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www.oneuedu.com

## 万友优势 ADVANTAGE

### 客户信息私密性

录入系统后自动设置权限，除专属的案件专员其他内部人员及外部人员不可见

### 精英团队

文案专员为每位学生一对一定制专属方案，移民律师外部协助．团队为学生带来高质量服务

### 学生案件更新通知

当文案专员每完成一步，会更新在万友系统中，客户会以邮件的形式收到步骤更新通知，查看自己案件的最新进程

### 全程服务透明

无押金等不必要条款，客户案件信息透明，收费项会在案件开始前与客户协商一致，案件开始后无特殊意外情况，不会产生收费项目

## 提供服务 PROVIDE SERVICES

学校查询　课程查询　学生签证　留学准备　出发准备　绿卡资讯

详细流程请扫码

添加客服为您解答



REACH
COMMUNITY COLLEGE



# STUDENT HANDBOOK 2025

VOL 1.0

Nationally Recognised Training

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This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Reach Community College (REACH) policy may impact on the currency of information included. REACH reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting REACH.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of REACH. Please carefully read through the information contained in this handbook. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Any queries can be directed to:
studentsupport@reachcollege.edu.au





# Emergency Contacts & Important information

## EMERGENCY
**Emergency Services**
Dial **000** for **Police, Fire or Ambulance.**
Policelink **131 444** for non emergency.

## STUDENT SUPPORT
International Student Support can assist students settle into life and study in Australia.
**Student Support**
**+61 3 6169 5508**
studentsupport@reachcollege.edu.au

## COUNSELLING SERVICES
Talk to our counsellor about coping with your studies or stress management. This is a free and confidential service.
**Mr. Zohrab Balian**
**+61 427 803 365**
z.balian@reachcollege.edu.au

## VOCATIONAL PLACEMENT
Talk to our team to discuss your Placement requirements.
**Student Support**
**+61 3 6169 5508**
studentsupport@reachcollege.edu.au

## DISABILITY SERVICES
We support students with disabilities giving them equal opportunity to participate and succeed in their selected courses of study.
**Student Support**
**+61 3 6169 5508**
studentsupport@reachcollege.edu.au

## HEALTH DIRECT
**Phone: 1800 022 222 (24 Hours)**
www.healthdirect.gov.au

## 13SICK
**Phone: 13 7425**
www.13sick.com.au
Request an after hours, bulk billed Doctor home visit.

## TRANSLATING AND INTERPRETING SERVICE
**Phone: 131 450**
www.tisnational.gov.au

## PUBLIC TRANSPORT INFORMATION
**TAS** - www.transport.tas.gov
NSW - www.transportnsw.info
VIC - www.vicroads.vic.gov.au

## STUDY IN AUSTRALIA
www.studyaustralia.gov.au

## AUSTRALIAN TAXATION OFFICE
**Phone: 13 28 65**
www.ato.gov.au

## DEPARTMENT OF HOME AFFAIRS
**Phone: 131 881**
www.homeaffairs.gov.au

## LEGAL AID AUSTRALIA
**Community Legal Aid Australia**
**Phone: 02 9160 9500**
www.clcs.org.au

## TENANTS TAS
**Phone: 1300 652 641**
www.tutas.org.au

## TENANTS NSW
**Phone: 1800 251 101**
www.tenants.org.au

## TENANTS VIC
**Phone: 9416 2577**
www.tenantsvic.org.au



## NATIONALLY RECOGNISED TRAINING

At Reach Community College, we are proudly registered with the Australian Skills Quality Authority (ASQA). We deliver nationally recognised Australian qualifications that are accredited with ASQA and governed under the Vocational Education and Training (VET) Quality Framework. This guarantees that the qualifications you earn from us are widely recognised by industry organisations and other education providers throughout Australia and worldwide.

Australian Qualifications Framework

Nationally Recognised Training

Reach Community College acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to the Elders past and present.



# *Welcome*
# TO REACH COMMUNITY COLLEGE

## Transform Your Life Through Education
## Your Future is within Reach!

### HOBART | SYDNEY | MELBOURNE

At Reach Community College, we offer a diverse range of nationally recognised courses designed to meet the needs of students pursuing careers in Leadership & Management, Civil Construction Design, Information Technology, Commercial Cookery, Hospitality Management, Individual Support, Disability, Community Sector Management, Automotive Electrical, and more.

With three modern campuses in **Hobart**, **Sydney**, and **Melbourne**, Reach Community College provides a dynamic study environment suitable for students with varying needs. We are proud to have recruited over 5,000 students from around 69 different countries, fostering a truly global community.

Our Hobart campus is conveniently located in the city's central business district. The beautiful regional city of Hobart offers an exciting blend of culture, heritage, and scenery, with mountain trails and stunning coastal views.

Our Sydney campus is situated in the heart of the southern central business district, known for iconic landmarks such as the Sydney Opera House, Darling Harbour, and the Sydney Harbour Bridge.

Our Melbourne campus is located in the bustling CBD, known for its liveability and striking balance of metropolitan life and green, spacious environments rich in art, tradition, infrastructure, and history.

At Reach Community College, our trainers are passionate, highly qualified industry experts. We take pride in nurturing students with hands-on practical training to develop their full potential, build skills and knowledge, and prepare them for their chosen industry.

# WHO IS MY PROVIDER

Australian Government
Department of Education

## Overseas Student Confirmation-of-Enrolment (CoE)

### A. INFORMATION FOR OVERSEAS STUDENTS

**THIS IS NOT A VISA AND DOES NOT ACT AS AN EXTENSION OF YOUR VISA.**

You may check your visa status through Visa Entitlement Verification Online (VEVO) at:
http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)

To apply for your student visa to study in Australia go to http://www.homeaffairs.gov.au/Trav/Stud. Follow the information on the website to lodge your application online. Please note you are able to attach supporting documentation when lodging your application.

### B. COURSE DETAILS

**Provider:** Reach Community College Pty Ltd [03904B]
Telephone: 0361695508
Email: info@reachcollege.edu.au
**Course:** Advanced Diploma of Community Sector Management [108799C]
**Course Level:** Advanced Diploma
**Course Start Date:** 10/06/2024
**Course End Date:** 06/06/2025
**Initial Pre-Paid Tuition Fee:** $AU 1,000, From: 10/06/2024, To: 20/07/2024
**Other Pre-Paid Non-Tuition Fee:** $AU 200
**Total Tuition Fee:** $AU 9,000

### C. STUDENT DETAILS

**Provider Student Id:**
**Courtesy Title:**
**Family Name:**
**Given Names:**
**Gender:**
**Date of Birth:**
**Country of Birth:**
**Nationality:**
**Provider arranged Overseas Student Health Cover (OSHC):** No
**English Test Type:** Pearson Test of English (PTE) Academic
**English Test Score:** 55 English Test Date: 06/03/2024
**Comments:** [Orientation Week: One week before course start date of COE] It is mandatory to attend and complete the Orientation at your campus during the Orientation Week. More information about Orientation can be found via our website link:https://reachcollege.edu.au/student-support/orientation/. For enquiries, please email us via studentsupport@reachcollege.edu.au.

### D. NOTES

The information provided on this form is required by the Australian Government Department of Education, and the Australian Government Department of Home Affairs as evidence of enrolment in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - http://cricos.education.gov.au

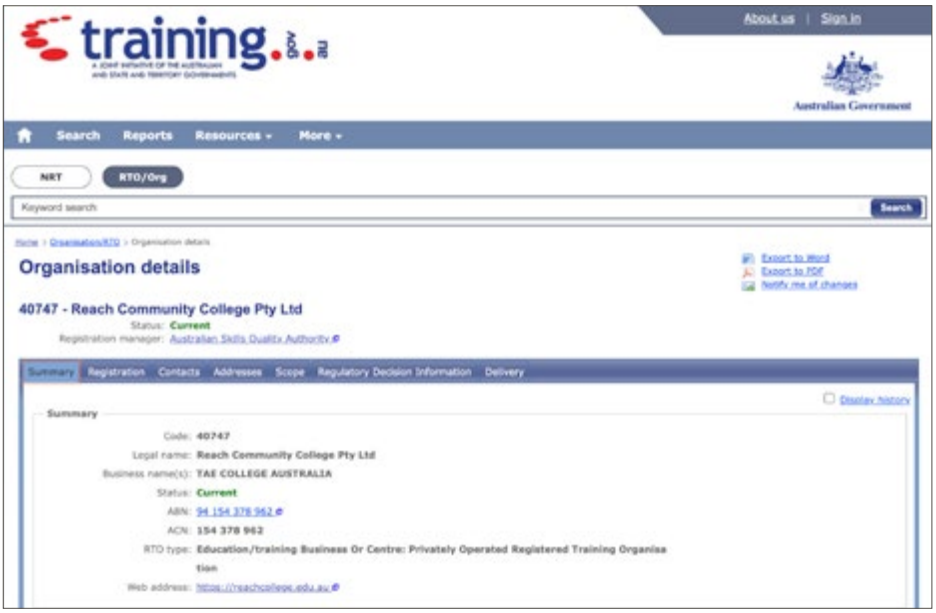
1. The offer of a place and enrolment of the student must be made in accordance with the provisions of the Education Services for Overseas Students (ESOS) Act 2000; the ESOS Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education to Overseas Students (The National Code 2018).
2. This information will be made available to other Australian Commonwealth, State or Territory government agencies.

