



Southern Cross
Education Institute

2023

International Student Handbook & Pre-Arrival Guide

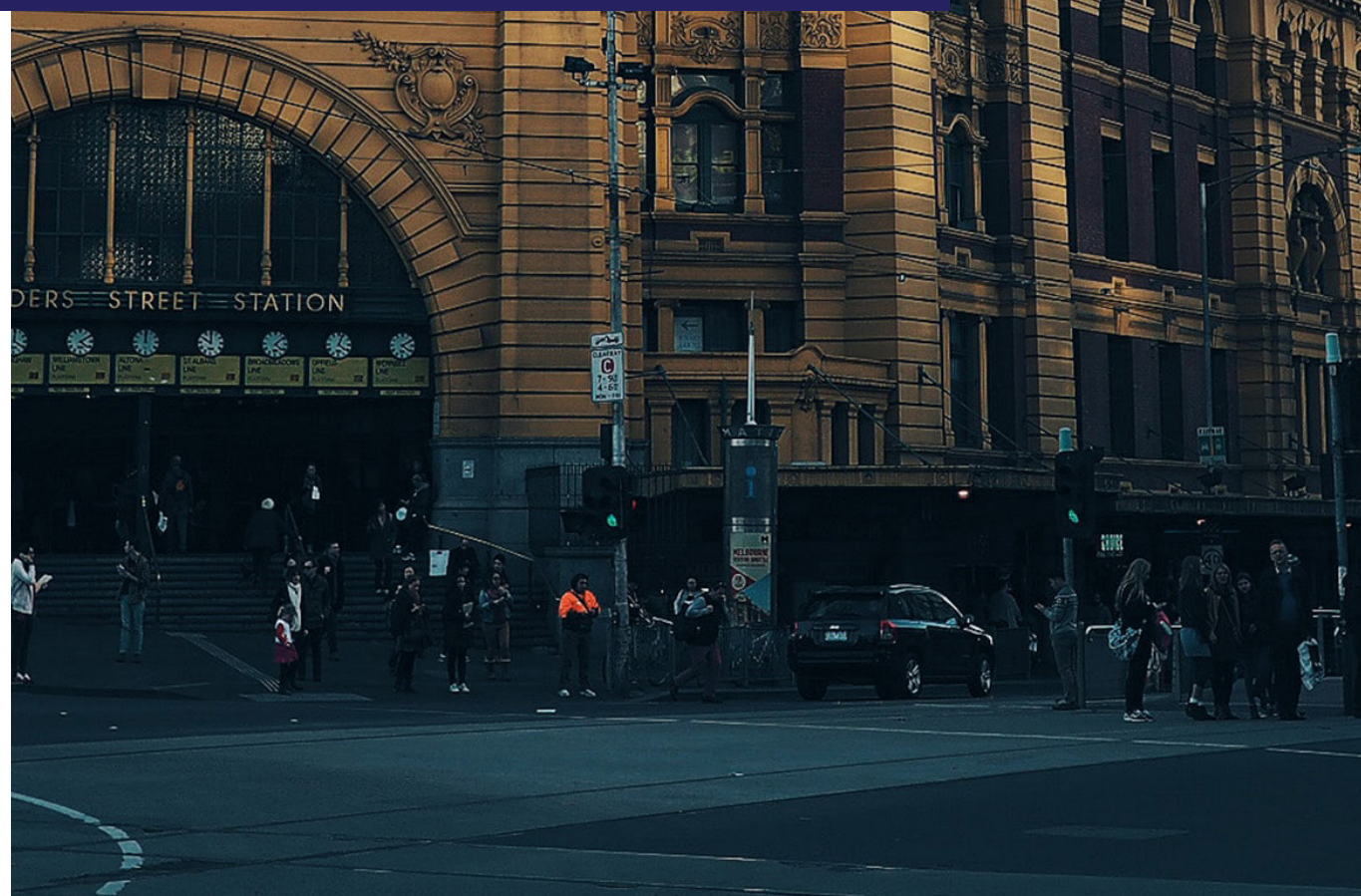
Find out more at scei.edu.au

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Our Mission

To deliver education by using innovative approaches in a supportive environment, to equip our students with knowledge and practical skills, enabling them to be an active member of the wider community and future leaders in their chosen field.



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Welcome

Welcome to Southern Cross Education Institute. Our mission is to provide quality education programs, premium student services and to equip all students with the necessary skills that will enable them to effectively meet and surpass the challenges of the future.

Teaching staff at Southern Cross Education Institute provide students with quality training in accredited and non-accredited courses; both staff and management at SCEI are committed in helping students achieve their chosen qualification. Friendly administration and student support staff, provide students with the best possible environment to ensure that their learning experience is both practical and enjoyable.

SCEI Melbourne Campus

SCEI currently has three campuses in Melbourne. The main campus is conveniently located at 155-161 Boundary Road, North Melbourne. The campus has 15 large class rooms (60-80 square metres) and is located centrally within the suburb, providing students with a range of public transport options including bus, tram and train. Students may drive their own car as there is plenty of free street parking available in the area. SCEI encourages students and staff to use bicycles to and from the Institute. On-site bike securement is available.

All classrooms are fitted with tables and chairs, whiteboard, data projector and WiFi to aid student learning. Students are supplied with training materials that will vary from ebooks to print books or printed handouts in class. Reception is on level one of the building where students can obtain information. There are four computer rooms specifically designed to facilitate independent study and research. Students are invited to relax between classes in either of the two recreational areas, where they have access to a kitchenette. A student library is available to students and staff which is administered by reception.

Melbourne's second multi level campus at 41 Boundary Road, North Melbourne is a five minute walk from the main campus. Free on-site and street parking is available. It comprises ten large classrooms, one computer room, student kitchen and meals area.

Our third Melbourne campus was recently opened in June 2017. The building is located within 9 minute walk from Flagstaff station, and 2 minute walk from tram stop Route 57. It is located in 52-58 Chetwynd St, West Melbourne, VIC 3003.

SCEI Adelaide Campus

SCEI Adelaide campus is conveniently located at 14 - 16 Grote Street (entrance off Morialta Street) with access to public transport (bus and tram). The Adelaide campus occupies a 5 level building. Each level is dedicated to specific sector with 3 plus classrooms as well a computer lab for students use. Students are supplied with training materials that will vary from ebooks to textbooks printed handouts in class. Reception is on level two where students can obtain information. On level 5 you will find the student common room where you can relax, converse with other students and have meal breaks. The Welfare Office is situated on level 4

Application & Enrolment Process

1. Find the best course of study for you

Research our Website and/or the International Student Brochure to find the course that meets your interests and needs. Make an enquiry to one of our approved Education Agents or Business Development Officers.

