



NEW ENGLAND COLLEGE

INTERNATIONAL STUDENT HANDBOOK

2024/5

New England College is a trading name of New England Institute of Technology Pty Ltd

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Document Control

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V6.1	05.04.2024	Addition of SIT50422, updated English proficiency requirements in accordance with DoHA guidelines
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Review Process

This handbook is reviewed annually in compliance with education industry standards including the Standard for RTOs (SRTOs) 2015 and the ESOS Framework including the ESOS Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018 and ELICOS Standards 2018.



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Welcome to New England College

Welcome to New England College. We trust you will find your time learning with us positive and rewarding.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

This handbook is designed to introduce you to New England College and provide essential information about our college and your learning journey.

New England College has responsibilities related to the standards of courses, their delivery and assessment. In addition, New England College has responsibilities regarding the welfare of students and their educational interests.

As a student, you also have responsibilities towards the college, your peers and the college staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a student to ensure that you have read and understood all policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer or a member of our team for assistance.

The quality of your experience with New England College depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.



About New England College

New England College was established in 2009 in the city of Brisbane, Australia. Our aim is to equip students with knowledge, skills and lifelong learning required to enter a competitive and demanding workforce or to undertake further studies. We combine theory with practical experience, meaning that our students graduate with the work-ready skills necessary for successful employment.

We ensure that the training and assessment practices at New England College comply with the regulatory requirements of the Australian Skills Quality Authority (ASQA). At New England College (also known as 'NEC') we recognise that each and every student has unique aspirations. Therefore, we strive to tailor the training content and methodology to the skills and abilities of a diverse student base to harness your individual potential, enabling you to satisfy your goals and expectations.

Our facilities and experienced fraternity of trainers and education specialists provide ongoing academic support to our learners. We aim to achieve learning through an engaging and collaborative learning environment. The NEC emphasis on educational excellence is showcased with the highest quality of training resources, coupled with a modern campus and workshops. This along with our core values of integrity, respect and community make our students valued graduates in the industry.

New England College offers learners a realm of opportunities to improve or build their knowledge and skills to reach for a bigger and brighter future. Considered one of the most sought-after institutions for career advancement and skills development, we help you realise and achieve your true potential.

The New England College campus is located in Melbourne CBD. The proximity of the campus to public transport, cafes, restaurants and shopping facilities provides students an opportunity to unwind outside of class time. The New England College campus provides a range of facilities to meet students' personal, academic and social needs while preparing them to fulfil their career potential.

Our Vision

Our vision is to offer an innovative, pertinent and modern curriculum made possible by a foundation of industry standard facilities in order for students to attain hands-on and minds-on educational experiences reinforced with academic proficiency. This enables our students to develop compelling, consummate work ethics while maintaining the upmost responsibility, trustworthiness, respect and compassion within their individual professions.

Our Mission

Our mission is to provide excellence in education while assisting in the discovery, advancement, dissemination, and utilization of knowledge in a comprehensive array of academic and professional disciplines; thus cultivating notable individuals who will be confident, effective leaders in a variety of fields and accomplished members of society.

Our Values

Respect: Advocates and respects diverse viewpoints, perspectives, cultures, and values. We adhere to the belief of academic freedom and free speech. We protect the exploration of ideas and encourage inquiry by students and our team.

Excellence: Embrace quality education including technological innovation that adds value to education outcomes.

Integrity: Expects and consistently stands for integrity, ethical behaviour, and personal accountability and responsibility by establishing honest, fair, and caring professional relationships.

Listen: We value the input of both individuals and corporate members of the community in shaping programs and services through meaningful consultation and engagement.



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Studying at New England College



Studying at New England College

Courses we offer

We currently have several courses available to international students as found on the link below. This link shows the most current list of available courses:

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03113M>

For the most up to date course details including costs and durations visit our website:

<https://www.nec.edu.au/>

Students must attend a minimum of 20 hours of classes per week or as per your timetable. Some courses may have an approved online/distance component. For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please contact the campus.

New England College has no agreements with any other party in the delivery of any of its courses.

Some of our courses have work placement such as hospitality. In this instance, students would be required to attend work placement in one or more workplaces in order to gain the qualification. For further details, please contact our campus.

Automotive

Course Code	Course Name
AUR30620	Certificate III in Light Vehicle Mechanical Technology (103621C)
AUR40216	Certificate IV in Automotive Mechanical Diagnosis (091667C)
AUR50216	Diploma of Automotive Technology (091710E)

Manufacturing

Course Code	Course Name
MSF30322	Certificate III in Cabinet Making and Timber Technology (113500G)

Hospitality

Course Code	Course Name
SIT40521	Certificate IV in Kitchen Management (109695C)
SIT50422	Diploma of Hospitality Management (115102E)



Business

Course Code	Course Name
BSB50420	Diploma of Leadership and Management (098774K)
BSB80120	Graduate Diploma of Management (Learning) (116473C)

English Language

Course	Level
GE- General English	Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate, Advanced (083240G)
EAP- English for Academic Purposes	Upper-Intermediate, Advanced (083242F)
IELTS Preparation	Upper-Intermediate, Advanced (combined) (083244D)

Note: This list is accurate at the time of publication and is subject to change.



Course Credit & Recognition of Prior Learning (RPL)

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.’

Students that already have a statement of attainment for a unit of competency may apply for course credit. Course credit may reduce the length of a student's course, depending on how the course is structured/timetabled.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student's course. New England College requires students to complete the *Application for Recognition of course credit/RPL form* for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

Students are encouraged to apply for course credit/recognition of prior learning when applying for enrolment at New England College. Students are provided another opportunity to apply during orientation.

New England College may require students to complete an assessment to demonstrate competency.

If New England College grants the student course credit/RPL which leads to a shortening of the student's course duration before the visa is granted, the Confirmation of Enrolment (CoE) will reflect the actual net duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DoHA via PRISMS within 31 days after the event as specified under Section 19 of the ESOS Act.

For further information about course credit please see our website for a full copy of the New England College Course Credit and Recognition of Prior Learning Policy and Procedure.

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in units of competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

New England College specific registered courses can be found at:

<https://training.gov.au/Organisation/Details/31943>



Entry Requirements

New England College has a commitment to providing equity in training for all identified groups. Ensuring equity in training for all and the elimination of discrimination against any students in vocational education and training is a priority.

- New England College accepts international students into all the CRICOS approved qualifications as listed via the following link:
<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderID=3113>
- As a minimum requirement for entry to New England College, international students need to have completed formal study to demonstrate a skill level of sufficient language, literacy and numeracy. The entry requirement may vary from course to course. Refer to the course details at <https://www.nec.edu.au/>

English

Students must provide one of the following requirements to enter any course other than General English:

- IELTS 6.0
- English Certificate of Upper Intermediate or higher from an English Language School in Australia
- Pass the Oxford English Placement test prior to arrival (if offshore) or in campus during enrolment **or**
- Undertake a General English (ELICOS) course with the college.

Where required, the minimum requirement for evidence of English test scores are:

English Language Test Providers	Minimum Test Score	Minimum Test Score Where Combined With At Least 10 Weeks ELICOS	Minimum Test Score Where Combined With At Least 20 Weeks ELICOS
International English Language Testing System (IELTS)	6.0	5.5	5.0
TOEFL internet-based test (only accepted if test is taken on or before 25 July 2023)	64	46	35
Cambridge English: Advanced (Certificate in Advanced English)**	169	162	154
Pearson Test of English Academic (PTE Academic)	50	42	36
Occupational English Test***	B for each test component	B for each test component	B for each test component

**From 12 February 2024, only results from the paper-based Cambridge C1 Advanced test (previously known as Cambridge English: Advanced CAE) will be accepted. Test scores for both C1 Advanced paper-based and computer-based tests, taken before 12 February 2024, within the specified validity period are still accepted.

***The Occupational English Test includes a mark between A and E. An A or B is considered a pass.

The test must have been taken no more than two (2) years before you apply for your student visa.



If one of the following applies, you do not need to provide evidence of an English test score with your visa application:

- You have completed at least five years' study in one or more of the following countries - Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- You are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
- In the two years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from an Australian education institution.

English exemptions and required evidence are online with the Australian DHA and susceptible to ongoing review. For further information see <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility> .

General English

- Pass the Oxford English Placement Test prior to arrival (if offshore) or on campus during enrolment and;
- During orientation, complete an English Placement Test to determine English level.

Academic

- Certificate III:
 - Provide evidence of completion of Year 10 or equivalent.
 - Non-school leavers will be selected according to eligibility and merit, vocational experience, previous study and personal competency.
- Certificate IV and above:
 - Provide evidence of completion of Year 12 or equivalent.
 - Non-school leavers will be selected according to eligibility and merit, vocational experience, previous study and personal competency.



Agents

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 convenient way for students to apply to study in Australia. Agents are experienced in assisting with 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. Most do not charge for their service as they collect a commission from the college you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend. Please contact us if you are unsure of any advice you have been given by an agent.

Students can enrol directly to the college with no agent.

- Students onshore are eligible to apply for a student visa before the visa they have entered on expires. For more details, contact DHA.

Important: Although able to assist in completing education and visa applications, education agents are NOT licensed to provide migration advice.

	EDUCATION AGENTS	MIGRATION AGENTS
Student visa advice	✓	✓
Advice for Australian Courses	✓	✓
Receive commission for students	✓	✓
Permanent visa advice	□	✓
Assistance applying for any Australian visa	□	✓
Need to have a University qualification	□	✓
Graduate visa advice	□	✓
Charge for Visa Advice	□	✓
Must be an Australian Citizen	□	✓
Registered with the Australian Government	□	✓
Representation at visa appeals	□	✓



Our Campus

The New England College campus is located at **Level 5, 190 Queen Street Melbourne**. The campus is conveniently located in the Melbourne CBD.

There are many cafes, restaurants, a post office and supermarkets within a short walk of the campus.

Our modern campus has training rooms fully equipped with student Wi-Fi, televisions and whiteboards. The campus also features a student breakout area.

New England College has a fully equipped cabinet making workshop and commercial kitchen, where practical training and assessment is undertaken. These facilities provide students with hands on experience replicating the latest industry standards to ensure that students graduate job ready. Both of these facilities are conveniently located within a short drive from the Queen St campus.

Campus Hours

Monday: 8:30am – 5:00pm

Tuesday: 8:30am – 5:00pm

Wednesday: 8:30am – 5:00pm

Thursday: 8:30am – 5:00pm

Friday: 8:30am – 5:00pm

Saturday & Sunday: Closed (unless via prior arrangement)

We are closed on public holidays.

Campus Facilities

Library

Books are available for students for research on their topics of study.