**IMPORTANT**
- Keep this CoE and your Written Agreement while you are in Australia
- Find out more about living and studying in Australia (including quality assurance) at https://www.studyaustralia.gov.au/

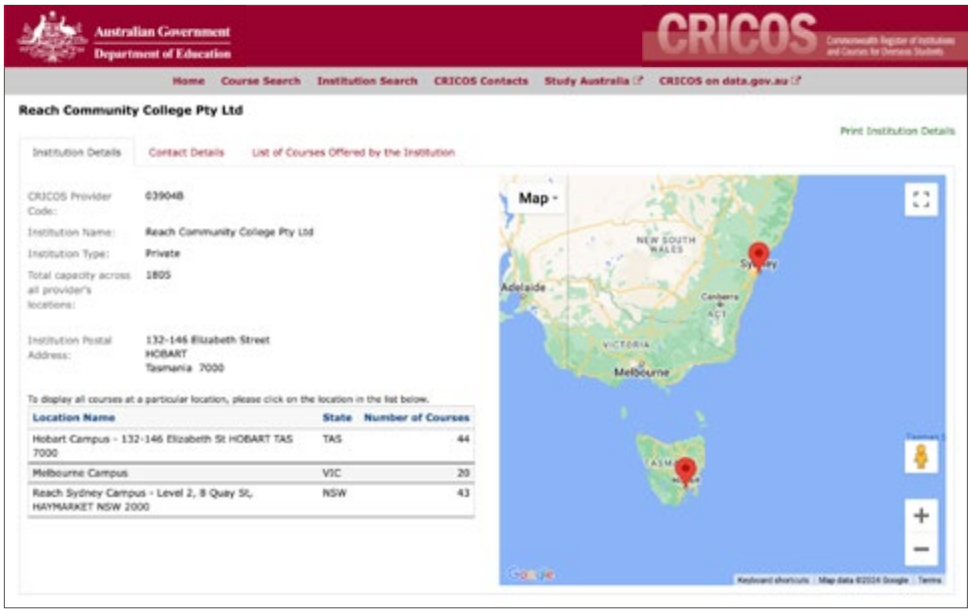
Created: 03/06/2024 17:32:01 Updated: 03/06/2024 17:34:13

# RTO & CRICOS DETAILS

## Reach Community College Pty Ltd (REACH)
RTO Code: 40747

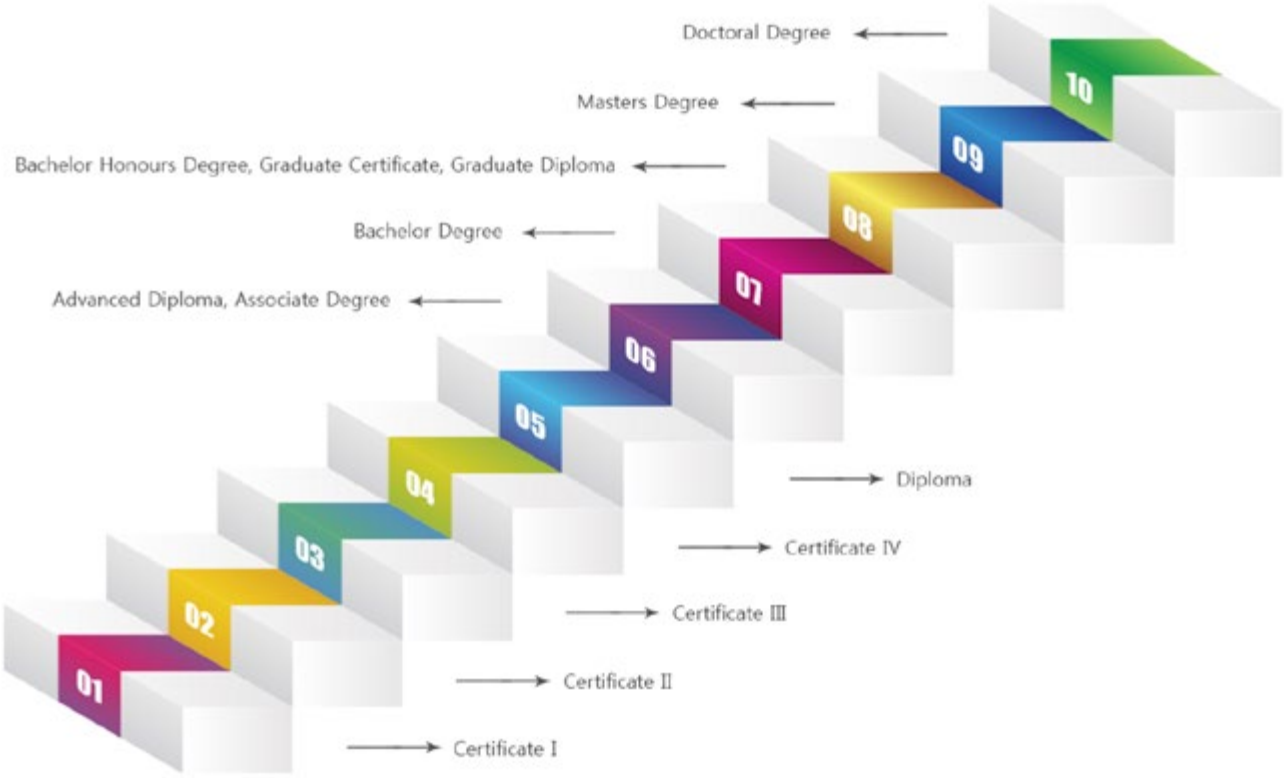



## Reach Community College Pty Ltd (REACH)
CRICOS Provider Code: 03904B



# AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

For more details: **www.aqf.edu.au**



# FACULTIES

## FACULTY OF ENGLISH

General English
(Elementary to Advanced)

## FACULTY OF BUSINESS & TECHNOLOGY

Accounting | Business |
Graduate Studies |
Leadership & Management

## FACULTY OF COMMUNITY SERVICES

Individual Support | Disability Support |
Community Services |
Community Sector Management

## FACULTY OF ENGINEERING TECHNOLOGY

Automotive Electrical | Logistics |
Mechanical Technology |
Automotive Management |
Civil Construction Design |
Information Technology

## FACULTY OF HOSPITALITY

Commercial Cookery |
Kitchen Management |
Hospitality Management

# CAMPUS LOCATIONS




## HOBART CAMPUS

Level 2,
132-146 Elizabeth Street,
Hobart TAS 7000







## SYDNEY CAMPUS

Prince Centre,
Level 2, 8 Quay Street,
Haymarket NSW 2000






## MELBOURNE CAMPUS

Epic Centre,
Suite 103, Level 1,
620 Bourke Street,
Melbourne VIC 3000



# TRAINING FACILITIES

Our facilities are designed to work with students, not only to learn on campus, but also create a hands-on experience allowing our students to put their theory into practice.

## TRAINING KITCHENS

**SYDNEY**

Culinary Training Centre
38-44 Foveaux St
Surry Hills,
Sydney NSW 2010 Australia

**HOBART**

Australian Italian Club of Hobart
77 Federal St
North Hobart TAS 7000 Australia

**MELBOURNE**

Culinary Training Centre
Ground Floor, 51 Brady St
South Melbourne
VIC 3205 Australia



## TRAINING WORKSHOPS

**SYDNEY**

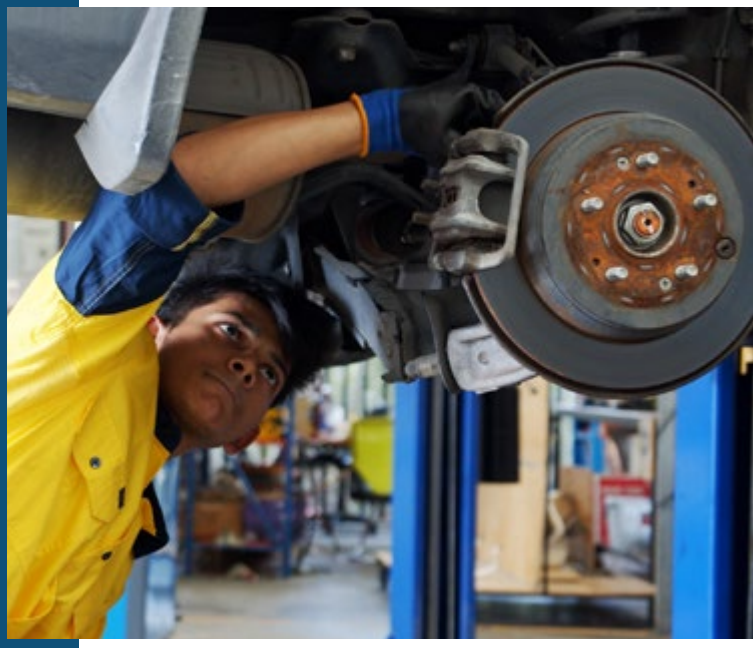
Tech Sciences Workshop
Unit 2, 14 Welder Rd
Seven Hills,
Sydney NSW 2147 Australia

**HOBART**

Tech Sciences Workshop
Unit 2, 22 Maxwells Rd
Cambridge
TAS 7170 Australia

**MELBOURNE**

Tech Sciences Workshop
Ground Floor, 51 Brady St
South Melbourne
VIC 3205 Australia



(The College reserves the right to change the location of practical training from time to time. Students will be given 12 weeks' notice of any changes of location).

# OUR CAMPUS FACILITIES INCLUDE:

- Student Administration
- Student Support Service
- Student Counselling Services
- On-Campus Wi-Fi
- Disability Access & Facilities
- Interactive IT Rooms
- Student Simulated Labs
- Prayer Room

**Our equipment includes, but is not limited to:**

- IT equipment (desktops, laptops, interactive boards, commercial printers, projectors, microphones, cameras etc)
- Community Services equipment (electronic beds, stethoscopes, blood pressure monitors, weight scales, first aid mannequins, training defibrillator, patient hoists, thermometers, and learning tools etc)
- Commercial kitchen equipment (commercial ovens, stoves, mixers, dishwasher, pots, pans, utensils etc)
- Tech Sciences workshop equipment (car lift, tire pumps, tool boxes, flow hood, welders, drills, air compressors, work benches, engine stands, bench grinders etc)





# VOCATIONAL PLACEMENT
(Unpaid work placement)

Vocational Placement is a requirement for qualifications that mandate work placement.

## FACULTY OF COMMUNITY SERVICES

Vocational Placement will be provided for all students who require work placement under the Faculty of Community Services. Before commencing placement, students will be required to obtain mandatory documents as requested by the vocational placement provider at their own expense. Students will be notified of their placement details, including when to obtain these documents, prior to commencing vocational placement. Prior to attending placement, students will be provided with a relevant student placement logbook and/or workplace diary. Please refer to the individual course on our website, where you will find Vocational Placement Information with frequently asked questions, available to download for your reference.

## FACULTY OF HOSPITALITY

Students will be required to demonstrate a variety of skills in an operational hospitality environment by performing a number of hours of complete service periods (shifts). The required number of service periods (shifts) may vary for each qualification under the Faculty of Hospitality. Prior to attending any complete service periods, students will be provided with relevant logbooks. Please refer to the individual course on our website for more information regarding service periods (shifts) for each qualification. You will also find Vocational Placement Information with frequently asked questions, available to download for your reference.

## VOCATIONAL PLACEMENT SUPPORT

We are committed to offering comprehensive support, guidance, and assistance to students at every stage of their journey to securing and completing their unpaid work placements and service periods.

(The College reserves the right to change the location of the vocational placement childcare facility and simulated childcare environment from time to time. Students will be given 12 weeks' notice of any changes of location).



