



Key Information International Students Must Know

2014 - 2015

The *key information* you need to know to help guide you as an international student!

Questions - Who can answer them?

Student Services – How can they help me?

Student Card – How do I get mine?

Library - What services can help me?

Text books – Is there a list I need?

Campus Resources - What will be useful?

Life in Australia – How do I fit in?

Home Life - Settling into accommodation

Moving House – Do I need to inform anyone if I move residence?

Health Care - Contact numbers for my Overseas Student Health Cover (OSHC)

Banking - How can I arrange a bank account in Australia?

Working - Can I work on a Student Visa?

Taxation - How do I obtain a Tax File Number for work?

Visas & Work - How can I search for work that complies with my Visa requirements?

The College's Responsibilities - How can I find out more about an educational provider's responsibility towards overseas students studying in Australia?

Emergency Numbers - What are some examples of emergency contact numbers?

Stress - Sometimes I feel stressed, what can I do?

Attendance - Do I have to attend all classes?

Course Requirements - Do I have academic requirements for my course?

Changes to my Course - What if I wish to defer, suspend or cancel my course?

Leaving the College - How can I change my education provider?

Moving Campus - How can I change from my main campus to another?

Complaints - What can I do if I am unsatisfied with an outcome?

More Questions - Who can I contact if I have further questions?

Social Media – Getting connected online

*"Every journey must start
with one step"*

Unknown



Questions - Who can answer them?

- Your Student Adviser on campus is here to guide you through accessing important information and support during your studies with the College. Details to your campus Student Adviser can be found at the end of this document.
- You can also browse the College website at www.endeavour.edu.au for a range of resources and information and a guided tour of the online Learning Management System. Information can also be found by logging onto ePortal as well.

Student Services – How can they help me?

- Answer general questions about subjects and courses.
- Arrange meetings with an academic faculty members.
- Advise how to make fee payments.
- Change class times.
- Advise students of correct procedures to follow and forms to submit.
- We can show you how to navigate through ePortal and the Learning Management System (LMS).

Student Card – How do I get mine?

- It's so easy to organise a student card. All you have to do is take some valid photo ID to the library, and a student card can be arranged for you while you wait.

Library - What services can help me?

The library has a wide range of resources and services available to students including:

- Books, periodicals, models, charts, video and audio cassettes, slides, CD ROMS and Internet access.
- 2 week book loan (one week book loan for set texts).
- Computer labs and internet access
- Free internet access is provided.

Text books – Is there a list I need?

- You can obtain a copy of the National Textbook List on ePortal, from your Student Adviser, or by visiting the bookstore as well.
- Students receive 10% discount on books and all purchases from The Bookstore.
- Alternatively, you can purchase your books online www.store.endeavour.edu.au

Campus Resources - What will be useful?

- Each campus has a Student Common Room where you can sit and enjoy your lunch with your fellow students. There is a refrigerator, microwave, kettle and utensils for your convenience as well.
- If you are unsure while you are on campus please feel free to ask a member of staff, who are here to help you.



Life in Australia – How do I fit in?

- Enjoy yourself, make friends.
- Get involved in groups both on campus and in the wider community.
- Balance your perspective. It's normal to struggle at first.
- Constantly communicate with your family and friends at home.
- Don't be afraid to ask. There are many organisations that ensure the community wellbeing.
- College staff are willing to help and assist you at any moment.

Home Life - Settling into accommodation

Before leaving home it is important to explore the many accommodation possibilities available and choose an option that is best for you.

For share accommodation, check websites such as:

- www.domain.com.au, www.realestate.com.au
- www.realestateview.com.au
- www.flatmatefinders.com.au
- Pick up rental property lists from real estate offices or download these from the internet.

This is a good option if you get together with friends to rent a house or flat independently.

- The College cannot enter into a contract on the student's behalf for housing agreement
- Please visit the College website to find more information:

<http://www.endeavour.edu.au/international-students/student-services/>

Remember don't give out your personal information about you bank via the internet, and if possible try work through real-estate agencies as they are safer and more trustworthy.