Policy for use:

Students can loan books from the New England College library for a period of 2 weeks (14 days) at a time. Students can request an extension for 1 week at a time for the loan period, close to the end of the original loan period. Books can be loaned for a maximum of 4 weeks. The college has the right to recover any costs arising in relation to lost/damaged books from the student.

Break out area

The campus has a break-out area for students to relax during breaks or before/after class times. Refreshments and beverages may be provided from time to time.

Policy for use:

Students are requested to be respectful of other students and staff at the campus and limit the noise when using the facilities. Students must be careful using the hot-water system for refreshments and ensure that care is taken with proper disposal of food/waste items and general cleanliness of your surroundings.



Health and Safety on Campus

The Work Health and Safety Act 2011 (the WHS Act) provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

The WHS Act protects all workers, including:

- employees
- contractors
- subcontractors
- outworkers
- apprentices and trainees
- work experience students
- volunteers
- employers who perform work.

The WHS Act also provides protection for the public so that their health and safety is not placed at risk by work activities.

The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU). The PCBU must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace. Duties are also placed on officers of a PCBU, workers and other persons at a workplace.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Do not smoke on campus and at work-based training venues
- Do not consume alcohol on campus and at work-based training venues
- Do not consume illicit drugs on campus and at work-based training venues
- Maintain a safe, clean and efficient working environment
- Store and dispose of waste according to health and environmental requirements
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment safely
- Practice safe lifting and manual handling techniques
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations should be recognised and reported to New England College immediately
- Implement regular fire drills and provide first aid courses to staff
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required implement procedures and practices, in accordance with State and Local Government Health regulations.

All students are required to report any hazard immediately to a New England College staff member.



Intake Dates

Students can commence a new course in the first week of every month, in the months of February – November.

Please check course availability with our admissions team.

Fees and Charges

New England College is committed to the provision of a fair and equitable policy for the terms of payment of course fees.

The scope of this policy includes the provision of training programs by New England College.

New England College has in place current membership of a Tuition Protection Scheme (TPS) which protects any prepaid fee payments made by a student.

Methods of Payment

Fees are payable using the following methods:

- Bank transfer (our bank account details will be included in the invoice)
 - Please note: students paying by direct debit are required to provide NEC with proof of payment
- By credit card in person or by phone (surcharge may apply)

Please contact the campus for more information.

Payment Plans

Payment plans are available for students which generally require monthly payments. This may vary dependant on your course/ qualification fee.

Please contact our campus for more information.

Credit Payment

The terms of credit are at the discretion of the Principal Executive Officer of New England College and subject to the provision of adequate client identification.

Fees will be invoiced no later than the start date of the course training date unless alternate arrangements are made.



Additional Fees and Charges

Action	Cost
Enrolment application administration fee	\$300
Material fees	Varies depending on qualification
Re-Assessments	\$250
Administration Cost for Re-Assessment	\$50
Re-Issue of Certificate/Statement of Attainment	\$50
Re-Issue of ID Card	\$25
Late fee for Non-Payment of Fees	\$250 (additional \$36 per day for each day, or part thereof, the outstanding balance is not paid)
Payment Plan Admin Fee	\$50
Direct Debit Dishonour fee	\$20
Extension to CoE Admin fee (any course fee difference will also need to be made if there has been an increase in cost)	\$200
Re-Issue of Training Logbook	\$50
Textbooks – cost varies with individual texts (if lost or damaged)	At Cost
Learner Resources (if lost or damaged)	At Cost
Airport Pickup (if applicable)	\$160

Please note: Fees are subject to change and are reviewed annually or at the discretion of the Principal Executive Officer.

Students are to provide their own laptop for their studies.

Please refer to our website to read our Student Payment Policy and Procedure.



Public Holidays

Holiday	2024	2025
New Year's Day	Monday 1 January	Wednesday 1 January
Australia Day	Friday 26 January	Monday 27 January
Labour Day	Monday 11 March	Monday 10 March
Good Friday	Friday 29 March	Friday 18 April
Saturday before Easter Sunday	Saturday 30 March	Saturday 19 April
Easter Sunday	Sunday 31 March	Sunday 20 April
Easter Monday	Monday 1 April	Monday 21 April
ANZAC Day	Thursday 25 April	Friday 25 April
King's Birthday	Monday 10 June	Monday 9 June
Friday before the AFL Grand Final	Friday 27 September	Subject to AFL schedule
Melbourne Cup	Tuesday 5 November	Tuesday 4 November ⁴
Christmas Day	Wednesday 25 December	Thursday 25 December
Boxing Day	Thursday 26 December	Friday 26 December

Note: Some dates may apply only to Victoria.



Student ID

ID Cards

A photograph will be taken by our staff for the purpose of generating a student identification card on your orientation day. ID cards will be issued to students within 14 days of application.

Students are required to carry their student ID at all times when they attend the college for classes or college related matters (meeting with student support officer, intervention, loaning textbooks, vocational placement etc.).

A student ID is re-issued without any extra cost if expired. However, a fee is payable if your card is lost, damaged or stolen.

Unique Student Identifier (USI)

All students doing nationally recognised training need to have a Unique Student Identifier (USI). The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters and can be applied for/retrieved from <https://www.usi.gov.au/students/create-your-usi/international-overseas-and-offshore-students>

Students who have undertaken any studies from January 2015 are required to provide their USI (Unique Student Identifier) BEFORE a qualification/statement of attainment (award) can/will be issued.

This should be finalised on orientation day if it has not already been done.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Students cannot be issued with a qualification, or statement of attainment, until a USI has been provided.

USI Privacy Notice

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- Is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- Is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- May be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and



- to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former education or training providers to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Student Identifiers Registrar's Privacy Policy](#) or by contacting the Registrar on BusinessStrategy@usi.gov.au or telephone 1 300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.



Training and Assessment

Training Plan

New England College will issue a timetable to you for each course. This is provided to you on commencement of your study. Your timetable will contain information such as your course start and end dates, your class schedule, units of study in the course including core and elective units, assessment dates and work-based training information if applicable.

You can contact your trainer if you have queries regarding your training plan.

Assessment Rules and Outcomes

Assessment Information

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective performance criteria.

Assessment will be conducted using a variety of methods including:

- practical demonstrations / role play
- written responses to questions
- observation
- workbook
- oral questioning.

Assessments will be conducted and recorded on completion of each unit of competency

Competency standards specify the outcomes that people should be able to demonstrate in the workplace. They are standards that have been developed by industry parties (including employers, unions and employees) which define the competencies required for effective performance in employment. These standards act as benchmarks.

Assessment Outcomes

As a student progresses through a module and completes the various assessment tasks, they are assessed on each task as '*satisfactory*' or '*not yet satisfactory*'. Once all tasks for the unit of competency/subject have been completed satisfactorily, the outcome result of '*competent*' is recorded. Where some, but not all, of the unit assessment tasks have been completed satisfactorily, an outcome of '*not yet competent*' is recorded.

Your trainer will make decisions about whether a task has been satisfactorily completed based on the following considerations:

- All parts of the assessment task/s have been completed to a standard that satisfactorily meets the requirements set out in all of the marking criteria (as set out in the subject).
- The student's work is of a standard to be acceptable in the workplace for an entry-level employee in the occupation in question, including acceptable formatting, expression, language, spelling and grammar.
- The assessment and assessment tasks are the student's own work, except as appropriately acknowledged by the use of referencing.



The College achieves consistency in assessment marking through validation and moderation activities held regularly to improve the way assessment tasks are described and explained and to assist teaching staff to interpret and apply marking criteria consistently.

Reassessment

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) of non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again.

All students have the opportunity to be re-assessed twice, without incurring additional cost. Re-assessment conditions apply.

Certification

All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- Certificate, and
- Record of results.

A Certificate and Record of Results or Statement of Attainment, will be issued within 30 days of completion of a qualification, or withdrawal from New England College, subject to the following conditions being satisfied:

- New England College is satisfied that the student has attained the skills and knowledge required for its issue or recognises the student as having the skills and knowledge required for its issuance.
- The student has paid all fees payable to New England College. (New England College can withhold a qualification or statement of attainment if a student has outstanding fees).

New England College has its own internal compliance management check system to ensure authenticity of the certificates.

Certificates/Statements of Attainment/Record of Results are generated from the student management system to prevent certification being issued prior to all assessment being completed.

No student will be promised early issuance of his or her qualification or Statement of Attainment.

Student results will be retained as New England College records for a period of 30 years.

Certificate

On completion of a qualification students will be issued with a certificate which is nationally recognised. Students can collect their award or have it mailed upon request.

Statement of Attainment

A statement of attainment listing all the units successfully completed is available to any student who has achieved units of competency but not completed an award/qualification.

Important: Certification will not be released if students have outstanding fees or have not provided their USI details.



New England College Policies & Procedures



Policies and Procedures

International Student Laws

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian Legislation and how it affects International Students visit:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Code of Conduct

Description

This code of conduct specifies the guidelines of acceptable behaviour which all students are expected to follow in order to maintain a high standard of professionalism and the integrity of the study programs offered by New England College.

Introduction

This policy applies to all students undertaking studies at NEC. This policy comes into effect at the commencement of the course.

College Expectations

Within the college environment, staff and students share a number of expectations and responsibilities towards each other, and with the wider community. These expectations and responsibilities are intended to assist the college in providing students with access to educational resources that will enable them to successfully complete their program of study.

As members of an academic environment, students of the college are expected to:

- Treat all other members of the environment with respect and courtesy
- Treat other members of the environment equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction.
- Respect the opinions and views of others
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or bullying or otherwise intimidating
- Become familiar with the college's policies and related procedures to courses and enrolments
- Attend classes, maintain consistent levels of study, and submit assessment pieces on time
- Heed and utilize feedback related to performance and assessment from lecturing staff
- Abide by the college's policies and procedures as they apply to administrative, enrolment, and study related activities
- No plagiarism/cheating will be tolerated at New England College – all work must be original and in the student's own words. Any material from another source must be adequately referenced.
- Any student found to be sharing / accessing assessment answers for their own use and / or sharing with other students in any college, will have their enrolment cancelled immediately and reported to The Department of Home Affairs (DoHA) for serious misconduct and putting other students and the college at risk. Students must report immediately to the trainer if they are approached by anyone offering answers to assessments.
- Students are required to wear appropriate safety clothing/footwear and use equipment safely as required



- The possession or use of illegal drugs or alcohol, and the possession of prohibited or dangerous articles is strictly prohibited at all times
- Student must speak English at all times during class
- The use of mobile phones is not permitted in the classroom/workshop.