# STUDENT RESOURCES
# FREE LIBRARY ACCESS

**TAS**

Libraries Tasmania plays a pivotal role in supporting the learning, teaching, research and delivers a wide range of online resources and services both on and off-campus.

www.libraries.tas.gov.au

**NSW**

The State Library of New South Wales delivers free access to an online e-resources collection that includes materials such as journals, magazines, newspapers, ebooks and more. Anyone living in NSW can sign up for a free Library card or a registered NSW public library card, and can then access these resources online.

www.sl.nsw.gov.au

**VIC**

At The State Library of Victoria unlock a treasure-trove of knowledge through access to thousands of e-resources and more than five million books, photos, artworks, maps and more within the Library with free access memberships.

www.slv.vic.gov.au



# HOBART Living

## Hobart Weather

- Summer - December to February
  Average Temperature - 20-22°c
- Autumn - March to May
  Average Temperature - 15-20°c
- Winter - June to August
  Average Temperature - 12-14°c
- Spring - September to November
  Average Temperature - 15-19°c



# SYDNEY Living

## Sydney Weather

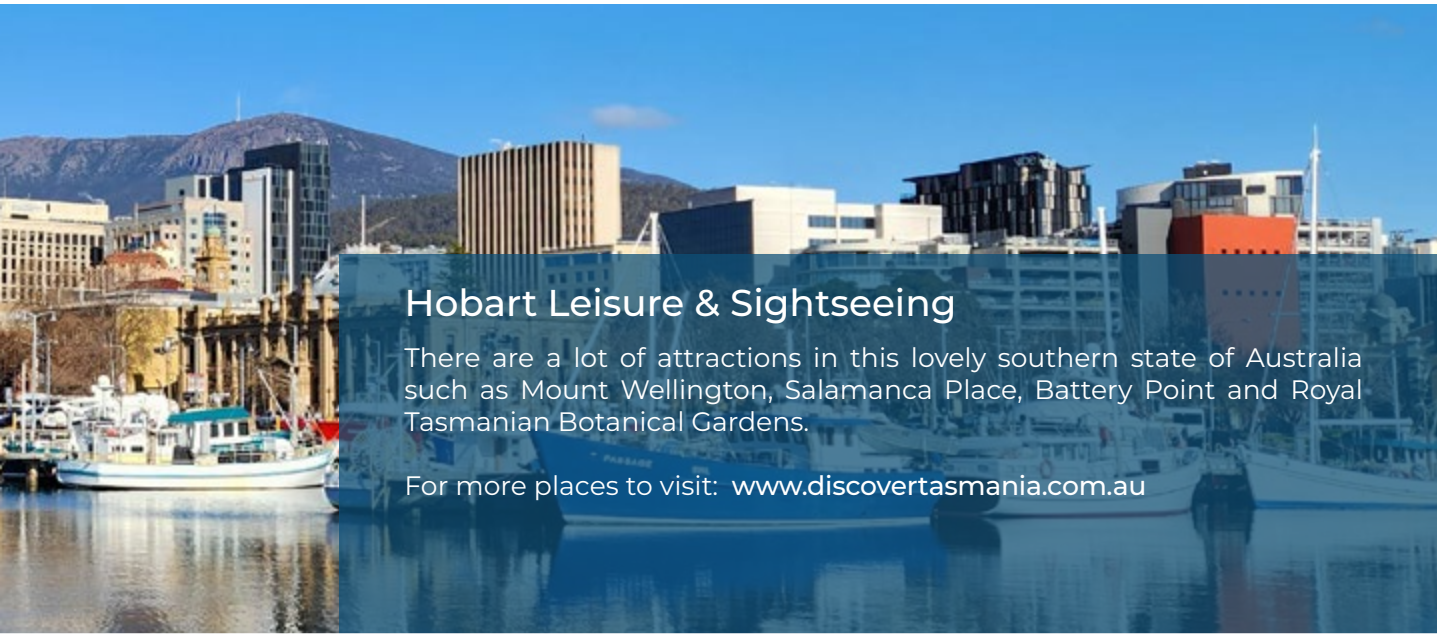
- Summer - December to February
  Average Temperature - 18-25°c
- Autumn - March to May
  Average Temperature - 14-22°c
- Winter - June to August
  Average Temperature - 8-17°c
- Spring - September to November
  Average Temperature - 11-23°c



# MELBOURNE Living

## Melbourne Weather

- Summer - December to February
  Average Temperature - 14-25°c
- Autumn - March to May
  Average Temperature - 11-20°c
- Winter - June to August
  Average Temperature - 6-14°c
- Spring - September to November
  Average Temperature - 10-20°c



## Hobart Leisure & Sightseeing

There are a lot of attractions in this lovely southern state of Australia such as Mount Wellington, Salamanca Place, Battery Point and Royal Tasmanian Botanical Gardens.

For more places to visit: **www.discovertasmania.com.au**



## Sydney Leisure & Sightseeing

Sydney has some exciting locations to visit such as the famous Sydney Opera House, Sydney Harbour Bridge, The Rocks, and Darling Harbour. Kickback and relax, in some of our parks, such as The Royal Botanic Garden Sydney, our popular cafes, bars and pubs and of course our famous Bondi Beach and Taronga Zoo.

For more places to visit: **whatson.cityofsydney.nsw.gov.au**



## Melbourne Leisure & Sightseeing

Melbourne, with a population of more than five million, is Australia's largest city. It is regarded as the cultural and fashion capital of Australia and renowned for its fine restaurants. It is a true multicultural city with more than one third of Melbourne's inhabitants born overseas. It is packed with unparalleled attractions, from lush gardens and parklands, laneways of street art, food precincts, galleries, museums, and great sporting facilities, including the Melbourne Cricket Ground and Flemington Racecourse, all wrapped up in a vibrant atmosphere.

For more places to visit: **whatson.melbourne.vic.gov.au**

## STUDENT PRE-ENROLMENT CONSULTATION

To help prospective students make an informed enrolment decision before enrolling in a qualification with the college, students are required to attend a pre-enrolment consultation session provided by either an authorised Reach Education Agent and/or a Reach staff representative from the college.

During this Pre-Enrolment Consultation session, students will receive comprehensive, transparent, accurate, and complete information relevant to their desired course of study. This information is provided prior to completing and signing the Enrolment Application form and is designed to assist students in making a formal decision that aligns with their existing skills and competencies, as well as their individual needs.

Before signing any documents, students will receive a Pre-Enrolment Consultation Checklist along with supporting marketing materials, such as the pre-enrolment information slides, and course outlines. This checklist ensures that students understand their intended course of study, the college's support services, and their obligations as international students. They must acknowledge that they have a clear understanding of their intended course of study before proceeding. This information includes, but is not limited to:

- Intake dates
- The VET and CRICOS information of the college
- Entry requirements on training.gov.au and our website (i.e., academic requirements, language proficiency requirements, employment requirements, financial requirements, etc.)
- Course information on training.gov.au and our website (i.e., fees, duration, delivery mode, location, equipment, unpaid work placement, practical training locations if applicable, and other arrangements related to your application)
- Information about training and assessment
- Policies and procedures on course progress/attendance, assessment, and student conduct rules, etc. (including complaints and appeals)
- Information about the support services available to students in the college
- Visa conditions

A Pre-Enrolment Consultation session is provided to a prospective student one or more times to give the student additional time and/or information to make an informed decision. In addition, the communication channels used for conducting Pre-Enrolment

Consultation sessions can be various, such as face-to-face, video conference, telephone call, or email.

The college will only confirm the intake of a qualification when it meets the minimum number of applications. Students will receive a Letter of Offer in the proposed intake when the minimum number of applications is met. If the minimum number of applications is not met, a student will be advised of the following proposed intake.

For more information, please visit How to Apply on our website:
**reachcollege.edu.au**

## ORIENTATION

The college conducts an Orientation Program prior to the commencement of a student's course.

Our comprehensive Orientation Program provides students with essential information to ensure a successful study experience. It enables them to familiarise themselves with their new campus surroundings and easily settle into their new life in Australia. Orientation also allows students to meet their trainers and fellow students.

**Students will receive a welcome email with an invitation to the Orientation Program two weeks prior to the commencement of their course.**

During Orientation, students will receive a welcome pack containing important information about their studies, campus and Student Support Services, including their student ID card.

Attendance at Orientation is compulsory for all new students. If students are unable to attend Orientation, they can contact our Student Support Team, who will assist them in organising Orientation on an alternative day.

## STUDENT ID CARD

Your Student ID forms part of your official college email and is used in all communication with you. After attending Orientation, you will receive a digital Student ID card from the college. If you do not receive your Student ID or if you should lose your Student ID card, please contact our Student Support Team.

Your Student ID can also be used to receive student discounts on bank fees, movies, and other transactions. For more information visit: **www.myunidays.com**

If you do not receive your Student ID card, please contact our Student Support Team at: **studentsupport@reachcollege.edu.au**.

## UNIQUE STUDENT IDENTIFIER (USI)

You will need to have a Unique Student Identifier (USI) while you are studying at the college. A USI gives you access to your own online USI account. Your USI account will contain all your nationally recognised training records and results. You can create your USI online at **www.usi.gov.au**

## FEES

Information about tuition fees and non-tuition fees is clearly documented on our website and brochures.

Tuition Course Fees Brochure and under each individual qualification available on our website: **reachcollege.edu.au**

- Payment of course fees prior to the Student's commencement of study is kept in the protected account.
- Course fees are paid in advance by study periods.

## * NON-TUITION FEES

| | | |
|---|---|---|
| Enrolment Handling Fee | $200 | Non-refundable |
| Overseas Student Health Cover (OSHC) | To be paid and arranged by the student | MANDATORY |
| Course Credit Application Fee | $50 per unit of course credit | Non-refundable |
| Course Withdrawal Application Fee | $200 | Non-refundable |
| Request for Release Application Fee | $200 | Non-refundable |
| Certificate Re-Issuance Fee | $50 per issuance + postage | Non-refundable |
| Assessment Re-submission Fee | $50 per the assessment of re-submission | Non-refundable |
| For more information please refer to the website at: **reachcollege.edu.au** | | |

## PAYMENTS

Fees must paid by the due date agreed stated prior to your enrolment. Payment of fees can be made through the various methods:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

For payments options, please visit our website: **reachcollege.edu.au**

## REFUNDS

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information outlining some of the circumstances under which a refund may be granted can be found in our Refund Policy on our website: **reachcollege.edu.au**

## OSHC FEES

International students must have adequate health insurance while in Australia. It is a condition of your visa that you have Overseas Student Health Cover (OSHC) for the full duration of your student visa. OSHC is insurance to assist international students meet the costs of medical and hospital care while in Australia.

## COMPETENCY BASED TRAINING

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace.

Assessment is based upon the learning outcomes expected from each Unit of Competency.

## STUDENT TIMETABLES

All students will have access to adequate and dedicated study areas. The college has implemented a Timetable Announcement Protocol to ensure that students will be notified of their timetables prior to their commencement of classes. This includes information regarding specific practical training facilities (e.g. simulation labs, training kitchens, workshops, computer labs, including recreational and private study areas).

If ELICOS students wish to participate with students in any other qualifications (e.g. to improve English skills), ELICOS students can also use private study and computer lab areas allocated for all students. When there is no class conducted, students are permitted to use the classrooms as their recreational areas.



## STUDENT EQUIPMENT REQUIRED

Students MUST have the following IT equipment prior to enrolling with the college and will require a suitable study space for self-study, assessment activities, or to participate in online classes.