Moving House – Do I need to inform anyone if I move residence?

All Primary Student Visa Holders must inform their education provider of change of details.

No.	Description
8533	You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change. You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Health Care - Contact numbers for my Overseas Student Health Cover (OSHC)

Each Primary Student Visa Holder must have health cover. This is part of your Visa requirement. For more information visit.

www.immi.gov.au/students/visa-conditions-students.ht

No.	Description
8501	You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

The College's Overseas Student Health Cover (OSHC) provider is Allianz Global Assist (OSHC Worldcare). Information to OSHC Worldcare services can be found at www.oshcworldcare.com.au or https://www.oshcallianzassistance.com.au/fact_sheets.aspx or

- **Member Services and General Enquiries:** Phone – 13 OSHC (ph.13 6742)
- **Claims:** 1800 651 349
- **24 Hour Emergency Helpline:** Medical, legal and interpreting services in emergency situations 1800 814 781

Non student visa holders are also encouraged to obtain Overseas Visitor Health Cover (OVHC) which the College can arrange, information is available at <https://www.ovhcallianzassistance.com.au/>

Banking - How can I arrange a bank account in Australia?

If you are opening a bank account, be sure to research to get the best deal. You can log onto www.banks.com.au/personalaccounts to compare bank accounts through various financial institutions

- To open a bank account you will need:
 - Your passport (with arrival date stamped by Australian Immigration)
 - Student ID card
 - Money to deposit into the account (this can be as little as \$10)

Working - Can I work on a Student Visa?

Do your Visa conditions allow you to work?

- You can check your visa entitlements at Visa Entitlement Verification Online (VEVO) www.immi.gov.au
- Student Visa Conditions for the Primary Student Visa Holder

The following table describes the mandatory conditions that are attached to **all** primary **Student visas**.

- A complete overview can be found at the Department of Immigration and Border Protection (DIBP) website: www.immi.gov.au/students/visa-conditions-students.htm

No.	Description
8105	<p>You cannot work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course).</p> <p>Note: No work limits apply during recognised periods of vacation offered by your education provider.</p> <p>You cannot undertake work until you have commenced your course in Australia.</p> <p>*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.</p>

Taxation - How do I obtain a Tax File Number for work?

You will need a Tax File Number (TFN) to work in Australia.

- You can obtain a TFN from the Australian Tax Office (ATO). The ATO has several offices in major cities within Australia.
- For further details consult www.ato.gov.au or you can apply for a TFN through the website (note your receipt number).

Remember; don't rely on income from employment when budgeting to pay for living expenses.

Visas & Work - How can I search for work that complies with my Visa requirements?

Here are some examples of website that may be of assistance:

- www.seek.com.au
- www.careerone.com.au
- www.mycareer.com.au
- www.jobsinoz.com.au
- www.bestjobsau.com
- www.jobs4students.com.au

The College's Responsibilities - How can I find out more about an educational provider's responsibility towards overseas students studying in Australia?

- Australia has legal protection for overseas students studying in Australia. The Commonwealth Government's Education Services for Overseas Students (ESOS) Act 2000 governs an education institution's responsibility towards overseas students studying in Australia.
- If you have a question about your rights and responsibilities as an international student, first discuss with the international student adviser at your campus.

- If you need further information, you can contact the Australian Government's Department of Education, Employment and Workplace Relations who will either answer your question or refer you to the correct agency for assistance.

Australian Government's Department of Education, Employment and Workplace Relations

General enquiries phone: 1300 363 079

International: +61 354 545 245

Text Telephone for the hearing impaired (TTY):

FreeCALL TM 1800 554 609

Interpreter Service Switchboard: 13 33 97

Emergency Numbers - What are some examples of emergency contact numbers?