Student Expectations

As individuals, students of the college can expect:

- To be treated with courtesy and respect
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age or political conviction.
- To be able to freely communicate and voice alternative points of view in rational debate.
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment.
- To rely on the protection of personal information
- To be able to access personal records, subject to the provisions of the Freedom of Information Act (1992)
- To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters
- To receive access to a copy of the course outline for each course of study, detailing the objectives, assessment, and other requirements and expectations
- To have reasonable access to lecturing staff in private consultation outside normal contact hours
- That assessment within course(s) will be equitably and appropriately implemented
- That the facilities and equipment they use are safe, and comply with occupational health and safety guidelines.

Classroom Behaviour

All students within the college, including those undertaking study via online, are expected to observe the following rules of behaviour while participating in a learning environment:

- Demonstrate mutual respect for the college staff, and fellow students, including turning off, or placing on silent, all mobile devices during all class/practical times and examinations
- Prepare before the start of each class by undertaking the required reading, and completing all necessary tutorial or practical work
- Attend all lectures, tutorials, workshops and other contact sessions
- Arrive to classes at the scheduled time
- Work to the best of their ability, participate actively in learning activities and avoid all forms of academic misconduct
- Provide constructive feedback when evaluating courses and trainers
- Refrain from activities that might negatively impact on other members of the community or cause disruption to the learning environment
- Be aware of their responsibilities within their courses and program of study
- Any other rules of classroom behaviour as determined by, and/or negotiated with, their trainer
- Student must speak English at all times during class
- The use of mobile phones is not permitted in the classroom/workshop.



Discrimination and Harassment

The college is committed to providing access to learning aids and an equitable approach in dealing with all students. The college recognizes the right of all students to study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, natural or ethnic origin or language.

Discrimination or harassment of staff or students, by any member of the teaching and learning environment is unacceptable, and contrary to the core educational and employment values that the college upholds. All members of the college are expected to maintain an environment where cultural differences are accepted and respected, and individuals are able to participate fully in academic life, free from all discrimination and harassment.

Any form of bullying, harassment or sexual harassment, including the spreading of malicious gossip and rumours, will not be tolerated at any time.

The college will treat reports of discrimination and/or harassment seriously. All claims will be thoroughly investigated. Investigations will be conducted confidentially to protect complainants and witnesses from victimization.

For further information, refer to the New England College Bullying and Harassment Policy and Procedure.

Smoking

The college's policy ensures that all members of the community can enjoy a clean and smoke free environment. No person is permitted to smoke:

- Inside any New England College building (including off-site workshops)
- On internal stairways and corridors
- Within 5 meters of the New England College property, unless otherwise stipulated by state/territory legislation.

All cigarette butts must be disposed of appropriately in the designated trays.

This policy includes in the use of vaping devices and e-cigarettes.

Complaints

Students who have a complaint about either a decision that affects their studies, or a particular situation in which they have been involved or witnessed, have a right to raise their complaint. All complaints are considered with courtesy, in a timely fashion, and without fear of prejudice or inappropriate treatment.

The process commences within ten (10) working days of the formal lodgement of the complaint or appeal, supporting information and all reasonable measures are taken to finalize the process as soon as practicable.

For further information, refer to the New England College Complaints and Appeals Policy. A full copy of the policy is provided in this Student Handbook and the Written Agreement/Student Contract.



Fee Payments

Course fees must be paid in advance and prior to the commencement of a study period, due dates are as outlined in your Letter of Offer (Payment Agreement). Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, an administration fee of \$250 will be charged plus an additional \$36 per day, or part thereof, that the fees remaining outstanding.

If you fail to pay your fees prior to the commencement of the course study period, you will be issued an Intent to Cancel or Suspend your enrolment under NEC Code of Conduct through Standard 9 of the National Code 2018. The notice will be sent to you via email.

You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment as per NEC's internal complaints and appeals process available at www.nec.edu.au. If New England College has not received your payment 20 working days after the notification of our intention to cancel or suspend has been emailed to you, your enrolment can be cancelled.

If you are experiencing difficulties paying your fees by the due date, you must speak to the Student Support Officer at New England College **before the fees become overdue**.

New England College reserves the right to refuse access to training and assessments if fees have not been paid and/or where no payment plan has been signed.

To view a full copy of the New England College Fee Payment Policy and Procedure, visit our website.

Academic Dishonesty

Definition: Academic dishonesty is defined as intentionally using or attempting to use unauthorized materials from the trainer or others. Using information, or non-permitted study aids (such as mobile phones, computers) in any assessment; copying another student's work; submitting work for an in-class examination that has been prepared in advance; representing assessments that were prepared by another person as one's own work; violating the rules governing the assessment process.

At New England College, Academic Dishonesty is considered a serious breach of the Code of Conduct.

Examples of academic dishonesty include:

- Word for word copying of sentences or whole paragraphs from one or more sources
- Close imitation of a text or idea with or without referencing
- Another person assisting in the production of an assessment submission without the express requirement, consent or knowledge of the assessor
- Asking another person to prepare and/or submit an assignment on your behalf
- Downloading of content from the internet and submitting on an 'as is' basis.

You must not submit assessments that are not entirely your own work. You must not assist others or accept assistance from others for individual work.

Any work that is not your own original idea must be referenced accordingly.

Important Note:

If your trainer/assessor believes that your assessment text or any form of assessment has been plagiarised, they will collect all evidence and refer the matter to the Campus Manager for investigation.



How to avoid Plagiarism:

To avoid Plagiarism, you need to follow the assessment agreement handed out by your trainer. New England College requires that you reference the source of other people's ideas, thoughts and expressions in all assessments.

To view a full copy of the New England College Academic Integrity Policy and Procedure, visit our website.

Course Attendance and Progress

All international students must participate in scheduled classes in accordance with their course timetable/s. Full time attendance is mandatory to ensure you achieve satisfactory course progress.

Students who do not participate in regular classes and do not satisfactorily progress in their course, will be in breach of their visa conditions.

Students who do not attend full time scheduled classes (20 hours per week or as per your timetable) may be reassessed resulting in the course duration being adjusted if it is demonstrated they already have the skills and knowledge to progress in the course without attending their scheduled classes. This may result in the shortening of the COE duration.

The Australian Skills Quality Authority (ASQA) may at any time require a training provider to implement policies and procedures to monitor and report on minimum attendance requirements, and, if students don't meet these requirements, they will be in breach of their visa conditions.

The Department of Home Affairs (DoHA) may cancel a student's visa if they fail to maintain their enrolment.

For a full copy of the Course Attendance Policy and Procedure and Course Progress Policy and Procedure visit our website.

Transfers

Internal Transfer

A student may transfer to another course at New England College and pay any cost difference if the new course is more expensive. If the course is less expensive, the student will be granted a refund.

If the student wishes to transfer to another New England College course, she/he has to apply in writing to the New England College Campus Manager before the end of the first week of each new term/semester.

Student Transfer (from another Provider)

New England College will not enrol students transferring from another college prior to the student completing six months of their principal course of study.

Students wishing to transfer from another college prior to the completion of the first six months of their principal course must present New England College with a release from their training provider.

Exceptions may include where:

- The student's original registered training provider has ceased to be registered or the course in which the student was enrolled has ceased to be registered.



- The student's original registered training provider has had sanctions imposed on its registration by the Australian Government or State or Territory Government that prevents them from continuing the principal course
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- The Student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests

Student Transfer (to another Provider)

This Student Transfer policy applies to you if you are a student who is enrolled at New England College in a principal course of study, and you have not yet completed six months of that course; or in a prerequisite or enabling course that forms a package with the principal course of study.

If this applies to you, you are only entitled to transfer to a course provided by another registered provider in the circumstances set out in this policy. In some circumstances you will not need a release from New England College in order to transfer.

Students who owe fees will not be released until all outstanding fees are paid.

For more information, a full copy of the New England College Transfer Policy and Procedure is available on the website.

Deferring/Suspending/Cancelling Enrolment

Deferral prior to commencement

Students may request a deferral prior to course commencement. Requests must be made in writing and addressed to New England College. When the deferral is processed the student will receive a revised Letter of Offer and CoE.

Suspending your enrolment

Students wishing to suspend their enrolment must complete a "Student request to defer, suspend or cancel a course" form with all supporting documentation. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is six (6) months. Approval will only be given in limited circumstances at the discretion of New England College. The student will receive notification in writing of the result of the request.

Cancelling your enrolment

Students wishing to cancel their enrolment must complete a "Student request to defer suspend or cancel a course" form with all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

Deferring, suspending or cancelling an enrolment may affect your student visa. All students should contact their nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

For further information, a full copy of the International Student Deferral, Suspension and Cancellation Policy and Procedure is available on the website.



Refunds

Refund Policy

This refund policy is provided in full to all students prior to any payment being made and is contained in full in the *Written Agreement / Student Contract*.

This Refund Policy applies to all fees paid to the college (as specified in this policy) and includes any money paid to an education agent to be remitted to the college on behalf of the student. However, **Education Agents are not authorised to collect money on behalf of the college. All fees should be paid directly to New England Institute of Technology Pty Ltd t/a New England College.**

Any additional fees requested by an agent should firstly be queried directly with the College before payment.

Fees for additional services (not covered by the Letter of Offer or part of the Written Agreement with New England College) conducted by and paid to education agents by students are not covered by this refund policy.

Tuition fees:

Tuition fees are fees received by a provider (from or on behalf of an overseas student or intending overseas student) that are “directly related to the provision of a course that the provider is providing, or offering to provide, to the student”.

Tuition fees are typically compulsory fees for the delivery of the enrolled course and includes, but is not limited, to items such as:

- tutorials and tutoring sessions
- lectures
- additional requisite training including practicums and practice hours
- ancillary costs for fieldwork, excursions or laboratories
- specialist materials that are mandatory and relate to the provision of the course.

Non-tuition fees:

Non-tuition fees cover other items not directly related to tuition and may be compulsory or discretionary.

New England College does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less. However, New England College can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

New England College can request any remaining fees as per the payment plan set out in the written agreement with the student. A Fee Schedule of additional fees that may be payable during your enrolment are included in your Written Agreement and available on the New England College website.

It is the policy of New England College to ensure that all applications for refund of fees are considered and calculations of refunds are kept on student files.

An application for refund of course fees must be made in writing on the *Application for Refund Form* to New England College stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.



Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course provided that supporting documentation, including a medical certificate, is supplied to the college.

The College will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.

*** Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling) following a written application to the CEO.**

REFUND TABLE	
TYPE OF REFUND	CALCULATION OF REFUND
STUDENT DEFAULT Unsuccessful Visa application PRIOR TO COMMENCEMENT Refer: http://www.comlaw.gov.au/Details/F2014L00907 for further clarification	100% refund of <i>all unused prepaid Course fees</i> (Tuition and Non-Tuition) less administration fee Provider cannot keep more than \$500 OR 5% of course fees paid whichever is the lessor amount.
**Visa refused after course has commenced Non-Tuition fees are not required to be refunded by the college. Application for refunds should be requested directly with the service provider.	Refund amount = weekly tuition fee × weeks in default period
Cancellation of enrolment more than 20 days prior to commencement date.	Non-Tuition fees are not required to be refunded 85% refund of Tuition Fees paid
Cancellation of enrolment less than 20 days prior commencement date.	Non-Tuition fees are not required to be refunded 50% refund of tuition fees
Cancellation of enrolment after commencement date <i>except if visa is refused see above**.</i>	No refund
Visa cancelled due to actions of student e.g. Breach of the Code of Behaviour; fraudulent documents; false statements/information	No refund
PROVIDER DEFAULT: Refunds must be paid in 14 days Course cancelled by the College	Full refund of unused Tuition fees and refund of administration fee.
Provider has not entered into a compliant written agreement with the student.	Refund amount = weekly tuition fee × weeks in default period



If approved, refunds will be paid within 20 working days after receipt of a written application for refund unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with the College unless we receive signed written direction to pay someone else, from the applicant.

Refunds will be paid in Australia dollars.

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

Students are obligated to pay outstanding course fees and understand the College will not issue a release if fees are owed for the current study period. For further details refer to the *Transfer Policy*.

VISA REFUSAL PRIOR TO COMMENCEMENT OF STUDY

New England College policy is a full refund of unused course prepaid fees will be provided to students minus an administration fee.

In this instance, as per the ESOS Act legislation, no more may be deducted from the refund than:

5% of the amount of course fees received by the provider before the default day or \$500 whichever is the lessor amount.

Written evidence of the visa refusal from the relevant authority is required.

Refunds for OSHC, equipment, books etc. purchased from other agencies will need to be applied for directly with the supplier.



MINIMUM REFUND CALCULATIONS AS PER ESOS (CALCULATION OF REFUND) SPECIFICATION 2014 LEGISLATION:

The refund specification legislation sets out the minimum refunds that must be paid by a registered provider under certain circumstances.

Under the legislation ESOS (Calculation of Refund) Specification 2014

<http://www.comlaw.gov.au/Details/F2014L00907> clear guidelines are provided on calculating refunds in the following circumstances.

Important information:

- Fee calculations will be rounded up to whole dollar amounts.
- When counting the number of calendar days from the default day to the end of the period to which payment relates, the default day is not included in the count.
- Depending on the refund type, refunds may be calculated using course fees (tuition + non tuition fees) or tuition fees only. For further information see the detail set out in this policy.

1. PROVIDER DEFAULT

Method for working out amount of refund of tuition fees in event of provider default -

Refund amount = weekly tuition fee × weeks in default period

New calculation under section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:

- a) Weekly tuition fee = (total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.

- b) Weeks in default period =
$$\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$$

- c) Refund amount = weekly tuition fee × weeks in default period

2. STUDENT DEFAULT - VISA REFUSAL PRIOR TO THE COMMENCEMENT OF THE COURSE

In this instance, no more may be deducted from the refund of course fees* (Tuition and Non-Tuition) than:

5% of the amount of course fees* received by the provider before the default day or \$500 - whichever is the lesser amount.

- (2) For subsection 47E(2) of the Act, the amount of a refund is the amount of the course fees, minus the lesser of the following amounts:
- 5% of the amount of course fees received by the provider in respect of the student before the default day,
 - \$500.
- (3) For subsection (2), the course fees for a course is the sum of:
- the tuition fees received by the provider in respect of the student; and
 - the non-tuition fees (if any) received by the provider in respect of the student.

*** Course fees** for a course is the sum of:

- the tuition fees received
- the non-tuition fees (if any) received



3. STUDENT DEFAULTS AFTER STUDY COMMENCES

This section applies where a student whose visa has been refused has withdrawn from the course after it commenced, or the student has failed to pay an amount they were liable to pay the provider in order to undertake the course *and* the student has a compliant written agreement.

In this instance refunds are calculated on tuition fees only. The provider is not required to refund non-tuition fees paid.

Refund calculation under section 10 of the refund specification:

a) Weekly tuition fee = $(\text{total tuition fee} / \text{number of calendar days in the course}) \times 7$

b) Weeks in default period =
$$\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$$

c) Weekly tuition fee $\times$ weeks in default period = Refund amount

10 Method for working out amount of refund in event of other student default

(1) This section applies if:

- (a) a registered provider is required to provide a refund under section 47E of the Act because of a default by a student; and
- (b) section 8 and section 9 do not apply.

Note This section would apply where a student whose visa has been refused has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.

(2) For subsection 47E(2) of the Act, the amount of a refund is calculated as follows:

$$\text{refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$$

Refunds are at the discretion of the Chief Executive Officer and may be negotiated on an individual case-by-case basis if exceptional circumstances apply as deemed by the CEO.

New England College will not issue refunds under other circumstances including but not limited to:

- changes occur in student work hours, student changes/ leaves work
- it becomes inconvenient for a student to travel to class
- a student moves to a different location
- a student enrolment is cancelled due to a breach of the Code of Conduct

PROVIDER DEFAULT

Course cancelled:

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by New England College for any reason. In this instance a refund will be made in 14 days.

The student may also be refunded the administration fee in this situation only.

Course does not commence on time:

If the course does not start on the starting date as per the Written Agreement, students will be offered a full refund of all unused pre-paid course fees by the College or placed in an alternate course if acceptable to the student and agreed to by the student in writing and evidence kept on the student file.

Refunds due to provider default in this instance will be paid within 14 days.



Tuition Protection Service:

If the College is unable to provide a refund or place a student in a suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student, the unused portion of the prepaid tuition fees.

The TPS Director may recover from the college as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service <https://tps.gov.au/>;
<https://tps.gov.au/StaticContent/Get/Faqs>

Unclaimed Funds

The college will pursue to contact students who have not requested a refund within 4 weeks of leaving the college and keep such evidence on the student file.

Refund Procedure

Students should not pay any course money until they have signed and lodged a formal written agreement/acceptance of offer. However, if students pay by direct payment into our bank account or another means e.g. mail prior to signing a formal written agreement, New England College cannot use the course money received. New England College will immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. New England College will keep such evidence on the student file.

Students requesting a refund must complete a *Refund application form*. All evidence eg medical certificates must also be attached to the form.

Students are advised to make an appointment to discuss the situation with the Campus Manager where possible.

Refund applications are given to the Campus Manager for processing/calculating the refund appropriately. The Campus Manager will consult with the CEO as necessary.

The Campus Manager may request an interview with the student.

Applications for refunds will be processed completely within 4 weeks from the date of a completed application, except for visa refusal prior to commencement OR provider default, in which case refunds will be processed in 2 weeks.

New England College refund policy as per the student's enrolment contract applies unless a newer policy (signed, dated and agreed by student) exists, then, it is to be followed.

Students are notified in writing of the outcome of their refund request within 4 weeks of receipt or 2 weeks if a visa refusal prior to commencement or provider default.



TIMELINES/REQUIREMENTS FOR PROVIDER AND STUDENT DEFAULT

Refer Sections 46 & 47 of the ESOS Act 2000

PROVIDER DEFAULT:

New England College must notify DET and the TPS Director within 3 business days if we default and notify students in writing.

Within 14 days either offer an alternate place at New England College's expense (student must accept in writing) or refund the student's unused fees

Notify DET and TPS Director of provider default outcomes within 7 days of the alternative course or provide a refund to the student/s.

If a registered provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within 30 days after the end of the provider obligation period unless the period is varied by the TPS Director.

The TPS Director may recover from a provider as a debt, the amount equal to the amount paid for a student under the TPS.

STUDENT DEFAULT:

The New England College written agreement /acceptance of offer must include refund requirements in the case of student default.

New England College must notify DET and the TPS Director of student default only if the student's visa is refused or if there is no compliant Written Agreement in place. New England College then has 7 days after the end of the obligation period (35 days after the default occurs) to give notice via PRISMS of the outcome of the discharge of the college's obligations.

New England College does not report on student refunds where a compliant written agreement is in place and it is not a refund due to a visa refusal.

New England College must refund in 4 weeks except for student visa refusal or provider default (2 weeks).

IF New England College does not have a compliant written agreement, or if a student's visa is refused after commencement, refunds are calculated as per ESOS (Calculation of Refund) Specification 2014 <http://www.comlaw.gov.au/Details/F2014L00907>

REPORTING ON PRISMS (STUDENT DEFAULT):

*The College must report changes to a student's enrolment as required by section 19 of the ESOS Act within 31 days. EXCEPT IF: The student is under 18 years of age and does not commence their course or terminates their studies, they **must be reported via PRISMS within 14 days.***



New England College will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

Students are responsible for keeping a copy of the written agreement as supplied by the College and receipts of any payments of tuition or non-tuition fees.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under Australian Consumer Law if the Australian Consumer Law applies.

For further information regarding the calculation of refunds refer to the ESOS (Calculation of Refund) Specification 2014 <http://www.comlaw.gov.au/Details/F2014L00907>

Refund factsheet:

[https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)

A full copy of the New England College Refund Policy and Procedure, including the necessary forms, is available on the website and provided in the Written Agreement/Student Contract.



Complaints and Appeals Policy & Procedure

Policy statement

The college shall provide processes for handling grievances (grievances/complaints) to resolve disputes brought by prospective, enrolled and former overseas students regarding academic and non-academic matters.

Grievance means a statement of concern by a student that:

- (a) Has been reported by the student to an officer in the college; and
- (b) Requires action or a response under the policies or regulations of the college.

General feedback and comment from students about administration, academic programs and services will not be treated by the college as a grievance unless action or a response is required under the policies or regulations of the college.

Whenever possible, grievances will be handled at college level. However, should these internal processes not resolve the matter, provision is made for external independent grievance handling/dispute resolution at minimal or no cost to the complainant.

Outcomes of the grievance will be provided to the student in writing, recorded and placed in the student's file and the New England College Complaints Register.

Information contained in this policy statement must be given to students before an agreement is entered into or before any fees are paid, whichever occurs first, and within seven (7) days of starting an award course at the college.

Principles underpinning this policy include:

- a) Actions within the process will be undertaken in a timely manner and timelines for responses will be specified at each stage of the process
- b) Students will be permitted to participate in the process, and the student may include a support person in formal meetings if so desired
- c) The process will be as simple as possible and easily accessible to students
- d) The process will not victimise or discriminate against any student or respondent
- e) As part of the process, reasons and full explanations will be given for decisions and actions taken
- (f) appropriate records of the handling of a grievance/complaint will be kept in the student's file and the College Complaints Register, and treated as confidential, with appropriate access available to involved parties
- f) Any required arrangements for external independent grievance handling/dispute resolution will be inexpensive to the student
- g) All staffs involved in a complaint or appeal have a duty to observe the principles of procedural fairness (natural justice)
- h) If a student chooses to access the College complaints and appeals process, his or her enrolment is maintained with the College while the complaints and appeals process is ongoing
- i) If the outcome of a student's appeal through internal or external complaints and appeals handling process is favourable to the student, the College will immediately advise the student of this and implement any decision and/or corrective and preventive action required
- j) New England College **will not** report the overseas student through Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports New England College.