**Students are required to have their own laptop prior to the commencement of their course.**

### Hardware requirements:

Desktop or laptop with the following recommended System Requirements:

- Specification of desktop or laptop is as below:
  - Processor: 2.5–2.9 GHz process
  - Memory: 8 GB
  - Display Card: 1 GB GPU
  - Disk Space: 100 GB
  - Microsoft® Windows® 8.1 or Windows 10 version 1809 or above
  - Apple® macOS® Monterey v12, or Apple® macOS® Big Sur v11, or Apple® macOS® Catalina v10.15
- A webcam, e.g. built-in to a laptop or a USB webcam.
- Audio input and output suitable for video conferencing or online classes.
- A headset or earbuds with a microphone is recommended.
- Photo/scan - a camera, e.g. on a mobile phone, can be required to scan and submit handwritten materials.



**Software requirements:**

- A web browser such as Microsoft Edge, Firefox, Google Chrome, or Safari.
- Students are expected to access the web version of Microsoft Office 365 (i.e., Microsoft Outlook, Teams, Word, Excel, PowerPoint, Planner, To Do, and Project).
- Students studying CAD will have access to the college's Computer-aided design (CAD) system (if applicable to students qualification).

**Internet requirements:**

- A reliable, high-speed broadband internet connection with sufficient upload and download capacity. A Wi-Fi or mobile connection can be acceptable.
- Students will have access to the college's wireless connection whilst on campus.
- Community internet and computer access:
    - In Australia, public libraries offer free access to computers and the internet, although students may require a membership card or be required to pay a small charge.
    - Students may need to book ahead if they wish to use library services.
    - Students will also have access to printing and photocopying services on a pay-per-page basis. Most libraries also provide wireless hotspots and recharging stations at no cost for students using their own devices.

**Other Information:**

The college encourages students to acquire the following skills and knowledge related to operating and maintaining an efficient study environment:

- Know how to install, use, and keep their computer's internet browser and other software up to date (e.g. installing security updates)
- Be proficient in connecting their laptop and/or mobile device to wireless networks either at the college campus, your local library, or other locations
- Ability to use a web camera and headset/microphone
- Know how to use cloud storage (e.g. through Office 365 OneDrive)
- Ability to use Microsoft Word and other related software packages.

# STUDENT SUPPORT SERVICES

**Welcome to our Student Support Services!**

We're committed to ensuring your success in your learning journey, ensuring you have access to the resources and assistance needed to succeed in your studies. Here's what you need to know:

## STUDENT SUPPORT SERVICES

Throughout their academic journey, our support team remains readily available to assist with any queries or concerns, ensuring a smooth transition into college life. We understand that studying in a foreign country can be challenging, which is why we strive to make your experience as smooth and enjoyable as possible through our comprehensive administrative support services, including but not limited to:

- Administrative Support
- Orientation program
- Counselling, health and wellbeing support
- IT Support (student equipment / digital support)
- Online study support
- Learning and disability support
- Language, literacy and numeracy (LLN) support
- Student attendance and progress support
- Training environment support
- Academic pathways
- Payment and refunds
- Updating student's contact details
- Changes in enrolment
- Complaints and appeals
- Vocational placement information
- College Policies and Procedures
- Visa Conditions including OSHC
- Emergencies and Critical Incidents
- Graduation and other student events



## IT SUPPORT (DIGITAL SKILLS)

Don't worry if you're not tech-savvy yet. We offer digital skills training to help you navigate online learning comfortably. Our IT support team is also available to assist you with any technical issues, including but not limited to email, Microsoft Teams, and other platforms. From uploading assessments to using learning management systems (LMS), we've got you covered. See our Student Support Team for more information.

## ONLINE STUDY SUPPORT

Studying online offers flexibility and convenience, allowing students to balance their studies with other commitments. We understand the importance of providing comprehensive support to our online learners. We offer a range of services, including academic advising, technical support, and access to online resources.

At the commencement of each qualification, some units may be initially conducted online to provide students time to adapt to their new study program.

Please note:

- The college will not deliver more than one-third of the units in the qualification by online mode to international students.
- The college will ensure that for each compulsory study period international students are enrolled in, at least one unit is not delivered through online learning unless it is the final unit of their qualification.

Stay connected with us! Log in regularly, participate in your learning, and progress through your course. We're here to support you every step of the way. Here's how:

- Connect with your trainers and peers easily via Microsoft Teams
- Multiple support channels: Reach out via phone, email, or messaging systems.
- Participate in regular one-on-one Consultations Sessions
- Quick support: Trainers and Student Support are equipped with tools to provide prompt assistance.

# STUDENT SUPPORT SERVICES

## LEARNING SUPPORT

We provide support for students, ensuring they have access to the resources and assistance needed to succeed in their studies:

- Additional support from trainers
- Adjusted resources such as books with different print types, reworded instructions, or supporting tools.
- Identifying Students Struggling with Course Material
- We employ various measures to identify students who may be struggling, including regular Consultation check-ins with trainers/ assessors, assessment task results, and providing extra time or support for tasks.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

Prior to commencing their course, students will be required to complete an LLN test, which has been developed by the college. These tests are categorised based on the student's qualifications and serve as a tool to help college personnel identify students who may need language and/ or numeracy support. The LLN tests are designed in accordance with the Australian Core Skills Framework, providing a guideline for their development.

## SAFE TRAINING ENVIRONMENT

Our providers have processes for dealing with internal issues, such as reports of bullying, harassment, or unsafe conditions, to ensure a positive training environment for all students. Student Conduct Rules provide students with a clear understanding of the standard of behaviour required while undertaking studies with the college. All students are provided with a copy of our Student Conduct Rules at their orientation. Student Conduct Rules are available on our website: **reachcollege.edu.au**

## DISABILITY SERVICES

We are dedicated to empowering students with disabilities and learning challenges, ensuring they have an equitable chance to actively engage and excel in their chosen academic pursuits by providing appropriate assessment modification where necessary for students who have a disability or learning difficulty.

The level of modification will be based on the needs of the individual student. The purpose of modification is to ensure all students receive equal and fair opportunities and that students with a disability or learning difficulty are not disadvantaged by the delivery of assessment.

This may include:

- communicating with teachers on your behalf when required
- coordinating alternative assessment arrangement

Assessment modification can be offered when the form of modification does not breach the requirements of the training package (refer to **training.gov.au**).

If you require assistance, our Student Support team will work with you to provide practical assistance, support, and advice for an individual support plan.

## STUDENT ENGAGEMENT

Engagement is key to your success! We encourage regular check-ins, real-time interactions, and positive communication with your trainers and peers through tools like Microsoft Teams meeting rooms. These video conferencing tools help create a virtual classroom environment where collaboration thrives.

After enrolling, students are encouraged to reach out to their School Manager, Trainer, or Course Coordinator via email for information related to their enrolled course.

| | |
|---|---|
| FACULTY OF ENGLISH | english@reachcollege.edu.au |
| FACULTY OF BUSINESS & TECHNOLOGY | businesstechnology@reachcollege.edu.au |
| FACULTY OF COMMUNITY SERVICES | communityservices@reachcollege.edu.au |
| FACULTY OF ENGINEERING TECHNOLOGY | engineeringtechnology@reachcollege.edu.au |
| FACULTY OF HOSPITALITY | hospitality@reachcollege.edu.au |

## CONTACT US

We are dedicated to promptly addressing students' support needs. We offer transparent channels for you to voice your queries, feedback, or concerns. Our regular updates ensure that your needs are met.

Our team customises practical solutions for each student and connects them with the necessary support services. Remember, we're here to help you succeed in your online studies. Feel free to reach out whenever you need assistance. Let's embark on this learning journey together!

For all enquiries please contact our Student Support Team at:
**studentsupport@reachcollege.edu.au**

# POLICIES & PROCEDURES

There are a number of important policies and procedures relevant to all aspects of your engagement with the college. Policies and Procedures can be found on our website: **reachcollege.edu.au**

## TUITION PROTECTION SERVICE (TPS)

The 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 students can either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (international students).

TPS offers a flexible and streamlined approach to student study and refund arrangements in the event that a defaulting provider fails to meet its refund obligations under the ESOS Act.

For more information about the college's refund policy, please refer to the Refund Policy found on our website: **reachcollege.edu.au**

For more information about TPS, please refer to the website: **www.education.gov.au/tps**

## PRIVACY

The college strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

The college is required to comply with the Australian Privacy Principles which are outlined in Schedule 1 of the Privacy Act 1988.

## ACCESS TO YOUR RECORDS

If you wish to access your student information file, please direct your enquiry to Student Support at **studentsupport@reachcollege.edu.au**

## COMPLAINTS AND APPEALS

Students have the right to lodge a formal complaint or appeal if they feel they have been unfairly treated by the college or its staff and they have been unable to resolve the grievance or dispute informally. The college has a documented internal complaints handling and appeals process and policy in place, available on our website at: **reachcollege.edu.au**.

If you wish to lodge a complaint, please complete and submit the Complaints & Appeals Form, available at: **reachcollege.edu.au.** If you are still unsatisfied with the outcome of the formal complaint, you have the right to appeal the decision.

## PROCESS

### Internal Complaints/Appeals

Overseas students who wish to make a complaint/appeal or grievance are encouraged to attempt to resolve their complaint/appeal through a formal discussion. The college staff, within 10 working days, will commence assessment of the complaint or appeal. The college will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

When a complaint/appeal is not straightforward regarding a serious matter that requires significant and immediate attention, the student may directly turn to the Formal Complaints/Appeals Procedure. The college staff are also available to assist students in lodging the relevant documentation for formal complaint/appeal investigations.

### External Complaints/Appeals

If the conditions where the complaint/appeal or grievance of the student is not able to be resolved through the formal complaints/appeals procedure, the student can appeal the decision externally through the Office of the Commonwealth Ombudsman (Overseas Students - Commonwealth Ombudsman) **www.ombudsman.gov.au** to escalate your complaint or appeal externally within 10 (ten) working days, at no cost.

For more details, please refer to the college's Complaints and Appeals Policy and Procedure, available at: **reachcollege.edu.au**



# MONITORING STUDENT ATTENDANCE AND COURSE PROGRESS



We monitor your progress closely. Attendance and assessments help us identify areas where you may need additional support. If you're falling behind, we'll reach out to discuss your progression and offer assistance.

Students must maintain a satisfactory level of course progress and attendance in accordance with the college policy and procedure.

The Intervention Strategy Plan (ISP) for a student with unsatisfactory course progress can include but is not limited to phone notification, a reminder letter of course attendance, and any email communication between a student and the college staff for the improvement of a student's course attendance.

It is the student's responsibility to ensure they have access to their college email address for the purpose of direct communication with the college staff and to ensure they attend all classes. It is also a student's responsibility to notify and discuss any absences with their teacher/trainer (e.g., a student may inform trainers/teachers of any difficulties preventing them from attending classes).



A college administrative support officer will follow up with a student who is absent from their scheduled classes and, if necessary, create an ISP which is a documented process agreed upon between the trainer and the student, outlining the academic support and/or assistance to a student to achieve satisfactory course progress in any study period.

The strategies outlined in the ISP may include but are not limited to counselling, assistance with study, extra classes, additional training or tuition, reducing the student's workload temporarily, referring to student support services, assisting with welfare, housing or other personal issues that are impacting the student.