- **Emergency calls from :**
 - A **LANDLINE** - call **000** (triple zero)
 - A **MOBILE PHONE** - call **112**
- A message will ask you to select
 - Fire
 - Police
 - Ambulance
- You will be connected to a person who will ask you questions including **your location** and the **phone number** you are calling from.
- **Interpreter service:**
In an emergency, regardless of your level of English, you should phone triple zero '000', or '112' from a mobile phone. An interpreter service is available. It will help the call-taker if you can state in English, which language you need.
- **Lifeline (13 11 14)**, service is staffed by trained volunteer telephone counsellors who are trained to assist with personal crisis situations, 24-hour a day, 7 days a week from anywhere in Australia.
- **OSHC Worldcare Emergency Service Helpline (1800 651 349)**. Allianz Overseas Student Health Cover line

Stress - Sometimes I feel stressed, what can I do?

The College has a Student Assistance Program (SAP) for students. This is:

- A confidential and independent 24 hr / 7 day a week counselling service provided by registered and qualified Psychologists or Social Workers through an independent provider.
- The service is accessible to all current College students free of charge regardless of your mode of study.

www.accesseap.com.au

Phone: 1800 33 62 07

Attendance - Do I have to attend all classes?

- If you are studying a VET course on a student visa you must achieve satisfactory attendance as set out in the *Attendance Policy – International* in order to satisfy the requirements of your student visa.
- The College defines satisfactory attendance as attendance of over 80% of course contact hours. If at any point it becomes impossible for you to attend over 80% of course contact hours your attendance will be deemed unsatisfactory.
- The College will provide you with a written warning to notify you that you have been identified as being at risk of unsatisfactory attendance if:
 - attendance drops below 90% for a single semester/trimester; and/or
 - attendance drops below 90% for the entire course; and/or
 - You are absent for more than five (5) consecutive scheduled course days without prior approval.
- If at any time it becomes impossible for you to achieve an attendance rate of 80% for the entire course, you will be issued an intention to report letter which sets out that the College intends to report your unsatisfactory attendance to the Department of Immigration and Border Protection (DIBP). This is a requirement of the National Code 2007.

- You have 20 working days (approximately 28 days) to appeal against the College's intent to report consistent with the Complaints and Appeals Policy – International HE and International VET.
- The College is required to report unsatisfactory attendance under the National Code 2007. The College is only permitted to decide not to report you for breaching the 80% attendance requirement if your records clearly indicate that you are making satisfactory course progress and attending at least 75% of all scheduled course contact hours.
- If you are reported through Provider Registration and International Students Management System (PRISMS) for unsatisfactory course attendance the College will issue you with a letter to inform you that you have been reported to DIBP. DIBP will then attempt to contact you using the last address you provided to the College which is registered on PRISMS.
- If DIBP is unable to contact you it may result in automatic cancellation of your visa.
- You may also contact DIBP to discuss any impact on your student visa.
- It is vital that you provide the most up to date contact details to the College at all times. These details will be updated by the College on PRISMS within 2 working days of notification of the change.

Course Requirements - Do I have academic requirements for my course?

International Students who are on a Student Visa must comply with Conditions of Enrolment attached to their Confirmation of Enrolment (CoE):

- You are required to progress satisfactorily at a normal rate (full-time 100% course load) to ensure completion of your course within the specified duration on your CoE.
- A CoE can only be extended under special circumstances
- A complete overview of all mandatory and discretionary conditions is available from the Department of Immigration (DIBP) website:

<http://www.immi.gov.au/students/visa-conditions-students.htm>

If you are an international student studying in Australia on a student visa you must always be in a position to complete your studies in the duration specified in your Confirmation of Enrolment (CoE).

- A CoE will *NOT* be extended during the course for any reason, a review may be undertaken in the last study period of the original course structure.

You will be deemed to have made unsatisfactory course progress if:

- You fail more than 50% of subjects undertaken in any one semester/trimester.
- You fail a single subject or its equivalent twice.