*However New England College can report an overseas student for unsatisfactory course progress or attendance in PRISMS after:

- The internal and external complaints processes have been completed and the breach has been upheld;
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- The overseas student has chosen not to access the external complaints and appeals process;
- or
- The overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

Nothing in the college's policies and procedures negate the right of any student (Australian or overseas students) to take action under Australia's consumer protection laws in the case of financial disputes. This Dispute Resolution Policy does not circumscribe the student's right to pursue other legal remedies.

Advocacy

A student and/or the college may nominate an advocate to accompany, represent, and support them at any stage of the internal complaint and grievance processes, or external independent processes.

Procedure for complaints and appeals regarding academic matters

Informal resolution with a Trainer

Students concerned about an academic matter (including but not limited to training delivery and assessment, and the quality of the teaching) in a unit of study should initially discuss the issue informally with the relevant trainer. The trainer should deal with the issue promptly, giving a full explanation to the student and offering her or him a possible solution. All information given will be recorded and placed in the client's file and the New England College Complaint Register.

If the student's concerns are not resolved by this means, the trainer should: Explain the next step in the procedure, set out below; and give the student a copy of this policy.

Reference to the Campus Manager

If the student's concerns cannot be resolved by the relevant trainer, or because of a failure to follow procedures, the student may then choose to approach the Campus Manager. The student may approach the Campus Manager on an informal basis, or else make the complaint formal by putting the grievance in writing, specifying the nature of the complaint and the grounds for their appeal. The student should do either of these things within 15 working days of the outcome of discussions with the trainer.

Informal complaints

If the student chooses to approach the Campus Manager informally, this does not preclude later lodgement of the grievance formally in writing to the Campus Manager.

The Campus Manager should deal with informal complaints promptly, giving a full explanation to the student of the reasons for the academic decision and offering her or him a possible solution.



Formal complaints

The Campus Manager must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt.

The Campus Manager must start the process to resolve the complaint within 10 working days of receiving the complaint. To resolve the issue, the Campus Manager may discuss with the relevant trainer and the student, and arrange a meeting between the student and Campus Manager in an attempt to find an acceptable solution.

Following investigation of the matter, the Campus Manager will advise the student in writing of his or her decision:

- a) Setting out the reasons
- b) Advising that if the student does not agree with the decision, then the student has the right of formal appeal to the CEO/Director of the College; and
- c) Giving the student a copy of this policy, if the student does not already have a copy.
- d) All information given will be recorded and placed in the client's file and the College Complaint Register

Reference to the CEO/Director/Executive Level Officer of the College

If the student's concerns cannot be resolved by the Campus Manager, or because of failure to follow procedures, the student may only formally approach the CEO/Director/Executive Level Officer of the College by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the Campus Manager. Again the nature of the complaint and the grounds for appeal should be detailed.

The Director/ Executive Level Officer must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt and start the process to resolve the complaint within ten (10) working days of receiving the complaint. If the complaint relates to the mark for an intra-semester assessment, the Director/ Executive Level Officer may appoint an independent assessor who will re-mark the assessment script under dispute.

Following investigation of the matter, the Director/Executive Level Officer will advise the student in writing of his or her decision:

- a) Setting out the reasons;
- b) if the complaint relates to the mark on an intra-semester assessment, advising that his/her decision is final;
- c) on other academic matters, advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- d) Giving the student a copy of this policy, if the student does not already have a copy.
- e) All information given will be recorded and placed in the client's file and the College Complaint Register.



Procedure for complaints and appeals regarding non-academic matters

Non-academic/administrative issues are not limited to, but include, matters related to fees, withdrawals, New England College's education agent or related third party New England College engages with etc., and other issues students may consider are interfering with the progress of their studies.

Informal resolution with the International Liaison/Support Officer

In the first instance, a student who is concerned about a non-academic decision made or action taken by any staff of the College should discuss their grievance with the International Liaison/Support Officer. The International Liaison/Support Officer will promptly notify the student of any action taken or any decision made by them in relation to the grievance.

If, following the notification from the International Liaison/Support Officer, the student's grievance is not resolved to their satisfaction; the student should seek advice from the International Liaison/Support Officer who will advise the student to whom the student may next address their grievance. If the matter relates to the College policy or regulations, the student may address the College Campus Manager. The International Liaison/Support Officer will give the student a copy of this policy.

Reference to the College Campus Manager

If the student's concerns relate to the College policy or regulations and have not been resolved by the International Liaison/Support Officer, or because of a failure to follow procedures, the student may then choose to formally approach the Campus Manager of the College. The student should put the complaint in writing to the College Campus Manager within 15 working days of the outcome of discussions with the International Liaison/Support Officer, specifying the nature of the complaint and the grounds for their appeal.

The College Campus Manager must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt, and start the process to resolve the complaint within 10 working days of receiving the complaint.

Following investigation of the matter, the College Campus Manager will advise the student in writing of his or her decision:

- a) Setting out the reasons;
- b) Advising that if the student does not agree with the decision, then the student has the right of formal appeal to the CEO/Director of the College;
- c) Giving the student a copy of this policy, if the student does not already have a copy.
- d) All information given will be recorded and placed in the client's file and the College Complaint Register

Reference to the CEO/Director/Executive Level Officer of the College

If the student's concerns cannot be resolved by the College Campus Manager, or because of failure to follow procedures, the student may only formally approach the CEO/Director by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the College Campus Manager. Again the nature of the complaint and the grounds for appeal should be detailed.

The CEO/Director must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt, and must begin to resolve the complaint within ten (10) working days of receiving the complaint.

Following investigation of the matter, the CEO/Director/Executive Level Officer will advise the student in writing of his or her decision:

- a) Setting out the reasons
- b) Advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- c) Giving the student a copy of this policy, if the student does not already have a copy.



A full copy of the New England College Complaints and Appeals Policy and Procedure, including the necessary forms, is available on the website and provided in full in the Written Agreement/Student Contract.



Critical Incidents

Overview

Providers of education to overseas students are required by legislation to have a documented critical incident policy and procedure, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review and improvement.

The purpose of the Critical Incident Policy and Procedure is to identify the personnel, structures and procedures for managing a critical incident and to ensure that New England College operates in accordance with Standard 6 of the National Code.

Scope

This policy applies to all the college staff, students and visitors who have been exposed to a critical incident - either on-campus or off campus including staff on business related travel interstate or overseas.

Where the college staff witness an event that may be considered a critical incident, the policy and procedures should be followed.

Where staff are aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed.

Definitions

The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents usually require immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals.

Critical incidents may include (but are not limited to) events such as:

- Serious accident or injury
- Missing students
- Deprivation of liberty, threats of violence, assault, rape/sexual
- Aggravated burglary, biological or chemical weapons
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms
- Threat of widespread infection or contamination
- Natural disaster in home country or country of study
- Civil unrest
- Death/suicide
- Serious damage to essential facilities
- Disruption to operations of the college.

A critical incident includes information which has the potential to negatively affect the reputation of the college in the media and/or wider community.

Any college staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated Officer is to assume responsibility for alerting the most senior the college staff member available as soon as possible. The Designated Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc.).



Responsibilities of the Critical Incident Team

This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

The Critical Incident Team will comprise of three representatives of New England College, including the Executive Level Officer, the Academic Manager and Campus Manager.

In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated Officer is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.

Any critical incident will be followed up and recorded in the New England College Critical Incident Report Form. Action will be taken to identify the cause of any incident with the express purpose of removing/minimizing the risk of the incident occurring again and return the college to normal operations as soon as possible. All reports will be forwarded for college management to review.

Fire Evacuation Procedure

When you first go to an area to work or study look out for the Evacuation Plan, location of exits and the location of fire extinguishers. Emergency plans will also list important contact numbers including emergency services.

In the work area always ensure emergency exits are not obstructed by furniture or other items.

Emergency Exits are clearly marked.

When the fire alarm evacuation tone sounds, usually a high pitched 'whoop whoop whoop' sound, or when instructed to evacuate by a staff member or the designated officer, evacuate the building observing the following steps:

- If evacuating in the event of a fire, close doors and windows to slow the spread of fire.
- Assist others who may need help.
- Remain calm and move in an orderly fashion.
- Do not take personal items, such as bags, with you as this will slow down the evacuation.
- Once a building is evacuated you should not re-enter the building until given the all clear by the designated officer.
- After exiting the building proceed to the nearest Emergency Assembly Area.
- The main assembly area of the New England College is the parking area in front of the building.
- All students and staff must meet at the assembly area where a roll call will be conducted by the fire warden or responsible officer.

The designated Officer should take the following actions:

- Designate a person to supervise the Assembly Area
- Count heads as staff, students and visitors leave the building
- Do a final check of toilets, offices and store rooms.
- Check rolls and visitor registers to ensure all persons are accounted for.

Knowing that no one is still in the building is the most important fact.

If there is smoke keep as close to the floor as possible. Smoke kills faster than fire.



Critical Incidents Outside of Australia

As soon as the College becomes aware of the incident, staff will endeavour to identify all students who may be affected.

If necessary, students directly affected will be allowed to return home, in accordance with the New England College Deferral, Suspension and Cancellation Policy and Procedure.

New England College staff will arrange counselling support for affected students onshore immediately.

All critical incidents will be recorded fully (including outcomes and evidence as applicable) and copies kept on student file where relevant.

For further information, refer to the New England College Student Support Policy available on the website.

Follow up & Review of Critical Incidents

Where a critical incident has occurred, New England College will conduct a follow up and review of the specific critical incident.

This follow-up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed
- All staff and students involved in the incident will be informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

Important information:

- Students and their families can access New England College's Student Support Officer at all times.
- During a critical incident, New England College's emergency telephone number (+61 7 3164 7070) becomes a hot line, where information can be received.
- Where appropriate, New England College's website and social media accounts will be updated to keep students and families informed. Student's privacy will be upheld at all times.

A full copy of the New England College Critical Incident Policy and Procedure is available on the website.



Life in Australia



Life in Australia

Introduction

Living in Australia will be a new experience, but there are support services in your institution as well as from other organizations to help make adjusting to life in Australia easier.

As Australia is the eleventh happiest country in the world (World Population Review 2020) and we have two of the top ten best cities in the world for students (QS 2019), you are sure to enjoy your time here.

No matter what type of study you are doing in Australia, whether you are here for a few months or a few years, some research and planning will help you have a safe and rewarding study experience. Important considerations and planning include:

- Overseas student health cover (OSHC)
- Plan your Departure
- Arrival Information
- Accommodation
- Support Services
- Working While you Study
- Manage your Finance
- Phone and Internet
- Transport and driving
- Living in Melbourne.