Overseas students have additional course progression requirements as a condition of their student visa.

For more information, please refer to the Monitoring Student Attendance and Course Progress Policy and Procedure on our website at: **reachcollege.edu.au**

# ASSESSMENT

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as "Competent" or "Meeting Requirements", include:

Being observed as you work/perform the tasks and activities

- Responses to verbal questioning
- Written response to theory questions
- Responding to a role play or case study

## SUBMITTING ASSESSMENT

- You are expected to complete assessments for all units in your qualification
- You will need to submit assessments by the due date for a result to be recorded.
- You will receive detailed instructions on the requirements for each
- assessment, including its context and purpose
- Ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you

## ASSESSMENT FEEDBACK

You will receive feedback regarding the outcome of each of your assessment items. To be deemed "Competent" against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## PLAGIARISM

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by the college. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

## REFERENCING

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

## TRAINING AND ASSESSMENT STRATEGIES

The college staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.
Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), and Credit Transfer (CT).

## ISSUING CERTIFICATES

Upon successful completion of your course and payment of all fees, you will receive a Certificate or Statement of Attainment within 30 calendar days of being assessed as competent and meeting all course requirements. This meets the compliance requirements under the Standards for RTOs 2015.

If for some reason the college ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

# DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT

- The college may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances
- Before the college defers or suspends a student's enrolment for compassionate of compelling circumstances, it is to ensure that the student has a valid CoE with a start date that reflects the student's intended date of return to studies
- The college may suspend or cancel a student's enrolment for reasons, including, but not limited to:
  - misbehaviour by the student, in breach of the Student Conduct Rules
  - the student's failure to pay an amount he or she was required to pay the college to undertake or continue the course as stated in the written agreement
  - a breach of course progress or attendance requirements by the student, in accordance with Standard 8 of the National Code (see also: The college Monitoring Student Attendance and Academic Progress Policy and Procedure)
- Before deferring, suspending or cancelling a student's enrolment, the college is to advise the student in writing that the process may impact their student visa, in particular, if the grounds for the deferral, suspension or cancellation is due to:
  - the conduct of the student
  - for reasons other than compassionate or compelling circumstances
  - compassionate or compelling circumstances, where the studies of the student cease to exist
  - fraudulent evidence or documents provided to the college by the student

# LEGISLATION

As an RTO, the college is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

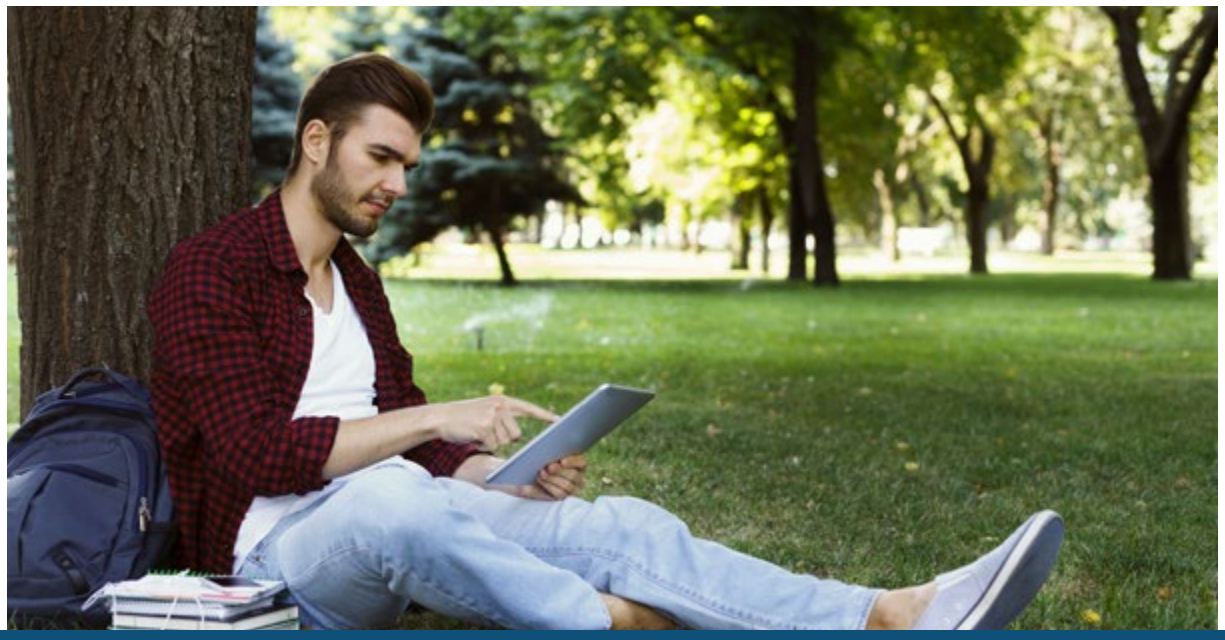
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students (ESOS) Act 2000.

Additionally, the college abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Children and Young People
- Copyright
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

The college is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- **www.comlaw.gov.au** which is the Australian Government website for Commonwealth Law
- **www.asqa.gov.au** which is the website for the regulator of Australia's vocational education and training (VET) sector



# ESOS FRAMEWORK

The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instruments.

Education Services for Overseas Students Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students

ELICOS Standards

Education Services for Overseas Student Regulations 2019

Education Services for Overseas Students (Registration Charges) Act 1997

Education Services for Overseas Students (TPS Levies) Act 2012

Key Legislative Instruments



# STUDENT LEGAL SERVICES

## TAS

### STUDENT LEGAL SERVICES

This website gives International Students Free Access to Legal Advice

www.tasstudentlegalservice.com

### LEGAL AID TAS

Phone: 1300 366 611
www.legalaid.tas.gov.au

## NSW

### MY LEGAL MATE

This App Gives International Students Free Access to Legal Advice

www.study.sydney/student-welfare/my-legal-mate

### LEGAL AID NSW

Phone: 1300 888 529
www.legalaid.nsw.gov.au

## VIC

### STUDY MELBOURNE HUB | LEGAL SUPPORT

If you need help understanding the law or you have a legal problem, Study Melbourne Hub support staff can refer you to our International Student Employment and Accommodation Legal Service (ISEALS) that provides the advice you need.

Phone: 1800 056 449 (free call from landline phones)
www.studymelbourne.vic.gov.au

### LEGAL AID VIC

Phone: 1300 792 387
www.legalaid.vic.gov.au

# ACADEMIC PATHWAYS & EMPLOYMENT

## ACADEMIC PATHWAYS

Our academic pathways are designed to equip you with the knowledge and skills needed to succeed in your chosen field. We provide career guidance and assistance to help you navigate the job market and secure fulfilling employment after graduation. We believe that with the right education and support, you can achieve great success in your academic and professional endeavours. Please contact Student Support for more information.

## EMPLOYMENT

International students studying in Australia have the opportunity to work part-time during the academic year (up to 48 hours per fortnight) and full-time during breaks. This allows them to gain valuable work experience, support themselves financially, and engage with the Australian culture.

## CAN I WORK AS A STUDENT?

The Australian government permits all students to work but there are several limitations imposed on your work privilege such as;

- Permitted to work only 48 hours per fortnight (or as advised by the Australian government)
- Cannot work until your course start date has commenced even though you arrived in Australia before that date.

For more information visit: **www.immi.homeaffairs.gov.au**

## HOW DO I FIND A JOB?

There are several ways to search jobs around Australia. Job agencies and websites are good tools to assist international students. Some of the websites are:

www.seek.com.au
www.careerone.com.au
www.gumtree.com.au/jobs
www.adzuna.com.au
www.au.indeed.com
www.workforceaustralia.gov.au

## HOW DO I GET PAID?

Any student who is going to work in Australia must have a Tax File Number (TFN).

This number is unique to every individual and will be used to determine the tax bracket you fit into based on your income. The Australian financial year runs from 1 July to 30 June and workers are expected to lodge a tax return by 31 October.

You can apply for your TFN by visiting:
**www.ato.gov.au** or phone: 13 28 61

## SUPERANNUATION GUARANTEE

Under the superannuation guarantee, employers have to pay superannuation contributions of 11.5% of an employee's ordinary time earnings when an employee is:

- over 18 years, or
- under 18 years and works over 30 hours a week.

If eligible, the super guarantee applies to all types of employees including:

- full-time employees
- part-time employees
- casual employees

Temporary residents are also eligible for super.

Super has to be paid at least every 3 months and into the employee's nominated account.

The ATO can give advice and assistance on superannuation issues, including on the super guarantee.

For more information, visit: **www.ato.gov.au/super** or phone: 13 10 20

## WORKING CONDITIONS

Fair Work - employer/employee rights

While working in Australia, most jobs and working conditions are covered either by Commonwealth or State awards or certified agreements. Fair Work helps employees understand their rights and responsibilities under Australian workplace laws. This covers areas such as minimum wages, allowances, overtime, penalty rates, working hours and days off for holidays/vacations, long service or sickness. If you believe you being treated unfairly or are not receiving your minimum rights and conditions at work, contact the Fair Work Ombudsman for free information and advice. There is also an interpreting service available.

For more information, visit: **www.fairwork.gov.au** or phone: 13 13 94

# COUNSELLING, HEALTH & WELLBEING SUPPORT

## FREE COUNSELLING & MENTAL HEALTH SUPPORT

We offer free and confidential counselling services to all students, whether they are studying face-to-face or online. Our services cover personal, social, and academic matters, including mental health and general welfare.

There may be times when you are faced with many challenges in life, which can make you feel very isolated. You may need support with the transition of moving from overseas to Australia. You may be feeling stressed with your studies, or you may be experiencing personal difficulties. No issue is too big or too small to ask for support. Student counselling sessions are designed to help students adjust to studying, working, and living in Australia.

We recognise the unique challenges of remote learning, such as screen fatigue from increased technology use, and aim to provide tailored support to address these concerns.

Our Counsellor, Mr Zohrab Balian has over fifteen years of experience in psychotherapy and provides free, caring, confidential support.

To schedule a session, contact our counsellor at:
**z.balian@reachcollege.edu.au** or call **+61 427 803 365**

## HEADSPACE

Headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health and is committed to providing ongoing services to young people.

1800 650 890 | **headspace.org.au**

## HEAD TO HEALTH

Provided by the Australian Department of Health, Head to Health brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources.

For more information, visit: **HeadtoHealth.gov.au**

## LIFELINE

Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline for support.

Phone: 13 11 14 (CONTACT 24/7) | **www.lifeline.org.au**

## BEYOND BLUE

Beyond Blue is an independent, not-for-profit organisation working to reduce the impact of anxiety, depression and suicide in Australia.

Phone: 1300 22 4636 (CONTACT 24/7) | **www.beyondblue.org.au**

## HEALTH DIRECT

Every time you call healthdirect you'll talk directly with a Registered Nurse. This is a 24 hours service you can use any time you are anxious about any health issue.