Consequences applicable as a result of Unsatisfactory Course Progress

If you are assessed as failing to achieve satisfactory course progress you will be issued an Intention to Report letter which sets out that the College intends to report your unsatisfactory progress to the Department of Immigration and Border Protection (DIBP). This is a requirement of the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

You have 20 working days (approximately 28 days) to appeal against the College's intent to report, consistent with the Complaints and Appeals Policy – International.

The College must notify DIBP through PRISMS if a student has not achieved satisfactory course progress as soon as practicable, but no later than two (2) business days from the date when the outcome of the internal complaints and appeals process is known if the student:

- does not access the College's complaints and appeals process within 28 days;
- withdraws from the process after the initial 28 days have passed; or
- completes the complaints and appeals process but the process finds to support the decision of the College.

If you are reported through PRISMS for unsatisfactory course progress the College will issue you with a letter to inform you that you have been reported to DIBP for unsatisfactory attendance. DIBP will then attempt to contact you using the last address you provided to the College which is registered on PRISMS.

If DIBP is unable to contact you it may result in automatic cancellation of your visa. It is vital that you

provide the most up to date contact details to the College at all times. These details will be updated by the College on PRISMS within 2 working days of notification of the change. You may also contact DIBP to discuss any impacts on your student visa.

For further information see: Course Duration and Progress Policy - International www.endeavour.edu.au/policies-and-procedures/

Changes to my Course - What if I wish to defer, suspend or cancel my course?

You can apply, in writing, for deferral, suspension or cancellation of your course using the approved Defer, Suspend or Cancel Enrolment Form – International.

- You are advised that the option to defer or suspend your course/studies; including granting a leave of absence, during the course will only be formally granted in certain limited circumstances.
- The College may initiate a cancellation or suspension of your enrolment due to misbehaviour (including non-payment of fees).

You should consider the financial penalties you may incur when submitting an application to Defer, Suspend or Cancel (refer to the Refund Policy - International)

Deferral

A deferral is the postponement of commencement date of the course and can only be initiated by a student. You may only apply defer your enrolment in compassionate and compelling circumstances. You must notify the College of your intent to defer commencement of a course using the Deferral Suspension or Cancellation Form – International and citing compassionate and compelling circumstances as detailed in the Special Circumstances Policy. Commencement of a course may not be deferred in excess of 6 months and acceptance of the deferral request is at the discretion of the College. Deferral can only occur at the beginning of a course.

You can apply, in writing, for deferment or withdrawal of your course using the approved form.

Suspension

A suspension is an interruption to your course and can be initiated by either you or the College. You may only apply to suspend your enrolment in compassionate and compelling circumstances.

You must notify the College of your intent to suspend a course using the Deferral Suspension or Cancellation Form – International and citing compassionate and compelling circumstances as detailed in the Special Circumstances Policy. A course may not be suspended in excess of 6 months and acceptance of the student's suspension request is at the discretion of the College.

The College may initiate the suspension of your enrolment if you significantly breach the Student Charter and Code of Conduct or as a consequence of other significant student misbehaviour as set out in the Student Misconduct Policy; this may include failure to pay fees.

If the suspension is initiated by the College, the College will inform you in writing of its intention to suspend a student's enrolment and notify the student that he or she has 20 working days (approximately 28 days) to access the College's Complaints and Appeals processes. If the appeals process is activated the suspension of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to your welfare apply.

Cancellation

You may initiate a cancellation of your enrolment at any time for any reason. You should consider the financial penalties you may incur when submitting an application (refer to the Refund Policy - International). If cancellation occurs after the nominated Census Date, you must also consider any academic penalties that may be incurred.

The College may initiate the cancellation of your enrolment and or CoE if you:

- will not meet the entry requirements of a course 2 months before the course start date
- significantly breach the Student Charter and Code of Conduct
- fail to pay fees

If the cancellation is initiated by the College, the College will inform you in writing of its intention to cancel your enrolment and notify you in writing that you have 20 working days (approximately 28 days) to access the College's Complaints and Appeals processes. If the appeals process is activated the cancellation of your enrolment cannot take effect until the internal process is completed, unless extenuating

circumstances relating your welfare apply. Any claim of extenuating circumstances must be supported by appropriate evidence.