2. Submit your application

Submit your completed Application to Study form, including certified copies of supporting documents to enroll@scei.edu.au or to the approved Education Agent. Education Agents will then submit your application to SCEI.

3. Receive a Letter of Offer

If application is approved you will receive a Letter of Offer (Full or Conditional). Please read the conditions of your offer carefully before accepting.

The letter of offer will also include your orientation date, term dates / holidays as well as a proposed payment plan. If you would like to at any point change this payment arrangement you can do this during orientation by speak to one of our welfare officers.

4. Accept the offer

Acceptance of offer section within your letter of offer document and make sure to accept the offer, please submit the completed including certified copies of supporting documents and evidence of the payment in Australian dollars (AUD) as per the letter of offer to the approved Education Agent or Business Development Officer.

5. Confirmation of Enrolment Issued

If An Electronic Confirmation of Enrolment (CoE) will be issued to you.

6. Apply for a Student Visa

Student applies for VISA as per the Department of Immigration and the Border Protection (DIBP) process or the approved Education Agent assists the student with the VISA application.

7. Make travel and accommodation arrangements

Make temporary or long-term accommodation arrangements prior to arriving in Australia. Arrange transfer from the airport to your accommodation. If assistance is required, please forward the request in writing to student.support@scei.edu.au.

8. Arrive in Australia

We recommend you arrive in Australia at least 2 weeks prior to commencement of the course to allow for sufficient time to adjust to life in Australia.

9. Attend international student orientation

During the compulsory orientation session, you will receive vital information regarding your course of study, student expectations as well as meet our friendly personnel.

10. Begin your classes with SCEI!

To find out more send your enquiry to
enroll@scei.edu.au

Introduction to Australia

Geography

Australia is both an island and a continent. It is the largest island but the smallest continent in the world. It is about thirty seven hundred kilometres from north to south and four thousand kilometres from east to west. It has an area of nearly 7.7 million square kilometres and is the sixth largest nation on earth.

It is the lowest of all the continents with the highest point at only 2228 metres. The variety of landscapes more than compensate for the lack of height. Climatic zones range from tropical rainforests, to deserts and cool temperate forests to snow covered mountains.

Language

In Australia there are over 200 different languages and dialects are spoken including 45 indigenous languages. The primary language of Australia is English.

Electronics

Appliances in Australia use 200 volts and 60 Hz. You can buy adapters to fit the Australian power points for your existing electronic items.

Currency

The Australian currency is the Australian Dollar (AUD).

Australian coins are available in the following denominations:

\$0.05 = 5 cents
\$0.10 = 10 cents
\$0.20 = 20 cents
\$0.50 = 50 cents
\$1.00 = 1 dollar
\$2.00 = 2 dollars

Australian bank notes are available in the following denominations:

\$5.00 = 5 dollars
\$10.00 = 10 dollars
\$20.00 = 20 dollars
\$50.00 = 50 dollars
\$100.00 = 100 dollars

Be sure to have cash for essential items when you arrive in Australia, it is recommended to bring about \$500 cash.

Most ATMs (cash machines) dispense twenty and fifty dollar notes. Some shops and other outlets will not accept \$100 notes, so it is best to carry smaller notes.

Debit and credit cards are widely accepted. Check with your bank at home to see if you will be charged a fee to use your debit and/or credit card in Australia.

Please refrain from carrying large sums of cash on your person for safety reasons.

Introduction to Australia - Melbourne



Melbourne

Melbourne is Australia's second largest capital city located on Port Phillip Bay in Australia's south east and has a population of around 4.4 million people. The Economist Intelligence Unit currently considers Melbourne the most liveable city in the world.

Melbourne's city centre is characterised by spacious, tree-lined streets, many with tram lines running along them. The retail precinct includes the Melbourne Central Shopping Centre, the Bourke Street pedestrian Mall and Collins Street which is home to exclusive fashion and jewellery stores. Chinatown, located along the eastern end of Little Bourke Street, features traditional Chinese shopping and dining experiences. A well-known landmark is Federation Square which is situated across the road from Flinders Street Station and opens out onto the Yarra River and adjacent parkland, features the city's official visitor information centre, cafes, restaurants, and a hotel.

Melbourne boasts extensive parklands, with many centred around the Yarra River to the south-east of the central business district. They feature the Sidney Myer Music Bowl, several lakes, a large collection of historical monuments and memorials, and pathways all of which traverse manicured gardens and lawns. Across the Yarra River is Melbourne Park and Olympic Park, featuring international standard sporting and entertainment arenas.

Public Transport

Melbourne's public transport is the easiest and best way to get around the city. Its network extends from the city centre in all directions, with trains, trams and buses offering comprehensive public transport services.

Information on destinations and schedules can be obtained from the information desks within the airport or from ptv.vic.gov.au.



Myki card

Myki is a durable, plastic smart card that stores value and can be used over and over again. Simply keep your myki topped up and carry it with you, and you'll always be ready to travel.

Touch on and off when you travel and myki will automatically calculate the lowest myki fare on all public transportation for you.

You can buy a myki:

- Online at myki.com.au
- By calling 13 6954 (13 myki)
- At the myki discovery centre at Southern Cross Station
- At the myki ticket window at Flinders Street Station
- At premium stations and 7-Eleven stores

You can top up your myki:

- Online at myki.com.au (allow at least 24 hours for processing)
- By calling 13 6954 (13 myki) (allow at least 24 hours for processing)
- At myki machines at metropolitan train stations and

Selected tram platforms stops and bus interchanges.

For more information on all public transport ticketing practices across Victoria go to ptv.vic.gov.au.

Shuttle Buses

Skybus offers a shuttle bus service from the airport to Melbourne CBD and city hotels. Return transport to the airport departs from Southern Cross Station.

This service operates 24 hours, 7 days a week. Buses run every 10 -15

minutes throughout the day and every 30 - 60 minutes overnight. Skybus Hotel Shuttle operates from the city 06:00 - 22:30 Monday to Friday and 07:30 -17:30 Saturday and Sunday.

Purchase and print your ticket online. Myki cards cannot be used on this service. For more information Skybus can be contacted on (+613) 9335 2811 or by visiting: <http://www.melbourneairport.com.au/To-From-the-Airport/Skybus/Overview.html>

Taxis

Taxis are available from the ground floor level of Melbourne

Airport, outside the International and domestic Terminals. Expect a taxi fare of around A\$45 to A\$55 for a trip between the CBD and Melbourne Airport.

