electronically or as a hard copy. Provide supporting evidence, if any, with your submission. 	\$450 administration fee	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014, less the administration fee
Sample Computation				
	<p>Sample Computation</p> <p>Weekly Tuition Fee = $\left(\frac{\text{total tuition fees for the course}}{\text{number of calendar days in the course}} \right) * 7$</p> <p>Weeks in default period = $\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$</p> <p>Refund Amount = (weekly tuition fee x weeks in default period) – administration and processing fee</p>	<p>Sample amount: Weekly Tuition Fee for BSB50420 Diploma of Leadership and Management = \$194 (455 calendar days duration/65 weeks, Total Tuition Fees = \$12,600)</p> <p>Sample Weeks in default period = 31 weeks</p> <p>Refund Amount = (\$194 x 31 weeks) - \$450</p> <p>Refund Amount = \$5,564</p>	<p>Sample amount: Weekly Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) = \$139 (455 calendar days duration/65 weeks, Total Tuition Fees = \$9,000)</p> <p>Sample Weeks in default period = 31 weeks</p> <p>Refund Amount = (\$139 x 31 weeks) - \$450</p> <p>Refund Amount = \$3,859</p>	<p>Sample amount: Weekly Tuition Fee for CHC43015 Certificate IV in Ageing Support = \$183 (546 calendar days duration/78 weeks, Total Tuition Fees = \$14,200)</p> <p>Sample Weeks in default period = 38 weeks</p> <p>Refund Amount = (\$183 x 38 weeks) - \$450</p> <p>Refund Amount = \$6,504</p>
Visa cancellation due to actions of the student Enrolment cancellation due to actions of student	<ul style="list-style-type: none"> Enrolment cancelled by the college due to false or misleading information Enrolment cancelled due to academic or behavioural misconduct Enrolment cancelled due to non-payment of full course fees Enrolment cancelled due to unsatisfactory course progress or attendance 	N/A	\$450 administration fee	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014
Sample Computation				
	<p>Sample Computation</p> <p>Weekly Tuition Fee = $\left(\frac{\text{total tuition fees for the course}}{\text{number of calendar days in the course}} \right) * 7$</p> <p>Weeks in default period = $\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$</p> <p>Refund Amount = (weekly tuition fee x weeks in default period) – administration and processing fee</p>	<p>Sample amount: Weekly Tuition Fee for BSB50420 Diploma of Leadership and Management = \$194 (455 calendar days duration/65 weeks, Total Tuition Fees = \$12,600)</p> <p>Sample Weeks in default period = 25 weeks</p> <p>Refund Amount = (\$194 x 25 weeks) - \$450</p> <p>Refund Amount = \$4,400</p>	<p>Sample amount: Weekly Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) = \$139 (455 calendar days duration/65 weeks, Total Tuition Fees = \$9,000)</p> <p>Sample Weeks in default period = 25 weeks</p> <p>Refund Amount = (\$139 x 25 weeks) - \$450</p> <p>Refund Amount = \$3,025</p>	<p>Sample amount: Weekly Tuition Fee for CHC43015 Certificate IV in Ageing Support = \$183 (546 calendar days duration/78 weeks, Total Tuition Fees = \$14,200)</p> <p>Sample Weeks in default period = 32 weeks</p> <p>Refund Amount = (\$183 x 32 weeks) - \$450</p> <p>Refund Amount = \$5,406</p>
Provider default	Where training ceased due to RTO closure / sanction and other reasons	N/A	N/A	Refund following the minimum refund calculation as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 OR offer for alternate course (if agreed to by student)
Sample Computation				
	<p>Sample Computation</p> <p>Weekly Tuition Fee = $\left(\frac{\text{total tuition fees for the course}}{\text{number of calendar days in the course}} \right) * 7$</p> <p>Weeks in default period = $\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$</p> <p>Refund Amount = (weekly tuition fee x weeks in default period)</p>	<p>Sample amount: Weekly Tuition Fee for BSB50420 Diploma of Leadership and Management = \$194 (455 calendar days duration/65 weeks, Total Tuition Fees = \$12,600)</p> <p>Sample Weeks in default period = 25 weeks</p> <p>Refund Amount = (\$194 x 25 weeks)</p> <p>Refund Amount = \$4,850</p>	<p>Sample amount: Weekly Tuition Fee for CHC33021 Certificate III in Individual Support (Ageing and Disability) = \$139 (455 calendar days duration/65 weeks, Total Tuition Fees = \$9,000)</p> <p>Sample Weeks in default period = 25 weeks</p> <p>Refund Amount = (\$139 x 25 weeks)</p> <p>Refund Amount = \$3,475</p>	<p>Sample amount: Weekly Tuition Fee for CHC43015 Certificate IV in Ageing Support = \$183 (546 calendar days duration/78 weeks, Total Tuition Fees = \$14,200)</p> <p>Sample Weeks in default period = 32 weeks</p> <p>Refund Amount = (\$183 x 32 weeks)</p> <p>Refund Amount = \$5,856</p>