For further information see: Deferral, Suspension and Cancellation Policy - International www.endeavour.edu.au/policies-and-procedures/

Leaving the College - How can I change my education provider?

If you wish to transfer to another education provider before completing the first six months of your principal course of study, you must provide a valid letter of offer from the provider you wish to transfer to and fill out an application to transfer form. Students must also attend a transfer interview if requested.

The principal course of study is generally the highest or last qualification for which you have a student visa.

The outcome of a request to transfer will be communicated to you in writing within 7 days of completing the application process.

The College must grant you a letter of release if you have provided an offer letter from another education provider confirming that a valid enrolment has been made.

For further information see: *Transfer between Education Provider Policy – International* www.endeavour.edu.au/policies-and-procedures/

Moving Campus - How can I change from my main campus to another?

If you wish to transfer to another campus a Transfer of campus/Provider – Form must be lodged prior to the start of a study period. The approval of the transfer will depend on availabilities at the new campus.

For further information see: <http://www.endeavour.edu.au/policies-and-procedures/>

Complaints - What can I do if I am unsatisfied with an outcome?

You must follow the Complaints and Grievance Policy for International Students.

Academic and Non-Academic Outcome

Academic matters relate to student academic progress, assessment, curriculum, and quality of course delivery, academic achievement in a course and awards in a course.

Non-academic matters do NOT relate to student progress, assessment, curriculum and award in a course(s).

Stages of Grievance Implementation

Stage 1 – Informal Resolution Process

You are encouraged to attempt to resolve the grievance informally and amicably at an early stage. This can be done through speaking directly with a member of Student Services or academic staff or lodged via the Quality Feedback Monitor (QFM) which can be accessed via the student e-portal.

Stage 2 – Formal Resolution Process

The formal grievance procedure begins when you state in writing that you have a grievance using the formal grievance paperwork and submit the grievance directly to the Director, Student Services via student administration.

Stage 3 - Appealing the Original Decision

If you are dissatisfied with the outcome of your grievance, you may lodge an appeal detailing the reasons for the appeal to the Director of Education within 20 working days of being informed of the decision. The Director of Education and Director, Student Services are responsible for reviewing appeals relating to formal grievances and convening the Complaints or Decision Review Committees. The College will maintain your enrolment while the internal and/or external appeals process is ongoing.

The process will begin within 10 working days of the formal written lodgement of the appeal. A written statement outlining the outcome of the appeal will be provided to the student within 15 working days, including reasons for the decision.

Stage 4 - External Independent Review

If you are dissatisfied with the outcome of an internal appeal, you may make a written request to the Director of Education or the Director, Student Services for an independent external review of the decision.

The Overseas Students Ombudsman will provide the external complaints and appeals mechanism for current, or intending, international students studying on a student visa. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by your private education or training provider.

For further information see: Complaints and Appeals Policy - International www.endeavour.edu.au/policies-and-procedures/

More Questions - Who can I contact if I have further questions?

Don't panic, there is an answer 😊

Check the policies and procedures online via:

- www.endeavour.edu.au/policies-and-procedures/
- www.endeavour.edu.au/eportal

Check this frequently asked questions document and information for new students

Contact your student adviser for any questions or advice. international@endeavour.edu.au

- Brisbane 07 3253 9515
- Gold Coast 07 3253 8400
- Sydney 02 8204 7794
- Melbourne 03 9655 9511
- Perth 08 9225 2904



Social Media – Getting connected online

Join us online and get connected with your College family



Definition of “College”

The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty and Wellnation.

For the purpose of this document, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.



Definition of “International students”

The College defines an International Student as someone **who is not an** Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder.

This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc.) or offshore as an online student.

Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.

It should be noted that all international students pay fees specified for international students, regardless of visa subclass.



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