Taxi meters are usually clearly visible so you can keep check of your fare. Late night taxi trips must be paid for in advance. Between 10pm and 5am in Victoria, the driver will ask you for an up-front deposit, based on a table of point to point estimates.

You can use the fare estimator to work out what your up-front costs are likely to be. Melbourne cabs attract additional charges like a late night surcharge from midnight to 5am, a fee for phone bookings, a fee for using the Citylink freeway and even a fee for taxis waiting at the airport rank.

Melbourne's major taxi companies include:

- 13 CABS (1322 27)
- Arrow (13 22 11)
- Embassy Taxis (13 17 55)

Bike Share

Bike sharing is a great way to get around the city as an alternative to driving or public transport. Simply purchase a subscription (casual or annual) that suits you, take a bike when you need it, with a helmet and then return it to one of the 50 bike stations throughout the city. More information on bike share can be found at <http://www.melbournebikeshare.com.au>.

Cost of living in Melbourne

To help you understand how much it might cost you (and your family) to live in Melbourne visit the following websites.

<https://liveinmelbourne.vic.gov.au/live/money-and-tax/cost-of-living-in-melbourne>

<http://www.studymelbourne.vic.gov.au/money/managing-your-money>





Climate and clothing

Melbourne may be known for its fickle weather - the city has been described as having four seasons in one day - but it can still be enjoyed all year round.

Autumn (March – May)

Autumn sees cooler weather with average temperatures ranging from 10.9 – 20.3°C (51.6 – 68.5°F). Morning fog usually clears to welcome fine, sunny days, however toward the end of the season there can be extended periods of light winds.

Winter (June – August)

In winter, average temperatures range from 6.5 – 14.2°C (43.7 – 57.6°F), and snow falls in the north-east of Victoria, known as High Country. The weather is frequently cold and cloudy, and nights can be accompanied by frosts. Heavy rain is rare at this time of year.

Spring (September – November)

During spring average temperatures range from 9.6 – 19.6°C (49.3 – 67.3°F). The season is known as the most variable of the year, when weather can quickly change from calm and sunny to cold and windy. Pack your umbrella – October is the wettest month with roughly 10 days of rainfall.



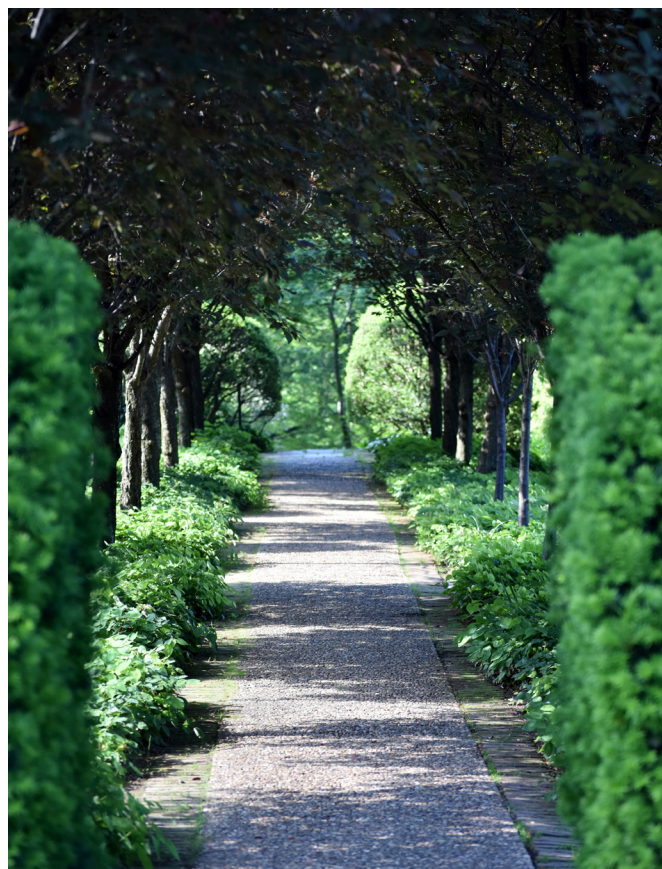
Introduction to Australia - Adelaide

Adelaide

Adelaide is the capital city of South Australia and the fifth-largest city in Australia. With a population of 1.5 million Adelaide is an easy place to get around. The city rises from the middle of a tree-covered plain, between rolling hills to the east and beaches to the west.

Adelaide is known as the “20 minute city” simply because this is the average time it takes to travel from the central area of the city to the perimeter in any direction. The airport is seven kilometres from the city and the Adelaide Hills and major beaches are less than half an hour away by car.

Adelaide is one of Australia's most affordable cities, so your student dollar will go a lot further during a day of shopping in the heart of the city at Rundle Mall or undercover at the Adelaide Central Market. Fancy a visit to Glenelg beach for a swim? How about visiting the giant Pandas at the Adelaide Zoo? There is so much to see and do in Adelaide – the city of students.



Getting Around

Walking

Seeing the city sights by foot is always a holiday highlight. The flat streets make Adelaide an easy walking city. The visitor friendly street layout means the only decision to make is which route to take.

Besides walking, there are several other ways to get around the city centre that won't cost you any money.

Cycling around the city

Adelaide has a network of dedicated bike lanes and paths. Look out for the three Adelaide City Bikes' depots around the city. Hire is free. They'll even give you a helmet and bike lock.

Free Bus

Get around the city on the free City-Loop bus (99C), which runs frequently until about 6pm, (on Fridays until about 9pm). This bus service operates seven days a week.

Public Transport

Adelaide has an extensive public transport system of buses, trains and trams. Passengers can purchase single trip or day trip tickets or Metrocards, which store credit for use on multiple journeys. <https://www.adelaidemetro.com.au/>

Watch out for the bright green bus called "Tindo." It's the world's first solar-powered bus. Tindo travels between the city and North Adelaide.

Planning to travel a little further? Adelaide's bus and train network will take you efficiently to your destination, with major tourist attractions just minutes from the city.

Adelaide's premier beach side resort is Glenelg and the tram service will have you there in barely 30 minutes. Real-time arrival information for buses, trains and trams, timetables and a journey

planner are available online through the Adelaide Metro website at www.adelaidemetro.com.au.



Adelaide metropolitan taxis

The companies listed below are the main taxi companies operating in the Adelaide metropolitan area.