In an emergency always dial 000
Phone: 1800 022 222 | **www.healthdirect.gov.au**

## 13SICK

Request an after hours, bulk billed, Doctor home visit. Booking lines are open from 6pm weekdays, 12 noon Saturday, all day Sunday and public holidays.

Phone: 13 74 25 | **www.13sick.com.au**

## MENTAL HEALTH

The government is aware of the stress faced by most immigrants and have provided counselling services to combat these difficulties. You can contact the following for more information:

| | |
|---|---|
| TAS | TAS Department of Health and Human Services<br>Ph: 1800 332 388 \| www.dhhs.tas.gov.au/mentalhealth |
| NSW | NSW Mental Health Access Line<br>Ph: 1800 011 511 \| www.health.nsw.gov.au |
| VIC | Dept of Health and Human Services<br>Phone: 1300 650 172 \| www.dhhs.vic.gov.au |

## SEXUAL HEALTH

For information on sexual health and your rights in Australia, see the contacts below:

| | |
|---|---|
| TAS | TAS Department of Health and Human Services<br>Ph: 1800 675 859 \| www.dhhs.tas.gov.au/sexualhealth |
| NSW | NSW Sexual Health Infolink<br>Ph: 1800 451 624 \| www.sshc.org.au/what-we-do |
| VIC | VIC Sexual Health Infolink<br>Phone: 1800 675 859 \| www.betterhealth.vic.gov.au |

## NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE COUNSELLING SERVICE

For anyone in Australia who has experienced or is at risk of sexual assault, family or domestic violence.

Phone: 1800 737 732 (CONTACT 24/7) | **www.1800respect.org.au**

# CRITICAL INCIDENTS

**What is a 'critical incident?**

Critical incidents are traumatic events occurring on or off campus (within or outside Australia) which significantly impact or threaten to significantly impact student wellbeing by causing extreme stress, fear or injury (or has the potential to cause) serious physical or psychological harm. Your safety is our top priority. We have a dedicated Critical Incident Management Policy that outlines how the college staff manage emergency situations for international students. It includes:

- missing student
- any fatality or serious injury
- a serious traffic collision
- murder or suicide
- physical / sexual assault or domestic violence
- severe verbal or psychological aggression
- fire where property is lost or people are harmed
- explosion or bomb threat
- a hold-up or attempted robbery
- serious threats of violence
- storms or natural disasters
- drug or alcohol abuse causing harm to someone

**What to do if an emergency or critical incident happens**

1. Do not put yourself in unnecessary danger
2. In an emergency, please call 000 for police, fire services or ambulance
3. Please contact Student Support: **+61 468 691 910 (24/7)** and email: **studentsupport@reachcollege.edu.au**
   Please give this phone number and email address to your family and friends so that if something happens to you, they can contact us.
4. We will guide you on what you need to do next, and what we can do to help. This may include reporting the incident to senior management for extra assistance.

# HEALTH (OSHC)

## WHICH INSURERS OFFER OSHC

- BUPA Australia
- Medibank Private Limited
- Nib Health Funds Limited
- Australian Health Management
- Peoplecare Health Limited (Allianz Global Assistance)

It is a standard requirement for every International student to purchase Overseas Students Health Cover (OSHC) to live and study in Australia. This provides each student with the basic services of the Australian Healthcare System such as access to an ambulance (in the case of an emergency dial 000), making an appointment with a General Practitioner (GP) and requesting a home doctor.

Most of these services are free and are covered by your insurance provider. If there is an out of pocket expense for medical services, contact your insurance provider for the possibility of claiming back the money. Please note that claims are subject to your insurance provider's policies.

It is important you contact your OSHC insurer before being admitted to a private hospital. While private hospitals will still provide you with medical attention, be aware that not all of their services will be covered by OSHC and you may have to pay extra for these services.

The membership card is provided to you once you register your details with your OSHC provider upon arriving in Australia and it will be sent to the address you include during the registration.



# ADJUSTING TO AUSTRALIAN CULTURE

Living and studying in Australia can be an exciting new adventure, but it can also present a range of challenges adjusting to living in a new country and culture. Adapting to the Australian way of life may take time and patience. It is quite normal for most students to experience homesickness from time to time and can simply be that you may be missing your family, friends or lifestyle.

If you ever feel homesick, please talk to our student support team or our student counsellor. There are also many associations in Hobart, Sydney and Melbourne where you can find support from people who have experienced the same feelings and challenges. It is important to give yourself some time to adjust so that you can fully experience and embrace a new and different culture!



## INTERPRETERS/TRANSLATORS

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English that need to communicate with their non-English speaking clients.

If you need an interpreter from the Translating and Interpreting Service (TIS) during your medical visit, an immediate phone interpreting service is available 24 hours, every day of the year.

For more information visit: **www.tisnational.gov.au** | Phone: 131 450

## INTERNATIONAL COMMUNITY

Hobart, Sydney and Melbourne are multicultural consisting of many different races and ethnicity in various socioeconomic facets. There are some groups to help you settle:

Multicultural TAS
Phone (03) 6232 7133 | **multicultural.tas.gov.au**

Multicultural NSW
Phone: (02) 8255 6767 | **multicultural.nsw.gov.au**

Victorian Multicultural Commision
Phone: (03) 9651 5901 | **multiculturalcommission.vic.gov.au**

## TIPS TO KEEPING SAFE

Hobart, Sydney and Melbourne are generally safe but here are more tips to reduce the likelihood of a mishap:

- Memorise the emergency number 000 for police and ambulance services
- When travelling in trains at night, avoid travelling in empty carriages
- If you must wait for public transportation at night, try waiting in well lit areas or near open shops
- Try walking in groups at night and avoid shortcuts through dark areas.
- Always stay alert and be aware of your surroundings
- Always inform friends or family of your whereabouts to ensure you can be accounted for if necessary
- Ensure your personal effects and property is always kept safe and close to you to prevent it from getting stolen
- Close and lock the doors of your accommodation when leaving and before you go to bed at night
- Avoid providing personal information to strangers and institutions that you have not properly identified as genuine
- Be alert and protect yourself from being scammed. Scammers are getting increasingly sophisticated in their attempts personal details. Scamwatch is run by the Australian Competition and Consumer Commission (ACCC). It provides about how to recognise, avoid and report scams

For more information, visit:
**www.scamwatch.gov.au**
**www.police.tas.gov.au**
**www.police.nsw.gov.au**
**www.police.vic.gov.au**

# ACCOMMODATION

There are several accommodation options to choose from in Hobart, Sydney and Melbourne. The price of accommodation may vary according to the type of accommodation.

Accommodation choices may range from short term arrangements such as hotels, motels, backpackers to shared options such as granny flats, studio apartments, student accommodations etc.



## HOMESTAY

Homestay is another go-to option for student accommodation because it helps students settle in a new environment before learning to live by themselves. Homestay provides students an opportunity to live with an Australian family and learn the culture. Students are provided with meals and other amenities to make their stay very comfortable. If you are interested in a Homestay arrangement, please contact student support.

## STUDENT ACCOMMODATION

This accommodation arrangement offers various styles and configurations such as studio (single) and shared apartments for four to six people. These apartments could be same sex or mixed.

## RENTAL

Most rental properties require a bond and is usually equivalent to the amount of four weeks' rent. If you have a limited budget, you may consider sharing a house or apartment with several friends or looking for share house accommodation. This allows you to split the costs among several people. Some places may ask you to sign a lease committing to 6 months or 12 months, while others may be more flexible.

If you leave early in your lease term, (called breaking lease) your landlord or agent may seek compensation. Another thing to consider is location. It is important to think whether your accommodation is close to shops and restaurants, and how long it takes to travel to your campus and work. Consider living close to your campus, otherwise look into public transport options.

## TENANTS TAS / NSW / VIC

Know your rights as a renter - Tenants TAS / NSW / VIC have an interpreting service and fact sheets translated into many different languages. If you need any advice on renting, select the contact below in your location.

| TAS | NSW | VIC |
|---|---|---|
| Phone: 1300 652 641 | Phone: 1800 251 101 | Phone: (03) 9416 2577 |
| www.tutas.org.au | www.tenants.org.au | www.tenantsvic.org.au |

For more information on accommodation visit the following sites:
www.realestate.com.au
www.flatmates.com.au
www.gumtree.com.au

## ELECTRICITY

You may need an adapter in order to plug your appliances into the power sockets. The adapter required for Australia is Type 1 Australia plug. The plugs in Australia have two flat metal pins, forming an inverted 'V' shape and occasionally a third pin in the centre. The electrical current in Australia is 220 – 240 volts, AC 50Hz.

# PUBLIC TRANSPORT

Getting to our campuses is easy using public transport. Hobart, Sydney and Melbourne city trains, buses and ferries connect you easily from one destination to the other. A comprehensive bus service runs throughout the cities, connecting outer and inner suburbs to the CBD, major shopping centres, railway stations and ferry terminals.

## DRIVING AND PARKING

Australians drive on the left-hand-side of the road, so please pay careful attention to the road and road rules when driving and crossing roads, especially if you are used to driving on the right-hand-side. If you chose to drive in Hobart, Sydney or Melbourne, a valid and translated (if required) international license should be in your possession every time you drive. The use of seat belts is compulsory for front and rear seat passengers. Children below the age of 5 must use the child seats while travelling in the car.

For more information, please visit:

TAS - **www.transport.tas.gov.au**

NSW - **www.transport.nsw.gov.au**

VIC - **www.vicroads.vic.gov.au**

## CYCLING

Cycling is a very common practice in Hobart, Sydney and Melbourne and there are several regulations to cycling on Australian roads, such as:

- Compulsory use of helmets and safety gear
- Use of high visibility aids and lights when riding at night

For more information please visit:

**Sydney**
www.transport.nsw.gov.au/roadsafety/bicycle-riders/road-rules-for-bicycle-riders
www.cityofsydney.nsw.gov.au/cycling

**Hobart**
www.rsac.tas.gov.au/cyclists/
www.hobartlegal.org.au/handbook/community/road-rules-for-cyclists-and-skaters/bicycle-and-cyclist-specific-laws/

**Melbourne**
www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/a-to-z-of-road-rules/bicycles
www.melbourne.vic.gov.au/parking-and-transport/cycling/Pages/cycling-lanes-and-routes.aspx



# HOBART, TAS

## BUS

The bus system in Hobart provides reliable transportation throughout the city and its surrounding areas, making it easy to navigate and explore. Greencards are smartcard tickets you keep, reload and reuse to pay for travel on public transport. You can top up your fare online or on the bus directly with the driver. Greencards can be purchased at many locations. For more information, visit:
www.metrotas.com.au/fares/greencard/

## SKYBUS

SkyBus offers convenient and direct transfers between Hobart Airport and key locations in the city, providing an efficient transportation option for travelers.
For more information, please visit:
www.skybus.com.au

## RIDESHARE SERVICES

Taxi, Uber and Didi operate throughout the city, offering convenient airport transfers. For more information, please visit:

**Uber** - www.uber.com/global/en/r/cities/hobart-tas-au/

**Didi** - web.didiglobal.com/au/rider

**Taxi** - www.13cabs.com.au



# SYDNEY, NSW

## BUS

The Sydney bus system provides comprehensive coverage of the city and its suburbs, offering a convenient way to explore the area. Opal Cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add value to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network. You can buy or top-up an Opal card at many locations.
For more information, visit: **www.opal.com.au**

## LIGHT RAIL

Light rail in Sydney offers a convenient and efficient way to travel around the city, with modern trams and frequent services. It is integrated into the wider public transport network, allowing for easy connections to buses, trains, and ferries. Sydney Light Rail offers frequent 'turn up and go' services seven days a week. For more information, please visit:
**www.transportnsw.info/travel-info/ways-to-get-around/light-rail**

## TRAINS

Sydney Trains operate throughout the metropolitan area and beyond, connecting key locations such as the CBD, Sydney Airport, and major suburbs. For more information, please visit: **www.transportnsw.info**

## FERRIES

Ferries offer stunning views of Sydney Harbour and access to coastal areas. For more information, please visit:
**www.transportnsw.info/travel-info/ways-to-get-around/ferry#**

## AIRPORT LINK TRAIN

It provides a quick and convenient way to travel between Sydney Airport, the city centre, and major suburban hubs.
For more information, please visit: **www.airportlink.com.au**

## RIDESHARE SERVICES

Taxi, Uber and Didi operate throughout the city, offering convenient airport transfers. For more information, please visit:

**Uber** - www.uber.com/au/en/r/cities/taxi/sydney-nsw-au

**Didi** - web.didiglobal.com/au/rider

**Taxi** - www.13cabs.com.au



# MELBOURNE, VIC

## BUS

The bus system in Melbourne offers extensive coverage, connecting major hubs, shopping centres, and attractions across the city and its suburbs. Myki cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add value to your Myki card, then tap on and tap off to pay your fares on trains, trams, and buses – anywhere within the Myki network. Myki cards can be purchased at many locations including 7-Elevens, Myki machines at selected stations and stops, online or station ticket offices.
For more information, visit: **www.mymyki.com.au**

## TRAMS

Travel within the central area of Melbourne by tram is free, though you will need a myki card if you plan to start or finish your journey outside this central area. For more information, please visit:
**www.ptv.vic.gov.au/footer/about-ptv/improvements-and-projects/tram/**

## TRAINS

Melbourne's metro trains run between the outer suburbs and Flinders Street Station in the city. The city loop is Melbourne's underground system, with five stations in the central business district.
For more information, please visit: **www.metrotrains.com.au**

## SKYBUS

SkyBus in Melbourne provides direct transfers between Melbourne Airport and key locations in the city, including Southern Cross Station. For more information, please visit: **www.skybus.com.au**

## RIDESHARE SERVICES

Taxi, Uber and Didi operate throughout the city, offering convenient airport transfers. For more information, please visit:

**Uber** - www.uber.com/global/en/r/cities/melbourne-vic-au

**Didi** - web.didiglobal.com/au/rider

**Taxi** - www.13cabs.com.au

# FINANCE

## BANKING

There are many banks and automatic teller machines (ATMs) where you can withdraw money from an overseas bank account. You can easily open a bank account in Australia.

All you will need is your passport, eCoE and Visa.

## BUDGETING FOR EXPENSES

Living away from home can pose a great strain on any student financially. Budgeting effectively can help you to stay on top of your spending and help you manage your expenses, subsequently allowing you to have some savings.



## LIVING COSTS IN AUSTRALIA

www.studyaustralia.gov.au

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).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

## OTHER LIVING EXPENSES

Groceries and eating out - $140 to $280 per week
Gas, electricity - $10 to $20 per week
Phone and Internet - $15 to $30 per week
Public transport - $30 to $60 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 has financial requirements you must meet in order to receive a student visa for Australia. The 12-month living costs are:
For students - $29,710
For partners coming with you - $10,394
For a child coming with you - $4,449

For more information, visit: **immi.homeaffairs.gov.au**

- All costs are per year in Australian dollars. To convert to your own currency, visit **www.xe.com**
- The Australian Government provides information and guidance on managing your finances. You can read more at **www.moneysmart.gov.au**
- The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia **www.insiderguides.com.au**

If you experience financial trouble while in Australia, please talk to our student support staff for assistance.

## ACCOMMODATION AVERAGE COST

Hostels and Guesthouses - $90 to $150 per week
Shared Rental - $95 to $215 per week
Homestay - $235 to $325 per week
Rental - $185 to $440 per week

# BEACH SAFETY



Lifesavers are a good way to improve your safety at a beach.

- Don't swim where there are no lifesavers
- Swimming at night is not safe
- Swim between the red and yellow flags as they are the safest areas to swim
- Always swim under supervision, or with a friend
- Always obey all signs at the beach
- Don't swim directly after a meal
- Don't swim under the influence of alcohol or drugs
- Avoid running and diving into the water
- Conditions change regularly, check surf conditions before you enter the water
- If you get into trouble in the water, don't panic, raise your hand to signal for help, float and wait for assistance
- Float with a rip current or undertow. Do not swim against it

For more information, visit: **www.beachsafe.org.au**



**SUN SMART**

The sun in Australia is very strong and can cause sun damage or skin cancer. Australia has one of the highest rates of skin cancer in the world. To avoid sunburn and lower the risk of developing skin cancer, it is important that you follow these simple precautions:

**Protect your skin -** For best protection, we recommend a combination of sun protection measures:

***SLIP, SLOP, SLAP***

- Slip on some sun-protective clothing that covers as much skin as possible
- Slop on broad spectrum, water resistant SPF30+ (or higher) sunscreen. Put it on 20 minutes before you go outdoors and every two hours afterwards. Sunscreen should never be used to extend the time you spend in the sun
- Slap on a hat – broad brim or legionnaire style to protect your face, head, neck and ears
- Seek shade
- Slide on some sunglasses – make sure they meet Australian Standards.

For more information, visit: **www.sunsmart.com.au**

# OBEYING THE LAW

The law in Australia is intended for all Australians and visitors, which includes international students as well. Obeying the law will ensure you avoid breaching your visa conditions. Disobeying the law, in some cases could land you in jail or get your deported from the country. One prevalent law in Australia covers the topic of discrimination which is greatly frowned upon.

Every individual living in Australia must learn to respect others and not act with prejudice in relation to gender, nationality, religious beliefs, disability, marital status and sexual preference.



## RELIGION

Hobart, Sydney and Melbourne are multicultural cities where you can find churches, temples, mosques and religious centres. Google to find one close to you! Worship centres sometimes provide free English lessons and fun activities for international students as well.

## MARRIAGE AND DOMESTIC VIOLENCE

Under Australian law, men and women have equal rights and may choose to enter into marriage. An individual can be legally married at the age of 18. Marriage to more than one person is against the law and could be punishable by jail time.

Violence against another person is illegal in Australia. This includes physical abuse, sexual abuse, assault, social abuse, economic abuse, physiological, emotional and verbal abuse.

All forms of violence are punishable by jail sentence or deportation.

For more information, contact legal Aid in your state or visit:

National Sexual Assault, Domestic
Family Violence Counselling Service
Phone: 1800 737 732
www.1800respect.org.au

## LOCAL REGULATIONS

Below are some of the regulations that must be adhered to when living in Australia:

- Australian law protects wildlife such as plants, trees and ferns. All protected wildlife should not be destroyed
- Australia is very clean and maintain this cleanliness with strict littering regulations. Do not litter, rather use the disposable garbage cans provided by observing the trash description of trash and recyclables
- Smoking is banned in many places in Australia including all airports, government offices, hospitals and health care facilities, workplaces, restaurants, shopping centres and within 5 metres of building entrances
- Smoking and drinking are illegal for anyone under 18 years
- All drugs not prescribed by a general practitioner can be considered as illegal

# ALCOHOL, TOBACCO & OTHER DRUGS

Understanding drug laws is crucial. Legal drugs include alcohol, caffeine, nicotine, and prescribed medications, while illegal drugs include amphetamines and heroin. Illicit drug use covers misuse of prescriptions and other substances. Some drug laws are different depending on the state or territory you're in.

## Legal drugs include

- alcohol
- caffeine
- nicotine
- over-the-counter and prescribed drugs

**Some of these have restrictions related to:**

- age – for example, you can't legally drink under the age of 18
- where you can use them – for example, you can't drink alcohol or smoke in certain places
- driving – for example, there are limits on blood alcohol concentration when driving
- their sale – for example:
    - tobacco products must display specific health warnings
    - you must have a doctor's prescription to purchase prescribed drugs

## Illegal drugs include

- amphetamines
- cannabis (marijuana)
- ecstasy (MDMA)
- heroin

They are banned because using them can endanger your health, your life, or the life of others. Because they are not regulated in the way legal drugs are you can never be sure what's in them or how strong they are.

## Illicit drug use includes

- illegal drugs
- misuse or non-prescribed use of prescription drugs (also called pharmaceuticals)
- inappropriate use of other substances – for example, sniffing glue.

Find out more about drug laws in your state or territory:

NSW - **www.sl.nsw.gov.au**
TAS - **www.yla.org.au/tas**
VIC - **www.yla.org.au/vic**

## VAPING AND E-CIGARETTES

E-cigarettes, also known as vapes, are devices that make vapour for inhalation, simulating cigarette smoking. They are not safe and use can lead to serious health outcomes. They are sometimes marketed as a way to quit smoking, but there is limited evidence to show that they help – or are safe.

## SMOKING

Smoking, including the use of electronic cigarettes, is banned in a number of outdoor public areas, eating and drinking venues and education, healthcare and residential aged care facilities, as well as some communal areas in multi-unit residential premises.

### Outdoor smoke-free public areas

**No smoking:**

- at and within 5 metres of public transport waiting points such as bus stops, taxi ranks, and ferry terminals
- at or within 10 metres of campsites and public facilities at national parks such as:
    - picnic tables
    - toilet blocks
    - barbecues
    - visitor information centres
    - roofed shelters
    - jetties, boat ramps and landing stages



- at or within 10 metres of playing and viewing areas during organised under-18 sporting and recreational events
- within 5 metres of non-residential building entrances
- at outdoor pedestrian malls
- at government precincts around certain state government buildings (including the land around prescribed buildings and adjacent footpaths and nature strips)
- at or within 10 metres of public skate parks and children's outdoor playground equipment
- at patrolled beaches between the flags
- at public swimming facilities
- at prescribed outdoor swimming areas (e.g. artificial beaches and lagoons)
- at major sports or events facilities
- at or within 5 metres of the entrances and exits of outdoor markets

### Smoking in vehicles

**No smoking in vehicles:**

- where children under the age of 16 years are present
- used for business if anyone else is in the vehicle

### Eating or drinking venues

**No smoking:**

- anywhere inside eating and drinking venues such as pubs, clubs, restaurants and cafes
- at and within 5 metres of commercial outdoor eating or drinking areas
- Smoke-free restrictions at pubs and clubs will be extended
- Children cannot remain in a smoking area at a liquor licensed venue

### Educational facilities

**No smoking:**

- at public or private schools or within 5 metres beyond their boundaries
- at all school carparks
- at early childhood education and care facilities or within 5 metres beyond their boundaries, including kindergartens, childcare centres, day care providers and after school hours care

## Hospitals, healthcare and residential aged care facilities

**No smoking:**

- at public hospitals and health facilities or private hospitals or within 5 metres beyond their boundaries
- at public or private residential aged care facilities or within 5 metres beyond their boundaries

## Residential premises

**No smoking:**

- in enclosed common areas of multi-unit residential accommodation such as foyers and enclosed stairwells.