Overseas Student Health Cover (OSHC)

For International Students: Overseas Student Health Cover (OSHC) is **compulsory** insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. At NEC our preferred providers for OSHC are Allianz Care Australia [Overseas Student Health Cover | Allianz Care Australia](#).

How do I get OSHC?

You can elect for NEC to include OSHC as part of your application for enrolment. Alternatively, you may elect to organise your own Overseas Student Health Cover. Please note that only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Further information on OSHC can be found at: <https://oshcaustralia.com.au/en>

If you come to Australia on a Visa other than a student Visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more information on your OSHC please refer to the Policy Information Booklet available directly from the OSHC provider.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. There are two components to the medical bill, those payable to the doctor and those which are covered by the government. The medical centre may process the government fee for you, and charge only the doctor's fee. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.



Planning Your Travel to Australia

Once you have been accepted to study at an institution and have received confirmation of your student visa, the next step is to start planning for your arrival.

Here is a checklist to help you plan your departure:

• Apply for/renew your passport ○ Your passport must be valid for at least 6 months prior to your entry arrival in Australia. It is also a good idea to make copies of your passport in case it is lost.	☐
• Arrange your student visa	☐
• Make contact with New England College	☐
• Complete required forms with New England College ○ You will need your electronic Confirmation of Enrolment (eCoE) and student information pack (This Handbook), which you will have received from New England College.	☐
• Make payments to New England College	☐
• Arrange for immunisations and medications from Doctor	☐
• Apply for a credit card and/or arrange sufficient funds ○ There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.	☐
• Confirm overseas access to your funds with your bank	☐
• Make travel arrangements ○ Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.	☐
• Arrange travel insurance / OSHC ○ This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home. You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc. You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and New England College details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.	☐
• Advise the College of your travel details	☐
• Arrange accommodation ○ Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).	☐
• Arrange transport from airport to accommodation ○ Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving.	☐
• Pack bags being sure to include the following: ○ Name and contact details of a college representative ○ Enough currency for taxis, buses, phone calls etc. in the event of an emergency ○ Important documents: ▪ Passport ▪ A copy of your Letter of Offer & Agreement ▪ Confirmation of Enrolment (CoE) ▪ Certified copies of qualifications & certificates ▪ Travel insurance policy ▪ ID cards, driver's licence, birth certificate (or copy) ▪ Receipts of payments made to the College ▪ Medical records and / or prescriptions	☐



Customs and Border Protection

You should ideally fly into Melbourne Airport. Visit <https://www.melbourneairport.com.au/> for detailed airport information.

You need to be aware of what you cannot bring into Australia and therefore what you should not pack. It is illegal to carry drugs including marijuana, cannabis, heroin, cocaine and amphetamines in and out of Australia. There are a number of items that you must declare upon your arrival in Australia including:

- Firearms, weapons and ammunition
- Currency amounts of AU \$10,000 (or foreign equivalent)
- Some medicines.

You should also be aware that as a routine part of their work, Customs and Border Protection officers may question travellers at any time, and trained dogs may also be used to detect illegal drugs or prohibited imports. If you are in doubt, declare your goods or ask a Customs and Border Protection officer for advice. Declaring goods does not necessarily mean your baggage will be examined.

People who deliberately break Australian Customs and Border Protection regulations could be fined or taken to court. You can also find information at the Australian Customs and Border Protection Service website: <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>

Department of Agriculture, Fisheries and Forestry

Students are often surprised by how strict the Department of Agriculture; Water and the Environment (DAWE) biosecurity requirements can be.

Live animals and plants, plant material, animal products and some food from overseas could introduce some of the world's most serious pests and diseases into Australia, devastating our valuable agriculture and tourism industries and unique environment.

Therefore, it's important to remember when you're packing to not bring fresh fruit and vegetables, meat, poultry, pork, eggs, nuts, dairy goods and live plants and seeds, as they will not be allowed into the country.

You can also find information on what you can bring or send to Australia at the DAFF web site: <https://www.agriculture.gov.au/travelling/to-australia/studying-in-australia>

If you're in doubt about whether your goods are prohibited or not, declare them on the Incoming Passenger Card which you will receive on the plane. On the spot fines can apply for not declaring items.



Arriving in Australia

When you arrive at an Australian airport, you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes. More information on what to expect when you arrive at the airport is available at <https://www.homeaffairs.gov.au>

Getting to your new home

You should arrange accommodation before you arrive in Australia; even it is just for the first few days. Have your accommodation address written in English ready to show the taxi or hire car, or detailed directions if you are using public transport. Please contact the student support officer at NEC should you wish us to arrange the airport pick up.

Accommodation

Accommodation for international students is as varied as the requirements of the students themselves! Melbourne has many options available that would suit your study program.

An approximate guide to accommodation costs is below:

Hostels and guesthouses	\$90 to \$150 per week
Shared rental	\$150 to \$250 per week
Homestay	\$235 to \$325 per week
Rental	\$250 to \$440 per week
Boarding schools	\$11,000 to \$22,000 a year

All costs are in Australian dollars (AUD) and are an approximate only.

Source: <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

How do I start looking for accommodation?

New England College can provide you with help in finding accommodation and understanding contracts such as leases and tenancy agreements.

Student noticeboards and newspapers often advertise rooms, apartments and houses for rent. Some institutions also post accommodation vacancies on their website.

Websites like REIWA, Realestate.com.au, Gumtree, Homesales.com.au, Flatmates.com.au, RateMyAgent.com.au and FlatmateFinders.com.au are great places to look for rental accommodation.

Homestay

Homestay means living with an Australian family for all or part of your study period. It is a great opportunity for you to learn conversational English, and experience first-hand the friendly Victorian lifestyle and culture.



Single or shared rooms are available. Meals are usually included, but cheaper self-catering homestay is available. As you will be living in someone else's home, you will be expected to clean up after yourself, especially in shared areas.

The Australian Homestay Network (AHN) can provide assistance with finding a suitable homestay.

Rent a house, apartment or room

Renting your own property

If you want to be completely independent, you can rent a property and share living expenses with other students or friends. Rental properties are advertised on the Real Estate Institute of Victoria (REIV) website and in Melbourne's local newspapers.

As with most capital cities, the rental market in Melbourne is competitive and you will need to make sure you have done some research and have a reliable source of income before you start looking. As most properties are unfurnished, you will also need to purchase electrical items, furniture, bedding and kitchen utensils. You will usually need to pay four weeks' rent upfront (known as bond) as well as cover the costs for connecting the electricity, gas, telephone and internet.

Renting a room

If you cannot afford the upfront costs of renting a property, you may want to consider renting a room. Students and families often rent out furnished spare rooms in their houses and apartments, and this can be a great way to live independently without the expense of renting on your own.

Websites like realestate.com.au, GumTree, homesales.com.au and flatmates.com.au are great places to look for rental accommodation.

Youth hostels

Hostels are either privately-owned or run by organisations such as Youth Hostels Australia (YHA). Single and shared rooms are available, with communal kitchen and bathroom facilities. You can also search for privately-owned youth hostels in Melbourne.

Women-only or men-only accommodation

With most types of shared living accommodation, you will need to specify if you prefer to share with either men-only or women-only.



New England College Support Services

Orientation Program

At New England College we have an orientation program for every student. This is typically held at the start of the course. During orientation you will learn about New England College, take tours of facilities, and meet people who will also be studying with you. The process also takes you through all relevant policies and procedures of the college and your rights and responsibilities as a student. The orientation program covers the following points:

- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- Complaints and appeals processes as outlined in Standard 10 of the National Code 2018 (complaints and appeals)
- Transfer Policy and Procedure
- Refund Policy and Procedure
- Course Credit and RPL Policy and Procedure
- Requirements for course attendance and progress, as appropriate
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Internal Support Services

Student support forms a large part of Australia's education system. Institutions provide specialist services to help international students adjust to life and study in Australia, and to achieve their goals. This includes student services such as:

- Extensive orientation day.
- Language and academic support.
- Designated international student support officers.
- On-arrival reception and orientation programs (where requested).
- Childcare, health and counselling.
- Student accommodation.
- Banking, shopping and food outlets.
- Clubs, societies, sport and fitness facilities.

A full copy of the New England College Student Support Policy is available on the website.



Student Support Officer

Your primary contact at New England College for student support is:

Rajbir Singh

(03) 9596 6488

info@nec.edu.au

Level 5, 190 Queen Street Melbourne VIC 3000

External Support Services

There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments.

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

Would like information about your consumer rights.

Have a problem with a consumer good or service that you have bought or are considering buying.

Would like to know how a business should behave under the law.

Would like to make a complaint about a business.

Visit australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: www.oso.gov.au. The OSO also produces an email newsletter for international students. You can subscribe to the newsletter on the OSO website.

Victorian Ombudsman - <https://www.ombudsman.vic.gov.au/>

Telephone: 1800 806 314

Please note calls from a mobile may attract higher charges. We can call you back if you let us know you are calling from a mobile. If you need a translator, call 131 450. If you are deaf or have a hearing or speech impairment, you can use the National Relay Service. Give the National Relay Service our telephone number and they will call us.



Address:

Level 2, 570 Bourke Street, Melbourne, VIC 3000

Important: The ombudsman should only be contacted after you have exhausted the complaints and appeals processes with the college.

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will make ensure that you are able to either:

Complete your studies in another course or with another institution, or

Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information, visit the [Tuition Protection Service](#) website.

Student associations

Australia has a number of student associations representing and assisting students from Australian institutions. National associations include:

Council of International Students Australia (CISA) - national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.

Australian Federation of International Students (AFIS) - assisting international students in maximizing the scope and potential of their experience living and studying in Australia.

Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

Refuse admission on the basis of disability.

Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).

Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).



Childcare

While many larger institutions have childcare facilities with trained staff, there are also a wide variety of private and not-for-profit childcare centers available around Australia. International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the child care benefit. To find out if you are eligible for child care financial assistance, read more at the Australia.gov.au website.

Other support services

Some other support services that may be useful to know while you are studying in Australia are:

Emergency matters

Contact details - 000 and ask for Police, Fire Brigade or Ambulance

Advise your location and details of the incident. Stay on the line until the operator tells you to hang up.

Service details - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

Contact details - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)

Service details - Police attendance for non-urgent matters.

Melbourne East Police Station – (03) 9637 1100

Lifeline

Contact details - 13 11 14

Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

Kids Helpline

Contact details - 1800 551 800

Service details - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).

Poison Information Centre

Contact details - 131 126

Service details - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.