- Adelaide Independent Taxi Service - Phone 13 22 11
- Suburban Taxi - Phone 13 10 08
- Yellow Cabs South Australia - Phone 13 22 27

Four tariff rates apply for taxi journeys in Adelaide. Tariff one and tariff two apply to one to four passengers and tariff three and tariff four apply to five passengers or more.

Tariff one and tariff three are the normal tariff rates applied and tariff two and tariff four are a higher rate that applies between 7:00 pm and 6:00 am Monday to Friday, and on weekends and public holidays.

Adelaide airport bus transfers

Adelaide airport is eight kilometres from the centre of the city and Metro offer two shuttle bus services.

An express bus service between Adelaide and the city. Operating hourly during weekday peak travel times, JetExpress takes passengers near many key city attractions and locations, including over 20 hotels and apartments in the city.

Adelaide Metro also offers a convenient JetBus service linking Adelaide Airport to Glenelg, West Beach and the City servicing all stops along the route. From there you can easily transfer to other regular Adelaide Metro services. For further information visit <http://adelaidemetro.com.au/Timetables-Maps/Special-Services/Airport-services>

Cost of Living in Adelaide

Adelaide is known to be one of the most affordable cities in Australia. Follow the link to get more details. <http://studyadelaide.com/live/cost-of-living/average-costs>.

Visa & Migration

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated for students from some countries. It may be better to submit an application with the assistance of an accredited agent. You should check with a SCEI approved Education Agent listed on our website at http://scei.edu.au/?page_id=50

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a Confirmation of Appropriate Accommodation and Welfare (CAAW) issued by State Education Departments to ensure your accommodation and welfare is approved.

You must allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin. Visit the link below to find out about Student visa Assessment Levels.

<http://www.immi.gov.au/allforms/pdf/assessment-levels.pdf>

Department of Home Affairs

The Department of Home Affairs provides comprehensive information regarding student visa requirements as well as the application process. Visit <https://www.homeaffairs.gov.au/>

English Proficiency Requirement

To be accepted to study on a student visa in Australia you will need to demonstrate a sufficient level of English language proficiency, and meet minimum academic requirements.

Table One - English Language Tests for Student Visas outlines the English language test requirements. You may also visit <http://www.studyinaustralia.gov.au/en/Courses/Entry-Requirements/Entry-requirements> for further information.

Migration Agents

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

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in filling in international student applications and applying for visas. Most speak both English and the local language which makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services. For SCEI approved Education Agents visit http://scei.edu.au/?page_id=50

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

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. Please see Table Two - VISA Conditions.

School-age dependants

Students intending to study at Southern Cross Education Institute who have school aged dependants may have a legal requirement for those dependants to study at primary or secondary schools within

Australia. Costs may be incurred for this schooling. Refer to the Commonwealth Department of Immigration and Border Protection for more information (www.border.gov.au).

Table One - English Language Tests for Student Visas

Test	Test Score Band										
IELTS	4.0	4.5	5.0	5.5	6.0	6.5	7.0	7.5	8.0	8.5	9.0
TOEFL iBT	31	32	35	46	60	79	94	102	110	115	118
PTE Academic	29	30	36	42	50	58	65	73	79	83	86
Cambridge English Advanced (CAE)	32	36	41	47	52	58	67	74	80	87	93
OET	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass
TOEFL PBT	433	450	500	527	550	n/a	n/a	n/a	n/a	n/a	n/a

Please contact the Enrolment Department at enroll@scei.edu.au or visit www.scei.edu.au for further information on entry requirements.

Student Visa Conditions

Conditions	Who This Applies To	Description
8105 Work Limitation	All students	<p>Student visa holders can work a maximum of 40 hours per fortnight when their course is in session, and only once the course has commenced. See Work conditions for student visa holders for further information about this visa condition, including activities that are not considered work and an explanation of 'course in session'.</p> <p>Note: Students studying a Masters by course work or research, or doctorate (PhD) can work unlimited hours once they have started their course.</p>
8202 Meet Course Requirements	All students	<p>You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).</p> <p>Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).</p> <p>You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: Changing courses</p> <p>You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</p>
8501 Maintain Health Insurance	All students	<p>You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, you must maintain Overseas Student Health Cover (OSHC).</p>

Student Visa Conditions Cont.		
Conditions	Who This Applies To	Description
8516 Must Maintain Eligibility	All students	You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.
8517 Maintain Education for Dependants	All students	You must maintain adequate schooling arrangements for your school-age dependants who joined you in Australia for more than 3 months as part of your student visa application.
8532 Under 18 Approved Welfare	All students	<p>If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia.</p> <p>To maintain your welfare, you must stay in Australia with:</p> <ul style="list-style-type: none"> • your parent or legal custodian or • a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or • have accommodation, support and general welfare arrangements in place that have been approved by your education provider. <p>You must not change your arrangements without the written approval of your education provider.</p> <p>If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start.</p>
8533		<p>In the case of if you were outside Australia when your visa was granted, notify the education provider of the students residential address in Australia within 7 days after arriving in Australia; and In all cases:</p> <p>(i) notify the education provider of any change in the student's residential address in Australia within 7 days after the change occurs; and</p> <p>(ii) notify his or her current education provider of a change of education provider within 7 days after the students receives:</p> <p>(A) a confirmation of enrolment from the new education provider; or</p> <p>(B) if no confirmation of enrolment is required to be sent, or if a failure of electronic transmission has prevented an education provider from sending a confirmation of enrolment—evidence that the applicant has been enrolled by the new education provider.</p>
8203 No higher study without approval	All Students	<p>No higher study without approval: The visa holder cannot undertake or change a course, or a thesis or research topic, for a graduate certificate, a graduate diploma, a master's degree or a doctorate, or any bridging course required as a prerequisite to a course of study or research for a master's degree or a doctorate, unless the Department has granted approval.</p> <p>See the regulations: https://www.legislation.gov.au/Details/F2018C00202/Html/Volume_3#_Toc522024242</p>

Before Arriving

All new international students are strongly advised to arrive at least four days before Orientation Day (check your welcome letter for details).

This gives you time to recover from your long flight, settle into your accommodation, become familiar with the campus and Australia itself. Arriving late only causes stress and disorganisation, and can significantly impact on your chances of success.