## Local Government may prohibit smoking

- Local government can ban smoking in outdoor public spaces not covered by state-wide smoking bans

## Laws about selling smoking products

Strict requirements are in place regarding the supply, sale and promotion of smoking and smoking related products including, but not limited to:

- no sales of smoking products to children under 18 years of age
- no supply of smoking products to children by their parents or guardians
- illicit tobacco cannot be supplied or stored at retail stores
- smoking products can only be sold at one point of sale at retail stores
- mandatory training of employees who sell smoking products
- smoking products cannot be sold from temporary retail outlets
- bans on the display and requirements for the storage of smoking products at retail stores
- mandatory signage must be displayed at the point of sale and on or near tobacco product vending machines
- requirements for how information about smoking products is provided e.g. price tickets
- no smoking product advertising, competitions, giveaways or entitlements
- invoices for smoking products must be kept for at least 2 years
- tobacco vending machines must be located in bar, casino or gaming machine areas only







# ALCOHOL, TOBACCO & OTHER DRUGS



## ALCOHOL

Alcohol laws help to reduce the harmful effects of alcohol on individuals, families and communities. Some laws, such as the legal drinking age, are the same across Australia. Other laws, such as where you can drink, are different in each state and territory.

### Laws that apply anywhere in Australia

- Legal drinking age – you must be 18 or older to buy alcohol or to drink alcohol in a licensed venue.
- Drink driving – you're breaking the law if you drive and your blood alcohol concentration is equal to or more than 0.05. If you're on a learner or provisional licence, your BAC must be zero.
- Selling alcohol – it's illegal to sell alcohol to anyone under 18 or to someone who is already drunk.
- Labelling – all packaged alcohol must show how many standard drinks it contains.




**Guideline 1: Reducing the risk of alcohol-related harm for adults**

To reduce the risk of harm from alcohol-related disease or injury, healthy men and women should drink no more than 10 standard drinks a week and no more than 4 standard drinks on any one day. The less you drink, the lower your risk of harm from alcohol.

**Guideline 2: Children and people under 18 years of age**

To reduce the risk of injury and other harms to health, children and people under 18 years of age should not drink alcohol.

**Guideline 3: Women who are pregnant or breastfeeding**

- To prevent harm from alcohol to their unborn child, women who are pregnant or planning a pregnancy should not drink alcohol
- For women who are breastfeeding, not drinking alcohol is safest for their baby

## Laws that are different in each state and territory

Some alcohol laws are different depending on the state or territory you're in.

- NSW - **www.sl.nsw.gov.au/drug**
- TAS - **www.yla.org.au/tas**
- VIC - **www.betterhealth.vic.gov.au/health**

For more information:
**Alcohol laws in Australia**
**Australian guidelines to reduce health risks from drinking alcohol**

# SOCIAL MEDIA




**FIND US ON OUR SOCIALS**

- reachcommunitycollege
- reachcommunitycollege
- @reachcommunitycollege
- @reachcommunitycollege
- reachcollege.edu.au
- reachcollege.edu.au
- reachcollege.edu.au

**BE CAREFUL WHAT YOU POST ONLINE OR ON SOCIAL MEDIA SITES**

To comply with the College's Social Media Policy, it is important that students:

**DO NOT**

- Post derogatory or inappropriate comments about fellow students, staff, or the college
- Post inappropriate photos or videos
- Refrain from sharing defamatory, false, racist, offensive, or sexist content

Remember that social media content can be shared beyond your immediate circle, so exercise caution with what you post.

- Be respectful and considerate.
- Keep in mind how your posts may affect others, especially in light of cultural differences, and consider how images or content might be interpreted.

**FUTURE EMPLOYERS DO SEARCH FACEBOOK SITES OF POTENTIAL EMPLOYEES**

# GRADUATION & OTHER STUDENT EVENTS

Student events play a pivotal role in fostering a supportive and inclusive campus environment. These events bring students together, creating opportunities for them to connect, share experiences, and form bonds that extend beyond the classroom. Graduation and R U Ok Day are among the many events hosted by Reach Community College.

## R U OK? DAY

Is an annual event promoting mental health awareness and encouraging meaningful conversations among international students and the community. It provides a platform for students to connect, share experiences, and access resources. Through workshops and social activities, the day fosters a supportive environment that promotes well-being and encourages help-seeking behaviour.

## GRADUATION

The annual graduation ceremony stands out as a momentous occasion, celebrating the culmination of students' hard work and dedication in completing their training programs. This event honours graduates and provides a platform for them to showcase their achievements to industry professionals and loved ones. They underscore the importance of hands-on learning and industry-relevant skills in preparing students for successful careers.



# VISA COMPLIANCE REMINDER FOR INTERNATIONAL STUDENT VISA HOLDERS

As an international student, it is essential to understand and adhere to the conditions of your student visa throughout your course of study.

Please ensure that you do not stay in Australia for purposes not intended by your visa and that you are honest about your visa status when dealing with immigration officials and the college. It is illegal to remain in Australia without a valid visa.

## ADHERENCE TO VISA CONDITIONS

- **Always Comply with Visa Conditions**
  Ensure you are aware of and follow the specific conditions attached to your student visa at all times.
- **Restrictions on Visa Changes**
  Do not change or apply for a protection visa if your last substantive visa was a student visa granted based on your enrolment with the college.
- **Extension of Visa**
  Students may apply for a student visa extension if their current student visa expires before the completion of their course. This could be due to a number of reasons, for example, course deferment or failure to progress. If your student visa has expired within the last 28 days, you can apply for a new student visa.
- **Consequences of Unlawful Stay**
  Staying in Australia after your visa becomes invalid or expires is a violation of government law. Students who remain in Australia unlawfully for more than 28 days after their student visa has expired are in breach of their visa conditions and may face serious consequences, including being barred from being granted a visa for at least three years. Overstaying a student visa can also result in penalties, including fines, detention, and/or deportation.

# VISA CONDITIONS

As an international student you have legal obligations that are different from Australian students. All students need to understand the conditions of their visa grant and must take the following steps:

## COURSE REQUIREMENTS - Visa Condition 8202

- Remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- Maintain enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level or higher for which we granted your student visa, unless changing from AQF level 10 to level 9.
- Maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
- Continue to satisfy the requirements of the student visa grant by ensuring the main course of study matches your student visa, and that you still have financial capacity

## UPDATING CONTACT INFORMATION - Visa Condition 8533

- It is the student's obligation to inform the college of their residential address and contact details within 7 DAYS of arriving in Australia.
- If you change your address/contact details while studying in Australia, you are expected to notify your education provider within 7 DAYS. For more details: **www.homeaffairs.gov.au**

## WORKING HOURS - Visa Condition 8105

- Must not work more than 48 hours per fortnight during course semester but can work for unlimited hours during holidays, or as advised by the Australian Government.

## HEALTH INSURANCE - Visa Condition 8501

- Maintain health insurance cover for the entirety of your stay in Australia as failure to do so is a breach of your visa conditions

## EDUCATION OF SCHOOL AGE DEPENDANTS - Visa Condition 8517

- You must maintain adequate arrangements for the education of your school-age dependants who are in Australia for more than 3 months as a dependant on your visa.

# VISA CONDITIONS

## ARRANGING A NEW VISA

Please visit the home affairs website for more information:
**www.homeaffairs.gov.au**

Education for dependants Hobart
Phone: +61 3 6165 5727
**www.education.tas.gov.au**

Education for dependants Sydney
Phone: 1300 300 229 (within Australia)
Phone: +61 2 9244 5555 (outside Australia)
**www.education.nsw.gov.au**

Education for dependants Melbourne
Phone: 1800 316 540
**www.education.vic.gov.au**

For a full list of mandatory and discretionary visa conditions:
**immi.homeaffairs.gov.au**

**Note:** A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).



# DISCLAIMER

All information is accurate at the time of publication. Please be aware that the information in this brochure including the college policies, fees and course content are subject to change without notice. Course Commencement is dependent on sufficient enrolments, and adhering to the guidelines published by Australian Skills Quality Authority.
**www.asqa.gov.au**

It is the responsibility of students to check the terms and conditions in their in Final Letter of Offer, including all general and course outline information prior to accepting, in particular, course offerings, duration, mode, commencement, campus location, fees and entry requirements. Applications and enrolments are subject to the college's Privacy Policy, which is available at enquiries.
**reachcollege.edu.au**

REACH does not commit to securing migration or education assessment outcomes for overseas students.

**REACH does not guarantee:**

- a successful education assessment outcome for the student or intending student; or
- completion of a qualification will lead to an employment outcome; or
- a student will successfully complete a training product on its scope of registration; or
- a training product can be completed in a manner which does not meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015.

# NOTES


REACH
COMMUNITY COLLEGE



## SYDNEY CAMPUS

Prince Centre
Level 2, 8 Quay St
Haymarket
Sydney NSW 2000
Australia

## HOBART CAMPUS

Level 2, 132-146 Elizabeth St
Hobart TAS 7000
Australia

## MELBOURNE CAMPUS

Epic Centre
Suite 103, Level 1
620 Bourke St
Melbourne VIC 3000
Australia

## TRAINING KITCHENS

### SYDNEY

Culinary Training Centre
38-44 Foveaux St
Surry Hills,
Sydney NSW 2010 Australia

### HOBART

Australian Italian Club of Hobart
77 Federal St
North Hobart TAS 7000 Australia

### MELBOURNE

Culinary Training Centre
Ground Floor, 51 Brady St
South Melbourne
VIC 3205 Australia

## TRAINING WORKSHOPS

### SYDNEY

Tech Sciences Workshop
Unit 2, 14 Welder Rd
Seven Hills,
Sydney NSW 2147 Australia

### HOBART

Tech Sciences Workshop
Unit 2, 22 Maxwells Rd
Cambridge
TAS 7170 Australia

### MELBOURNE

Tech Sciences Workshop
Ground Floor, 51 Brady St
South Melbourne
VIC 3205 Australia

CONTACT: +61 3 6169 5508 | info@reachcollege.edu.au | **reachcollege.edu.au**

Reach Community College Pty Ltd (REACH) | RTO: 40747 | CRICOS: 03904B

Social Media: reachcommunitycollege

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