Sexual Assault counselling service

Contact details – Sexual Assault Crisis Line 1800 806 292

<https://services.dffh.vic.gov.au/sexual-assault-support-services>

Service details - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24-hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

For further information on local services refer to the list provided on the next page.

COVID-19 Support Services

Australia recorded its first case of COVID-19 in January 2020 in Victoria from a tourist who visited Wuhan, Hebei in China.

Australia has far fewer than other countries due to its large land area and low population density.

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-case-numbers>

Australia took immediate safety measures to protect everyone in Australia which has placed restrictions on travel, socialising, education, where face to face study has been made non-compulsory during the pandemic situation. However international students must still abide by their visa conditions.

It is expected the situation will remain volatile during 2020/21 and some changes will stay in place as habits change such as much higher hygiene measures.

The college has implemented many measures to ensure students can feel safe in the study environment. The introduction of online lectures and classes, smaller class sizes, social distancing, hand cleaners in all kitchen and sink areas, sanitiser in classrooms and break out areas, constant cleaning of doors, desks and metal surfaces to name some, ensure both students and staff can feel safe while on campus.

To prevent the spread of COVID-19:

- Clean your hands often. Use soap and water, or an alcohol-based hand rub.
- Maintain a safe distance from anyone who is coughing or sneezing.
- Don't touch your eyes, nose or mouth.
- Cover your nose and mouth with your bent elbow or a tissue when you cough or sneeze.
- Stay home if you feel unwell.
- If you have a fever, a cough, and difficulty breathing, seek medical attention. Call in advance.
- Follow the directions of your local health authority.

These same measures are recommended at all times to avoid catching any kind of virus.



Mental Health Support

Mental Health is something we take very seriously and by making someone smile you are encouraging them to smile back and feel a little happier.

Your mental wellbeing is the unique way that you handle your emotions, respond to stress and also your general outlook on life. Having a healthy sense of mental wellbeing has many benefits. It lifts your mood, promotes resilience in difficult situations and helps you get the most out of life. It doesn't matter who you are, where you live or how you're feeling – taking a few moments for yourself each day will help you be a happier and more resilient you.

Each campus has support staff ready to assist and provide advice to all.

You can also visit the following sites to find out more information on mental health, wellbeing and support services.

<https://mentalwellbeing.initiatives.qld.gov.au/>

R U OK?

<https://www.ruok.org.au/>

Lifeline

13 11 14

Call 24/7 for crisis support and suicide prevention services

[Visit site](#)

Beyond Blue

1300 22 4636

Call 24/7 for advice, referral and support from a trained mental health professional

[Visit site](#)

Suicide Call Back Service

1300 659 467

24/7 free counselling and support for people at risk of suicide, carers and bereaved

[Visit site](#)

MensLine Australia

1300 78 99 78

24/7 telephone and online support for men with emotional health and relationship concerns

[Visit site](#)

Kids Helpline

1800 55 1800

24/7 private and confidential phone and online counselling service for young people aged 5 to 25

[Visit site](#)

1800RESPECT

1800 737 732

24/7 counselling, information and referrals for sexual assault, domestic and family violence

[Visit site](#)

Open Arms

1800 011 046

24/7 support for current and ex-serving ADF personnel and their families

[Visit site](#)

Gambling Help Online

1800 858 858

Free, confidential 24/7 telephone help service for anyone affected by gambling

[Visit site](#)

Blue Knot Foundation

1300 657 380

9am - 5pm, Mon-Sun AEST

Supporting adults affected by complex trauma and childhood trauma and those who support them

[Visit site](#)

Butterfly Foundation

1800 33 4673

8am - midnight, every day

Support for eating disorders and body image issues over the phone, web chat or email

[Visit site](#)

Griefline

1300 845 745

midday - 3am, every day

Telephone and online counselling service for people experiencing loss or grief

[Visit site](#)

headspace

1800 650 890

Support and information for young people 12-25 for mental health and what's going on in their life

[Visit site](#)

**PANDA****1300 726 306**

9am - 7:30pm weekdays AEST

Support for women, men and families affected by anxiety and depression during pregnancy and in the first year of parenthood.

[Visit site](#)**QLife****1800 184 527**

3pm - midnight, every day

Phone and online anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships

[Visit site](#)**ReachOut.com****au.reachout.com**

Help with tough times for 14-25 year olds and their parents

[Visit site](#)**Relationships Australia****1300 364 277**

Relationship support services for individuals, families and communities

[Visit site](#)**SANE Australia****1800 187 263**

Monday - Friday 10am-10pm

Mental illness advice, referral and support via phone, webchat or email

[Visit site](#)**StandBy - Support after Suicide****standbysupport.com.au**

Prevention and support after suicide for individuals, families and communities

[Visit site](#)**Support After Suicide****(03) 9421 7640**

Counselling, group support and an online community website for people bereaved by suicide

[Visit site](#)**National Debt Helpline****(03) 9421 7640**

9.30am to 4.30pm Monday to Friday

Free National Debt Helpline is a free service that helps people tackle their debt problems.

[Visit site](#)**eFriend****efriend.org.au**

A free, virtual peer support service that providing non-clinical, peer-based mental health support.

[Visit site](#)



Local Services

MELBOURNE

BEYOND BLUE

Beyond Blue Australia – Depression. Anxiety.

Call: 24 hours, 7 days a week

Chat Online: 3pm -12am, 7 days a week

Phone: 1300 224 636

Website: <https://www.beyondblue.org.au/>

CHEMIST / PHARMACY

Priceline Pharmacy Bourke St West

Address: 376 Bourke Street, Melbourne VIC 3000

Phone: (03) 9642 7998

Website: <https://www.priceline.com.au/store-locator/priceline-pharmacy-bourke-st-west>

DENTIST:

Australian Dentists Clinic

Address: Level 3/620 Bourke Street, Melbourne VIC 3000

Phone: (03) 9088 0257

Website:

<https://dentistsclinic.com.au/locations/melbourne-cbd/index.html>

DOCTORS:

CBD Doctors Melbourne

Address: 10/53 Queen Street, Melbourne VIC 3000

Phone: (03) 9077 9912

Website:

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

AFTER HOURS CARE:

House Call Doctor

Phone: 13 55 66

Website: <https://housecalldoctor.com.au/>

HOSPITAL:

Royal Melbourne Hospital

Address: 300 Grattan Street, Parkville VIC 3050

Phone: (03) 9342 7000

Website: <https://www.thermh.org.au/>

INTERPRETING HOTLINE

Immediate Phone Interpreting

Call: 24 hours, every day of the year

Phone: 131 450 (within Australia)

Phone: +613 9268 8332 (outside Australia)

Website: <https://www.tisnational.gov.au/en>

LEGAL SERVICES

Legal Aid

Website: <https://www.legalaid.vic.gov.au/>

Phone: 1300 792 387

LIFELINE:

Lifeline Australia – Suicide Prevention

Call: 24 hours, 7 days a week

Phone: 13 11 14

Website: <https://www.lifeline.org.au>

POISONS INFO

Poison Information Hotline

Call: 24 hours, 7 days a week

Phone: 13 11 26

Website: <https://www.austin.org.au/poisons>

PREGNANCY HELP:

Pregnancy Help Australia

Phone: 1300 792 798 (QLD, NSW, VIC or ACT)

Email: info@pregnancysupport.com.au

Website: <https://www.pregnancysupport.com.au/>

PUBLIC FACILITIES

ATM (Automated Teller Machine)

Commonwealth Bank

Address: 385 Bourke Street, Melbourne VIC 3000

Post Office

Australia Post

Address: 440 Collins Street, Melbourne VIC 3000

Phone: 13 13 18

Website: <https://auspost.com.au/>

TRANSPORT

Public Transport Victoria

Website: <https://www.ptv.vic.gov.au/>

Consular Assistance

As well as links from the DoHA website the Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

Bangladesh	+880 2 5881 3101-5
Brazil	+55 21 3824 4624
China	+86 10 5140 4111
Colombia	+57 1 657 8030
Hong Kong	+852 2827 8881
India	(91 11) 4139 9900
Kenya	(254-20) 4277 160
Pakistan	+92 51 835 5500
Philippines	+63 2 7757 8100
Nepal	+977 1 4371 678
Sri Lanka	+94 11 246 3200
Taiwan	+886 2 8725 4100
Turkey	+90 212 393 3300
United Kingdom British	+44 20 7379 4334
Vietnam	+84-24 3774 0100

For a complete list of foreign embassies in Australia visit -<https://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx>



Working While You Study

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours a fortnight while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [Department of Home Affairs](#) website.

Paid work

Australia has a wide range of industries and many have part time employment opportunities, including:

- **Retail** - supermarkets, department and clothing stores.
- **Hospitality** - cafes, bars and restaurants.
- **Tourism** - hotels and motels.
- **Agricultural** - farming and fruit-picking
- **Sales and telemarketing**
- **Administration or clerical roles**
- **Tutoring**

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

Internships

Paid or unpaid internships can be a great way to get exposure to the professional, financial and creative industries.

A list of available internships is available at the Australian Internships website, www.internships.com.au.

Volunteering

There are many charities and non-government organizations (NGOs) in Australia and they always need volunteers to help out. It can be a great way to meet friends, get some hands on work experience and give back to the community. To find out more about volunteering, start your search at: <http://www.govolunteer.com.au/>

Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage.
- Challenge of unfair dismissal from the job
- Breaks and rest periods.
- A healthy and safe work environment.



Most employers in Australia are covered by an 'award', which sets minimum wages and conditions for a given field of work or industry. To find out more about your work rights visit the Australian Government's [Fair Work](#) website.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS).

The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.

This covers all workers in Australia, even if you are on a temporary visa. Visit [Safe Work Australia](#) for more information or to download the latest checklist.

You will also need to get a tax file number to work in Australia. Visit the [Australian Taxation Office](#) website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

Pay rates and workplace conditions are set by Australian law.

The [Pay and Conditions Tool \(PACT\)](#) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The [Fair Work Ombudsman](#) can give you further information and advice about your workplace rights and obligations, and has workplace information translated into [different languages](#).

Your rights and protections include [workplace health and safety matters](#).

Refer: <https://www.fairwork.gov.au/employee-entitlements>. For more information, contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

Your employer cannot cancel your visa.

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

Helpful recordkeeping hints when you start working in Australia:

Keep a diary of days and hours worked, keep copies or records of employment details, pay slips, agreements, superannuation and tax documents.

NOTE: If you are 'working' by doing housekeeping/cleaning for your food and room, that is still considered by the Department of Home Affairs as working. The amount you work then is to be deducted from the total 40 hours per fortnight maximum you are allowed to work. You may also be entitled to superannuation payments for this kind of work. If unsure contact the Department of Home Affairs and Fair Work.



Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links:

- <https://calculate.fairwork.gov.au/>
- <https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

Contact the Fair Work Ombudsman

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their [anonymous reporting service](#).