Checklist before you leave home

- Apply for your international student visa
- Check your passport is valid for the intended length of your study period in Australia
- Leave a copy of your passport, visa and other ID with parents/relatives or friends
- Organise to have a full medical check-up and organise any prescribed medications or immunisations you may need
- Ask your doctor to write a letter (in English) to explain any medications
- Book your flights
- Purchase travel insurance
- Arrange your student accommodation (may be temporary) before you leave your home country
- Organise to have at least A\$500 available to you on arrival in Australia
- Make a note of the contact details of your country's embassy in Australia
- Pack a document folder containing your offer letter, Confirmation of Enrolment (CoE), certified copies of existing academic transcripts and education history documents, copy of your IELTS or other English language test results, receipts of payment for tuition fee and Overseas Student Health Cover, identification documents, important contact numbers, details of pre-arranged accommodation and transport and important medical records
- Note the dates for your Orientation program



For further information

Visit
www.agriculture.gov.au/travelling/faqs

What you can not bring into Australia

Australia has strict laws about what items can be brought into the country. This is to protect Australia's food producers and unique environment from serious pests and diseases. All food, plant and animal products must be presented for inspection upon arrival in Australia.

On Arrival



Customs and Quarantine

Before landing in Australia, passengers are given an Incoming Passenger Card to complete. This is a legal document and you must read it carefully and complete it truthfully. You must tick YES to declare if you are carrying any food, plant material or animal products. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal.

Your baggage may be x-rayed, inspected or checked by a detector dog team. If you fail to declare or dispose of any quarantine items, or make a false declaration, severe penalties can apply. On arrival you will need to have the following documents ready:

- passport and valid visa
- incoming passenger card

A comprehensive list of items that you may/may not be able to bring into the country can be found at:

www.agriculture.gov.au/travelling/arriving-in-australia

Items that must be presented for inspection upon arrival in Australia include:

- eggs and egg products
- dairy products
- uncanned meat products (includes fresh, dried, frozen, cooked, smoked, salted or preserved)
- live animals and plants (includes any part of plants eg roots, bulbs, cuttings, stems, etc)
- raw seeds and nuts
- fresh fruit and vegetables
-

Once you arrive in Australia

- Phone your family to let them know you have arrived safely
- Arrange permanent student accommodation



Australian Government

Department of Education and Training

Education Services for Overseas Students Act 2000 (ESOS)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promotes quality education and consumer protection for overseas students.

These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.



Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider you study with meets the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- The right to receive before enrolling current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18 to ensure your safety, you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees setting out the services to be provided, fees payable and information about course refunds. You should keep a copy of your written agreement.
- The ESOS framework sets out the standards that Australian education providers who offer education services to overseas students, must obey. These standards cover a range of information that students have a right to know about services that must be offered, include:
 - Orientation and access to support services to help you study and adjust to life in Australia
 - Who the contact officer or officers are for overseas students
 - If you can apply for course credit
 - When your enrolment can be deferred, suspended or cancelled
 - What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well.
 - If attendance will be monitored for your course
 - A complaints and appeals process.

One of the standards restricts providers from enrolling transferring students prior to the student completing six months of his or her principal course of study.

The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has

been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you to find an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia's global reputation.

More details about these and related reforms can be found at <https://tps.gov.au/Home>

Your responsibilities

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

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

For further information please visit: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>



Vocational Training & Assessment

Standards for Registered Training Organisations (2015)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA regulates providers according to the Standards for Registered Training Organisations (2015) and CRICOS Standards. Southern Cross Education Institute is a Registered Training Provider (RTO) that meets national educational standards. SCEI is fully compliant with the Standards for Registered Training Organisations (2015).

For further information regarding the Standards for Registered Training Organisations (2015), visit www.asqa.gov.au

Competency Based Training

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work.

Assessment

Your trainer will use a range of methods to gain evidence of your competence. You will be given "Assessment Tasks" that give you the opportunity to demonstrate your skills and knowledge in a number of ways. These may include written and verbal tests, written assignments, case studies and projects, practical "hands-on" tasks, as well as simulations and role-plays. In this way you are able to demonstrate your competence over a period of time, as you progressively acquire more skills, knowledge and confidence.

Reasonable Adjustment

SCEI enables reasonable adjustments to be made to assessment procedures for people with special needs, such as people with disabilities or with language or literacy difficulties.

Under the Disability Standards for Education 2005, SCEI, as an education provider, is obliged to make reasonable adjustments where necessary to ensure that students with a disability are able to participate in education and training on the same basis as students without a disability.

The Disability Discrimination Act 1992 includes a very broad definition of disability, including illness or disease, past disability and present disability. VET students could have a range of disabilities such as:

- learning impairment
- sensory impairments
- physical or mobility impairments

- psychological or psychiatric impairments
- presence of micro-organism in body causing or capable of causing disease or illness

SCEI treats every case relating to reasonable adjustment individually, ethically and with respect for privacy requirements. Students can inform SCEI of their disabilities through Application to Study Form. Students are expected to provide all relevant evidence related to their disability. This information is to be passed on to the Welfare Department, who will consult with a range of experts to verify needs. Welfare Department, Campus or Training Manager, Course Coordinator and the student will collaborate to determine reasonable adjustment requirements. SCEI may need to consult with other agencies, industry and/or work placement employers before being able to confirm reasonable adjustment.

The measures that may be implemented in accordance with the Disability Standards for Education 2005 (pages 24 & 25) include:

- The curriculum, learning materials, assessment and certification requirements of the course are appropriate to the needs of the student and accessible to him or her.
- The assessment procedure and methodologies for the course are adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed.

Any changes made to learning materials, learning activities, practical skills development, assessments need to preserve the integrity of the qualification and retain the rigour and consistency of judgment of competence.

The PP73 Reasonable Adjustment Policy and Procedure provides examples of reasonable adjustment that may be applied to adjust learning and assessment for students with disabilities. The policy can be located at <http://scei.edu.au/enrolment/policies-procedures-forms>

Training Plan

You will be given a training plan with all units of competency required in the Course you are undertaking. These units of competency need to be completed with a competency result in order to achieve the qualification. These comprise both core and elective units of competency.

Timetables

Timetables may change each term and you will be provided with a timetable which shows the class session times.

Policies & Procedures

To insure that you study with SCEI is a positive learning experience please insure to read the policies and procedures located on our website:

<http://www.scei.edu.au/enrolment/policies-procedures-forms>

PP 77 Assessment policy and procedure

Guides the process of assessment methods used by SCEI

PP13 Monitoring international student academic progress policy and procedure

Provides information of how will SCEI monitor your course progress incline with the National Code 2018.

PP16 Deferring, suspending or cancelling a student's enrolment policy and procedure

Provides information regarding deferring , suspending or cancellation of courses.