Refund Type	Description	Notification Requirement	Non-refundable fee	Refund
HLTAID011 Provide First Aid Enrolment cancellation / withdrawal 3 days prior to commencement of training.	Full refund will be issued if the student informs Melvic College Australia through our Withdrawal of Training and Refunds Request Form, <i>at least three (3) calendar days</i> prior to the scheduled commencement of training.	<ul style="list-style-type: none"> Obtain a soft or hard copy of the Withdrawal from Training Form and Refund Request Form and Submit a completed form electronically or as a hard copy. 	NA	Full refund.
HLTAID011 Provide First Aid Enrolment cancellation / withdrawal less than 3 days prior to commencement of training.	Partial refund of 50% will be issued if the student does not attend the scheduled training inform us <i>less than three (3) calendar days</i> prior to the scheduled commencement of the training.	<ul style="list-style-type: none"> Obtain a soft or hard copy of the Withdrawal from Training Form and Refund Request Form and Submit a completed form electronically or as a hard copy. 	50% of the total fee is non-refundable.	Partial refund for HLTAID011 Provide First Aid - 50% of the total fee.
Non-attendance of HLTAID011 Provide First Aid training without notification to cancel enrolment.	No refund will be issued if a student does not inform the college about non-attendance of training prior to scheduled training date.	NA	NA	No refund for HLTAID011 Provide First Aid.

ACADEMIC	
Lecturers	⇒ Questions about content of units, teaching procedures, assessment.
International Student Adviser	⇒ Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (inform International Education Office)
Academic Skills Adviser	⇒ Help with reading, writing, note-taking, preparation for exams & assignments

ADMINISTRATIVE	
International Student Adviser	⇒ Visa problems, financial problems, enrolment and short term accommodation ⇒ Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.
Student Administration	⇒ Timetable, registration in subject units, change of address.

PERSONAL	
International Student Adviser	⇒ Problems with relationships, home-sickness, depression ⇒ Spiritual / religious issues, personal issues ⇒ Sexual harassment , discrimination, ⇒ Examination, study adjustments ⇒ Accommodation issues

You can print this page to record names and contact numbers of new friends that you meet during orientation; lectures; or other details you collect during orientation and want to remember later.

CONTACT DIRECTORY	
EMERGENCY	000 or 112 from my mobile
Department of Home Affairs (DOHA)	131 881 or www.immi.homeaffairs.gov.au/help-support/contact-us
Australian Taxation Office (ATO)	13 28 65 or www.ato.gov.au/about-ato/contact-us
Health Cover	
Melvic College Australia Emergency Contact	Rakesh Gudideveni Telephone: 0433446282 info@melvic.com.au

MY IMPORTANT PEOPLE AND PLACES	



Melvic College
Australia

Did you know that Melvic College Australia offers support for international students?

College opening hours:

8:00 am to 6:30 pm, Mondays through Saturdays

Phone: 0433 446 282
Info@melvic.com.au

INTERACT WITH US:



FACEBOOK

www.facebook.com/facebook



TWITTER

www.twitter.com/twitter



INSTAGRAM

www.instagram.com/insta



SKYPE

<Insert Skype Username>



YOUTUBE

www.youtube.com/channel

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