Finding work

There are plenty of ways to find work that suits you, including:

- Newspapers and online job sites.
- Register your details at a recruitment firm; many of them help place people in casual or short-term work.
- Refer to Websites such as Indeed jobs, Seek jobs etc.

Managing Finances

Cost of living

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars and linked to the consumer price index.)

Living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week



Minimum cost of living

The Department of Home Affairs (DoHA) has financial requirements you must meet in order to receive a student visa for Australia. From 1 October 2023 this is a minimum of \$24,505.

Also refer to the Study Australia website for Living Costs in Australia:

www.studyinaustralia.gov.au/english/live-in-australia/living-costs

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

If you experience financial trouble while in Australia, talk to the college's international student support officer for assistance.

Setting up a bank account

You can choose to open an account at any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal.

To open a bank account, you will need:

1. Your passport (with arrival date stamped by Australian immigration)
2. Student ID card
3. Money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time, you will be required to produce additional documentation.

As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank and ATM locations

Please visit this website and find Banks & ATMs nearest to you: <https://www.mastercard.com.au/en-au/consumers/get-support/locate-an-atm.html>



EFTPOS

Short for 'Electronic Funds Transfer at Point of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount that is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN.

Paying bills most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay every day bills, but always ensure you have sufficient funds in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money

Phone and Internet

Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet.

Mobile phones: It is best to purchase a SIM card or Australian mobile number when you arrive in Australia. There are two types of mobile phone accounts you can choose from:

Prepaid: A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

Contract: If you will be using your mobile a lot, and will be in Australia for a fixed period of time for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

Making international calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number. You can read more about telephone, internet and mobile phone services in Australia at: www.communications.gov.au



Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans similar to the above. If you choose a contract service, you will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

Transport and Driving

Transport

The transport options available in Australia include buses, trains, trams and ferries. Your access to these transport services will vary depending on where you live. You will also be able to access private and public car services from taxis to hired limousines, available to take you from door to door.

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops
- Check transport timetables to avoid long waits, particularly at night
- Train carriages nearest to the driver or guard are lit and safest at night
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

For more in depth advice on public transport safety, visit the [Study In Australia Website](#).

Public transport costs vary depending on where in Australia you live and the type of transport you are using. You should look at the relevant state or territory government website for where you are living to see the full range of services available, timetables, and the costs associated.

To plan your journey with public transport, kindly refer to <https://www.ptv.vic.gov.au/>

Driving

If you hold a current driver's license in your home country, you might be able to drive in Australia without sitting for any further driving tests. But remember that many state and territory governments require you to get an Australian driver's license if you are here for more than three months. Your license requirements, and any driving restrictions, are managed by the state or territory government where you are living. Visit the relevant state or territory government website or go to australia.gov.au or <https://transport.vic.gov.au/> to find out more.

Roads in Australia are generally well maintained, and, within city and urban areas, have good lighting and signage. However, roads are often shared between large and small vehicles, heavy and light rail, bicycles and even pedestrians.

For this reason, road safety awareness is very important for international students who may not be familiar with Australian road conditions.



As road users, international students in Australia should consider:

- Australian's drive on the left side of the road.
- Wearing seat belts is mandatory in private vehicles (including taxis and ride-share).
- There are strict controls on alcohol limits for drivers (0.05). It is best to avoid drinking if you are planning to drive.
- Mobile (cell) phone use while driving is strictly prohibited in all Australian states and territories with harsh fines and penalties for offenders.
- Wearing of bicycle helmets is also mandatory for cyclists
- It is safest to exit a vehicle from the kerb-side - always watch for cyclists and pedestrians before you open your door.

Bicycle and scooter use in Australia (including e-bikes and e-scooters) has increased greatly, especially in inner city areas where many students live, work and hang out. It is important to use bicycle lanes, observe road rules and make sure that bikes are well-lit at night when riding.

The [Tourism Australia website](#) has more useful tips on safe driving in Australia and road safety.



Exploring Australia

Going out

When you are out with friends or by yourself, here are some simple things to consider:

Always plan your trip home, especially at night. You may want to pre-book a taxi, ride share or arrange transport with a friend. Always make sure you have enough money to get home.

Try to travel with a friend or in a group.

Keep your bag and belongings close to your body and where you can always see them.

Never hitch hike.

If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.

Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.

Leave valuables at home if you don't need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport. If you've recently arrived and don't have anywhere permanent to live yet, talk to the college's international student support officer about secure storage facilities on campus.

Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.

Call 000 in the event of an emergency. Remember, calls to 000 are free of charge.

Every Campus has our student support staff ready to assist you for any situation. We also have various brochures and information sheets available.

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

If you are planning to travel during your holiday breaks, please ensure you are aware of any possible health risks for that area.

Safety

We take your safety seriously, so we strongly advise you to read all of the links below to be very well informed on all aspects of your safety prior to coming to Australia. The links below also cover health insurance and other useful information for you to reference.

Students coming to Australia need to be aware of the very different conditions such as swimming at our beaches and swimming safely as well as becoming aware of sun safety.

If you have any difficulty assessing these links please advise the College to enable us to assist you.

For more information on this please visit:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>



Sun and water safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country.

- There are some steps you can take to protect your skin:
- Check the weather forecast before you plan on being outdoors - <http://www.bom.gov.au/>
- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending time in the direct sun between 10am and 4pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.

Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:

- Never dive into water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers.

For more information on water safety visit the [Surf Life Saving](https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water) website.

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>

Fire safety

Fire awareness is essential in Australia, even in city and urban areas.

If you experience a fire emergency, follow these steps:

- Call 000 from any phone or mobile – it is a free call even from a mobile phone
- Say the word “fire” to the operator
- Answer the questions the operator asks.

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire>



Emergency information

The assistance and emergency networks in Australia are widespread and well equipped for any potential emergencies. Fire, ambulance, and police services will be able to provide you with any health and safety assistance you may need.

Wherever you are in Australia, if there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police
- Fire
- Ambulance.

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.
- If you have just witnessed a serious accident or crime.

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies>

Personal safety

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

Australian laws and travel tips

Below is a link to Australian Government Legislation both Commonwealth, State and Territory:

<https://www.australia.gov.au/information-and-services/public-safety-and-law>

Please see the link below for the link to the Australian government site with tips for travellers.

<https://smartraveller.gov.au/guide/all-travellers/everyone/Pages/advice-for-all-travellers.aspx>

Below is a link to Australian Facts and Figures:

This provides information on Australian history, facts about Australian, currency, exchange rates, weather and more.

<https://www.australia.gov.au/about-australia/facts-and-figures>



Living in Melbourne

Melbourne weather

For up-to-date information on local weather, please visit the following websites:

[Melbourne Forecast \(bom.gov.au\)](http://bom.gov.au)

[Melbourne Weather Forecast | Today's Local Weather Forecast \(weatherzone.com.au\)](http://weatherzone.com.au)

Surrounding areas to visit

Yarra Valley

Melbourne sits on the mouth of the Yarra River, and the Yarra Valley is around 50 minutes' drive from the Melbourne CBD. The Yarra Valley offers quality local food and wine, breathtaking scenery and adventures. Popular activities to do include food and wine tours, art tours and visiting the Dandenong Ranges.

The Yarra Valley also offers a range of accommodation options for visitors including bed and breakfast, cottages and apartments, retreats and resorts, hotels, farm stays and vineyard stays.

[Official Site](#) | [Visit Yarra Valley & Dandenong Ranges](#)

Dandenong Ranges

The Dandenong Ranges (commonly just The Dandenongs) are a set of low mountain ranges, rising to 633 metres at Mount Dandenong, approximately 35 km (22 mi) east of Melbourne. The ranges consist mostly of rolling hills, steeply weathered valleys and gullies covered in thick temperate rainforest, predominantly of tall mountain ash trees and dense ferny undergrowth.

The Dandenongs are home to over 100,000 residents and are popular amongst visitors, many of whom stay for the weekend at the various bed & breakfasts throughout the region. The popular Puffing Billy Railway, a heritage steam railway, runs through the hills villages of the eastern Dandenong Ranges.



The Dandenong Ranges are home to a variety of native Australian mammal, bird, reptile and invertebrate species. Well-represented bird species include the Sulfur-crested cockatoo, Superb lyrebird, Laughing kookaburra, and Crimson Rosella. Mammals include the Short-beaked echidna, Common wombat, Sugar glider, and Swamp wallaby. Invertebrates include two species of burrowing crayfish.

The Dandenong Ranges climate is generally mild and wet, with daily temperature variation generally low, often as low as 1 degree in the winter months. Rainfall is fairly uniform through the year, tending to peak between April and October with lower rainfall during January and February. The mean annual rainfall is between 1000 and 1500 mm, increasing with elevation and from west to east.



Brighton

Brighton is a suburb in Melbourne, Victoria, Australia, 11 km south-east of Melbourne's Central Business District, located within the City of Bayside local government area. Brighton recorded a population of 23,252 at the 2021 census. Brighton is named after Brighton in England.

On the beach, Beach Road is a popular cycling route, with the Bay Trail off-road walking/cycling tracks also following the coastline.

Dendy Street Beach, just south of Middle Brighton, features 82 colourful bathing boxes, which are one of the tourist icons of Melbourne. The boxes share a uniformity of size and build, and a regular arrangement along the beach, and are the only surviving such structures close to the Melbourne CBD.

Brighton is serviced by the Gardenvale, North Brighton, Middle Brighton, and Brighton Beach railway stations on the Sandringham line. Tram Route 64 from Melbourne University services the eastern extremities of the suburb, while there are also a range of bus services, including 216, Monash University bound 630 and 219 which run through the Melbourne CBD. Several major arterial roads run near or through Brighton.



St Kilda

St Kilda is an inner seaside suburb in Melbourne, Victoria, Australia, 6 km (4 miles) south-east of Melbourne's Central Business District, located within the City of Port Phillip local government area.

St Kilda is home to many of Melbourne's visitor attractions including Luna Park, St Kilda Pier, the Palais Theatre and the Esplanade Hotel. It hosts many of Melbourne's big events and festivals.

St Kilda has many distinctive local landmarks, most centred on the St Kilda Esplanade and foreshore area, several featuring domes of a Moorish architecture theme established at the turn of the century. Perhaps the best known is Luna Park an early-20th century amusement park with its 'Moonface' entry and its historic scenic railway.

St Kilda is also known for its many parks and gardens, many featuring combinations of the predominant Canary Island date palms, which are synonymous with the area and Californian fan palms. Some of the gardens include St Kilda Botanic Gardens on Blessington Street, which has heritage features and gates, a conservatory, rose garden, lake and a sustainable Eco Centre building.





Get In Touch

We want to hear from you! New England College welcomes prospective and current students to get in touch via the below:

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