PP11 Complaints and appeals policy and procedure

Provides information and outline the process of making a complaint.

PP79 Student rules policy

Provides information in regards to general student rules.



Student Welfare

Southern Cross Education Institute provides resources and support to help students make the most of their time in Australia, from the moment they accept an offer until they graduate.

Southern Cross Education Institute makes every possible effort to assist students to make the transition to their new surroundings and help them feel at home. We regularly consult with students to gather feedback on their experience at Southern Cross Education Institute and continually strive to develop and improve our services. The result is a supportive and safe environment that plays a crucial role in ensuring that students are able to perform at their best.

Through the Student Welfare Officers you are able to access guidance and information in many areas such as: finding somewhere to live; receiving assistance in finding part time employment. Including pointers and tips on writing an effective resume, understanding your rights and responsibilities under the Residential Tenancies Act; help from community groups if you are unable to afford food or other necessities, accessing medical help or free referrals (whereas under normal circumstances a student may be required to pay for the actual service) and information about social interest groups.

There are many leaflets and pamphlets covering all of the above topics and more and these are displayed in prominent positions close to the administration area and on notice boards around the Student Welfare office.

Counselling Services is available to all students and can be accessed by simply asking your trainer or making an appointment with an administration staff member or by meeting the student welfare officer directly. In situations where students require ongoing counselling, they will be referred to an external community or other support agency. Such ongoing support may incur a charge for services. The referral will be at no cost to the student.

Southern Cross Education Institute offers the following student support services:

- Personal Counselling - SCEI Welfare Officers are trained professionals and are there to assist you with problems that have a negative impact on your studies. They are available Monday to Friday 9.30am to 5.30pm and Saturday 10.00am to 3.00pm in Melbourne. In Adelaide they

are available Wednesday and Thursday 9.00am to 5.00pm, and Saturday from 10:00 am to 3:00 pm.

- Welfare officer's consult with the trainers/assessors to identify and support students at risk of not meeting the course progress requirements.
- Developing a resume and Ask the Welfare Officer to assist you in developing a resume, looking for work and interview skills.

Southern Cross Education Institute provides a vast amount of information to support and inform students studying at Southern Cross Education Institute. This information continues from the moment the applicant expresses interest in studying at Southern Cross Education Institute to the moment they depart from Australia to go home with a complete qualification and includes:

- Pay rates
- Sexual harassment
- Holiday entitlements
- Workplace agreements
- Redundancy
- Unfair rent increase
- Sick leave
- Insufficient notice to vacate
- Career's leave
- Sharing your house
- Injury claims
- Lease agreements
- Discrimination
- Property damage
- Unfair dismissal
- Bond
- Maternity & paternity leave
- What to do in Melbourne / Adelaide
- Bereavement leave

How to find accommodation

Accommodation should ideally be arranged before you leave to come to Australia.

Southern Cross Education Institute has an exclusive arrangement with The Australian Home Stay Network (AHN). Home stay is a cultural exchange between a local individual or family (called a host) and a visiting student. The student lives for an agreed period of time as a guest in the host's home and pays a set amount each fortnight or month.

This amount covers three meals per day, a furnished room and use of shower/bath. Electricity and gas use are generally included, but an additional charge may apply for internet use. For further information please phone 1300 697 829 or +61 2 8905 0321 or visit the link below:

<http://www.homestaynetwork.org/public/host-faqs>

Another popular solution is to organise moving in with a friend or relative who is already here, however, if you are under the age of 18 you must obtain approval from your education provider first. Then once you've settled, you can take your time to move into something more permanent.

Alternatively, and the cheapest option is to stay in a hostel or backpackers for a few days while you're looking for a place of your own. Students should be aware that there are many different types of accommodation in Melbourne, ranging from high-grade city apartments to home stays, shared accommodation in houses or apartments, hotels and backpackers. The range of costs can vary from \$300 - \$400 dollars per night to less than \$100 per week.

As a guide please use the following as an indicative cost in the current Australian rental market:

- House Rental (average 3 Bedroom)
\$300-450 per week
- Room (share in a house)
\$80-150 per week
- Boarding Hostels
\$100-150 per week
- Home stay (Full board and Meals)
\$160-280 per week

Websites for finding accommodation

<http://easyroommate.com>

<http://realestate.com>

<http://mates.com>

<http://myflatmate.com>

Cheap interim places to stay

Victoria

- Backpackers Travel
- Backpackers Travel Center
- STA Travel
- The Friendly Backpackers
- STA Travel
- Nomads Industry Backpackers Hostel

South Australia

- Adelaide Backpackers Inn
- Backpack Oz
- Glenelg Beach Hostel

Crisis Accommodation

Crisis accommodation is available if you find yourself in difficult or threatening circumstances and you can no longer stay at home. This can be the first step in gaining a bit of control in your life if you have a lot of issues that are impacting on you such as legal, family, drug and alcohol, and longer term housing needs.

The process involved in getting a bed will depend on your circumstances.

Emergency And Crisis Accommodation

Victoria

Flagstaff, Cnr, King and Roden St, West Melbourne.

Ph: (03) 9329 4800 (24 hours) Fax: (03) 9329 0966

Email: agsta@au.salvationarmy.org

Referral is via Home ground Services Ph: (03) 9417 2500

Visiting services include Royal District Nursing Service, Centerlink, Homeless Person's Legal Clinic, Naturopath, on site drug and alcohol service, housing referral service, recreation activities If no accommodation, they may voucher you until a room becomes available.

Hanover Southbank

52 Haig St, South Melbourne.

Ph: (03) 9699 4566 (24hour) Fax: (03) 9682 2070

Personal Safety

SCEI staff are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.



Australian Emergency Contacts

- Emergencies Ambulance, Fire Brigade & Police 000
- Lifeline for Counselling 13 11 14
- State Emergency Service for storm, rain damage 13 25 00
- Vic Roads for traffic Hazards and information 13 11 70
- WorkSafe for workplace incidents 13 23 60
- Australian Health Management 24-hour Emergency Help 1800 006 745
- Victims of Crime Helpline 1800 819 817
- International Student Care Service (ISCS) 1800 056 449

When attending the Institute:

- The campus entrance will be staffed at all times during day and evening time classes and all entrants asked for identification
- Students will be asked to display their student card at all times when entering the campus
- Visitors are not permitted into the campus without express permission from SCEI staff

Contact the nearest member of staff if you:

- Feel threatened or unsafe at any time on or off campus
- Have concerns about someone else's behaviour
- Are worried about someone harming themselves or someone else
- Receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

Attending weekend classes

When travelling to SCEI be vigilant on public transport, as Boundary Road can be quieter during the weekends.

- Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows on leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students).
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of the Institute and the Police (000).
- If using public transport, know your time table, to avoid long periods of waiting, especially if you are alone.
- When using public transport in the evening be cautious about using a phone or other valuable equipment and when using your mobile phone try to speak quietly and in English so as to not attract attention.
- Create a buddy system for walking to parking lots or public transportation.

If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

For further information on public safety and advice on how to make your studying at SCEI as enjoyable and safe as possible please refer to Police Community safety website:

Victoria

<http://www.police.vic.gov.au/>

South Australia

<http://www.sapolice.as.gov.au/>

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you should contact the Police for help and to report the incident.

Emergency Contacts

Australian Health Management 24-hour Emergency Help

Toll free any time any day. Please have your OSHC membership card handy when you call. The Emergency Service Help Line is accessible 24 hours, 7 days a week and gives you emergency medical assistance, stress and trauma counselling and an interpreter service.

Victims of Crime Helpline

Being a victim of crime can be a frightening experience with many short and long term consequences. If you are a victim of a crime and would like to speak to someone, please give them a call.

International Student Care Service (ISCS)

ISCS provides friendly and professional advice, information, support and referral to local services and community resources.

- Crisis intervention and support in emergency situations
- Information about accommodation and housing providers
- Legal issues, health issues and social isolation

justice@vicnet.net.au

South Australia Contacts

- **Legal Help Line (Telephone Advice)**
1300 366 424 (a local call cost)
- **Adelaide Legal Outreach Service**
216 Wright St, Adelaide, SA 5000

Free legal services

Living and studying in an unfamiliar country can be challenging, particularly if something unforeseen happens such as being involved in an accident, being unfairly dismissed at work, being unfairly treated by your landlord/real estate agent, insurance issues, being the perpetrator or victim of crime etc.

Whatever the case, Australia has flexible but very strict laws designed to protect its people, and as an international student you have access to legal services like any Australian Citizen. Please make an appointment with the Student Welfare Officer for further advice about these matters or contact any of the free Legal Centres listed below.

Victoria Contacts

- **Casey Cardinia Community Legal Service Inc.**
42 Claredale Road, Dandenong 3175
(03)9793 1993
www.communitylaw.org.au/caseycardinia
- **International Student Legal Advice Clinic (ISLAC)**
30 Hall Street, Newport VIC 3015
(03) 9391 2244 Fax: (03) 9399 1686
wsls@vicnet.net.au
- **Darebin Community Legal Centre Inc**
265 High Street, Preston 3072
(03) 9484 7753
www.communitylaw.org.au/darebin
- **Eastern Community Legal Centre Inc (East Branch)**
Suite 3, Town Hall Hub 27 Bank Street, Box Hill 3128
(03) 9285 4822
www.eclc.org.au
- **Footscray Community Legal Centre Inc.**
Level 1, 72 Buckley Street, Footscray 3011
(03) 9689 8444
www.communitylaw.org.au/footscray
- **Women's' Legal Service Victoria**
Level 3 43 Hardware Lane, Melbourne 3000
(03) 9642 0877 Toll Free: 1800 1330 302



Banking & Financial Matters

Southern Cross Education Institute invites Commonwealth Bank representatives to discuss all your banking needs and to assist you setting up an account. You are under no obligation to open an account with the Commonwealth Bank and are free to open an account at a bank of your choice.

All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety procedures .

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you but have some other currencies, you will need to convert it as soon as possible after arrival. You can do this at the airport or at any bank or currency exchange at any of the following addresses:

Melbourne CBD

- Currency Exchange Melbourne
(03) 9654 2768
109 Collins St, Melbourne VIC 3000
- Custom House Global Foreign Exchange
(03) 8622 8800
10/ 224 Queen St, Melbourne VIC 3000

- Forex Commercial Australia Pty Ltd
1300 283 655
Level 8, 350 Collins Street, Melbourne VIC 3000
- Xpress Money Services
(03) 9620 1433
Elizabeth Street, Melbourne VIC 3000

Adelaide CBD

- UAE Exchange
33 King William St, Adelaide SA 5000
(08) 8231 9743
- Travelex, Rundle Mall
Shop 4, Beehive Corner, Adelaide SA 5000

Electronic Transfers

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

ATMs

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

Credit Cards

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

Checklist

This checklist will help and guide you prior to your commencement at SCEI.
Further information will be available during orientation.

CHECKLIST		
1	Is your passport valid for all the time you plan to stay in Australia?	
2	Have you obtained your student visa?	
3	Is your OSHC (health cover) organised?	
4	Have you booked four flight tickets and obtained travel insurance?	
5	Have you had your medical, dental and optical check up?	
6	Have you organised a place to stay and arranged transportation from airport?	
7	Have you organised financial matters so that you have sufficient funds when you arrive?	
8	Have you packed everything you need? Check custom's regulations to understand what you can bring in Australia http://www.customs.gov.au/knowbeforeyougo/default.asp	
9	Have you kept the following documents in your carry-on baggage? <ul style="list-style-type: none"> • Passport (and any other formal identification) • Visa • Offer letter • CoE • Travel insurance 	

Tuition fee schedule

Local

CRICOS Course Code	Course Title	Course Duration (WEEKS)	Materials Fee (\$AUD)	Full Tuition Fees (\$AUD)	Campus M - Melbourne A - Adelaide
COMMUNITY SERVICES					
090551A	CHC33015 Certificate III in Individual Support	44	\$250	\$5,500	M, A
090552M	CHC43015 Certificate IV in Ageing Support	60	\$250	\$11,000	M, A
090557F	CHC43115 Certificate IV in Disability	56	\$250	\$6,500	M, A
090553K	CHC52015 Diploma of Community Services	72	\$350	\$12,000	M, A
082212J	CHC30113 Certificate III in Early Childhood Education and Care	46	\$250	\$6,250	M, A
082213G	CHC50113 Diploma of Early Childhood Education and Care	104	\$250	\$16,000	M, A
090595M	CHC62015 Advanced Diploma of Community Sector Management	66	\$350	\$10,000	M, A
HEALTH SERVICES					
090550B	HLT37215 Certificate III in Pathology Collection	32	\$500	\$6,000	M
090556G	HLT52015 Diploma of Remedial Massage	77	\$500	\$10,000	M, A
092297E	HLT54115 Diploma of Nursing	80	\$800	\$28,000	M, A
094036K	HLT64115 Advanced Diploma of Nursing	40	N/A	\$12,000	M, A
PROJECT MANAGEMENT					
088817J	BSB51415 Diploma of Project Management	40	\$350	\$8,000	M, A
099619B	BSB61218 Advanced Diploma of Program Management	52	\$350	\$8,000	M, A

Note: * The tuition fee include work placement fee of \$500.00 to the following courses: Diploma of Nursing, Certificate III in Pathology Collection, Diploma of Community Services, Advanced Diploma of Community Sector Management.

Tuition fee schedule

International

CRICOS Course Code	Course Title	Course Duration (WEEKS)	Materials Fee (\$AUD)	Full Tuition Fees (\$AUD)	Campus M - Melbourne A - Adelaide
COMMUNITY SERVICES					
090551A	CHC33015 Certificate III in Individual Support	44	\$250	\$6,000	M, A
090552M	CHC43015 Certificate IV in Ageing Support	60	\$250	\$9,000	M, A
090557F	CHC43115 Certificate IV in Disability	56	\$250	\$9,000	M, A
090553K	CHC52015 Diploma of Community Services	72	\$350	\$12,000	M, A
082212J	CHC30113 Certificate III in Early Childhood Education and Care	46	\$250	\$10,000	M, A
082213G	CHC50113 Diploma of Early Childhood Education and Care	104	\$250	\$20,000	M, A
090595M	CHC62015 Advanced Diploma of Community Sector Management	66	\$350	\$10,000	M, A
HEALTH SERVICES					
090550B	HLT37215 Certificate III in Pathology Collection	32	\$500	\$7,000	M
090556G	HLT52015 Diploma of Remedial Massage	77	\$500	\$12,000	M, A
092297E	HLT54115 Diploma of Nursing	80	\$800	\$28,000	M, A
094036K	HLT64115 Advanced Diploma of Nursing	40	N/A	\$12,000	M, A
PROJECT MANAGEMENT					
088817J	BSB51415 Diploma of Project Management	40	\$350	\$8,000	M, A
099619B	BSB61218 Advanced Diploma of Program Management	52	\$350	\$12,000	M, A

Note: Application Fee \$250 as well as the cost associated with Overseas Health Cover (OSHC) and additional police checks, screening clearances and vaccinations are not included in the Tuition fee.

* The tuition fee include work placement fee of \$500.00 to the following courses: Diploma of Nursing, Certificate III in Pathology Collection, Diploma of Community Services, Advanced Diploma of Community Sector Management.

Frequently Asked Questions

What are Australian Road Rules?

Australians drive on the left-hand side on the road, and this convention carries over to other parts of our streets as well. When stopping on an escalator, or walking up stairs, always stick to the left and don't block other people from passing you by resting your hand on the right-side railing. Equally, when walking on the sidewalk, try to stick to the left where possible.

Pay special attention when walking on bike-paths where it's not just a matter of politeness but also a matter of safety to stick to the left side. Don't cross the street, unless the man is green. You can be booked (fined) if you don't.

Is it expected to tip for services?

Tipping wait staff, hotel staff, and cab drivers is not necessary in Australia as it is in the USA and some other places. It is slightly more common to tip in upscale restaurants, but you always have the option of tipping and won't be frowned upon if you don't.

What are the social customs in Australia that I should know about?

Meeting Etiquette - Australians are not very formal so greetings are casual and relaxed. A handshake and smile suffices. Greetings such as 'Good morning/afternoon', 'Hello', 'G'day' and 'How are you?' are commonly used even among strangers.

If you are trying to get someone's attention, or interpreting a conversation it is expected that you say 'excuse me'. Also the use of 'please' is quite common when requesting something; and 'thank you' when something is done or handed to you.

Dining etiquette

Table manners are Continental, hold the fork in the left hand and the knife in the right while eating. Indicate you have finished eating by laying your knife and fork parallel on your plate with the handles facing to the right. Keep your elbows off the table and your hands above the table when eating.

During a meal chewing is widely expected to be performed with the lips absolutely shut. Then there is the etiquette of talking at dinner parties – in polite company everybody should be prepared to talk during dinner. In such settings it is rude to eat and not talk, unless the meal is a very intimate one where the rule is ignored or

dropped. Once you have finished your meal it is expected to say "excuse me" if you would like to leave the table.

How do I address people?

Most Australian have two names: First name: Sam, Surname or Family name : Smith. In an informal situation (e.g. friends) you would use the persons first name e.g. "Hi Sam". In a formal situation you would address a person using their surname e.g.: "Mr. Smith, I'd like to introduce you to Mr. Robertson".

Your naming system may differ from this; however, for the sake of clarity it is important that on official documents you always use the same names in the same order. It is a good idea to underline your family name, e.g. Wong Fei Wan. If you are wondering what to call someone, simply ask: 'What would you like me to call you?'

When you first meet someone it is also appropriate to tell them the name that you prefer to be called. For example 'Please call me Fei Wan.'

Is there a specific dress code that I should be made aware of?

During attendance at campus people tend to dress casually. If your course requires you to complete work placement then you will be expected to wear black pants and a SCEI T-shirt as your uniform.

Do I need to have sun protection all the time?

The sun can be harsh in Australia, and the Cancer Council Australia and SunSmart has an ongoing campaign to keep people protected. Slip on a shirt, Slop on the 30+ sunscreen, Slap on a hat, Seek shade or shelter, Slide on some sunnies (sunglasses). — "Slip, Slop, Slap, Seek, Slide"

Where can I smoke?

There are many rules and regulations regarding smoking. You cannot smoke with 3 metres of entrances or exits of any cafe or restaurant. You cannot smoke in your own car if you have children in it. Quite a few beaches are smoke-free as are some entire suburbs. There are even regulations on plain cigarette packaging to deter smokers, and graphically horrendous images on cigarette packs to encourage people to quit.

If you are a smoker insure that you do not throw a cigarette butt out of a car window, or anywhere actually. Many of Australia's bushfire are caused by this.

Safety at the beach

Australia has a lot of beautiful beaches but to insure your safety it is highly recommender to swim between the flags at patrolled beaches. This means when you see the red and yellow flags, you must swim here because the lifeguards have ascertained that this is the safest area on that day, at that beach.

You will see that the flags change position on the beaches not just daily but throughout the day, as Australia has some of the most unpredictable rips. A rip is a current that likes to take you to places that you might not want to go to. They can take you a long way away pretty quickly, and you could find yourself in Jaws territory or eve



SCEI
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Education Institute

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