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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



NATIONAL POLYTECHNIC OF AUSTRALIA



STUDENT HANDBOOK 2025

VOL 1.0

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This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or National Polytechnic of Australia (NPA) policy may impact on the currency of information included. NPA 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 NPA.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of NPA. 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@npa.edu.au





IMPORTANT INFORMATION AND EMERGENCY CONTACT

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 2 8609 6673
studentsupport@npa.edu.au

COUNSELLING SERVICES
Talk to our counsellor about coping with your studies or stress management. This is a free and confidential service.

+61 427 803 365
z.balian@npa.edu.au

VOCATIONAL PLACEMENT
Talk to our team to discuss your Vocational Placement requirements.

Student Support
+61 2 8609 6673
studentsupport@npa.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 2 8609 6673
studentsupport@npa.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
IN AUSTRALIA
www.studiesinaustralia.com

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 NSW
Phone: 1800 251 101
www.tenants.org.au

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







Welcome

We warmly welcome you to NPA!

At National Polytechnic of Australia (NPA), our unwavering commitment is to empower international students to reach their fullest potential by providing nationally recognised Australian qualifications. Guided by our uplifting motto, "**Dream it, Live it, Love it,**" we are committed to delivering practical and hands-on training that equips our students for success. Our ultimate goal is to foster a culture of educational excellence, offering outstanding opportunities that empower our students to create a brighter future.

NPA has proudly recruited over 3,000 students from more than 65 different countries, creating a vibrant and diverse learning community that celebrates multiculturalism.

NPA boasts world-class facilities in both **Sydney** and **Melbourne**, fostering a multicultural environment with strong community bonds, resulting in a unique and dynamic atmosphere. Studying in the vibrant cities of Sydney and Melbourne grants students effortless access to a multitude of diverse opportunities within these bustling metropolises, enabling them to fully immerse themselves in an exhilarating, fast-paced city lifestyle.

Supported by highly experienced trainers, a comprehensive curriculum, and state-of-the-art infrastructure, NPA is fully dedicated to delivering unparalleled vocational education. We take great pride in creating a learning environment that nurtures personal growth and transforms dreams into reality!

NATIONALLY RECOGNISED TRAINING

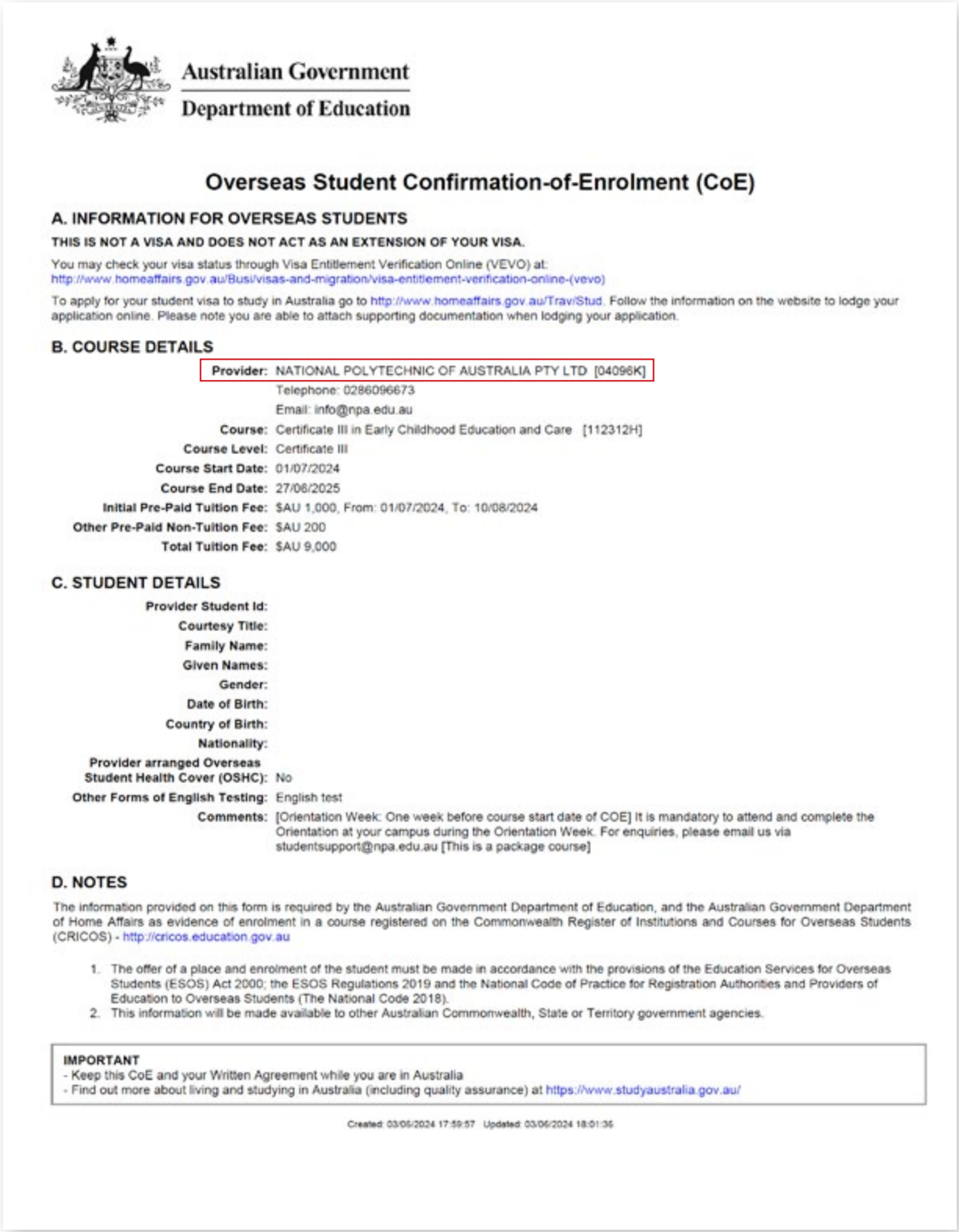
At National Polytechnic of Australia, we are proudly registered with the Australian Skills Quality Authority (ASQA). We deliver nationally recognised Australian qualifications that are accredited with ASQA and governed under the Vocational Education and Training (VET) Quality Framework. This guarantees 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

National Polytechnic of Australia 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, present, and emerging of all Nations.

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: NATIONAL POLYTECHNIC OF AUSTRALIA PTY LTD [04096K]
Telephone: 0286096673
Email: info@npa.edu.au
Course: Certificate III in Early Childhood Education and Care [112312H]
Course Level: Certificate III
Course Start Date: 01/07/2024
Course End Date: 27/06/2025
Initial Pre-Paid Tuition Fee: $AU 1,000, From: 01/07/2024, To: 10/08/2024
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
Other Forms of English Testing: English test
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. For enquiries, please email us via studentsupport@npa.edu.au [This is a package course]

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.

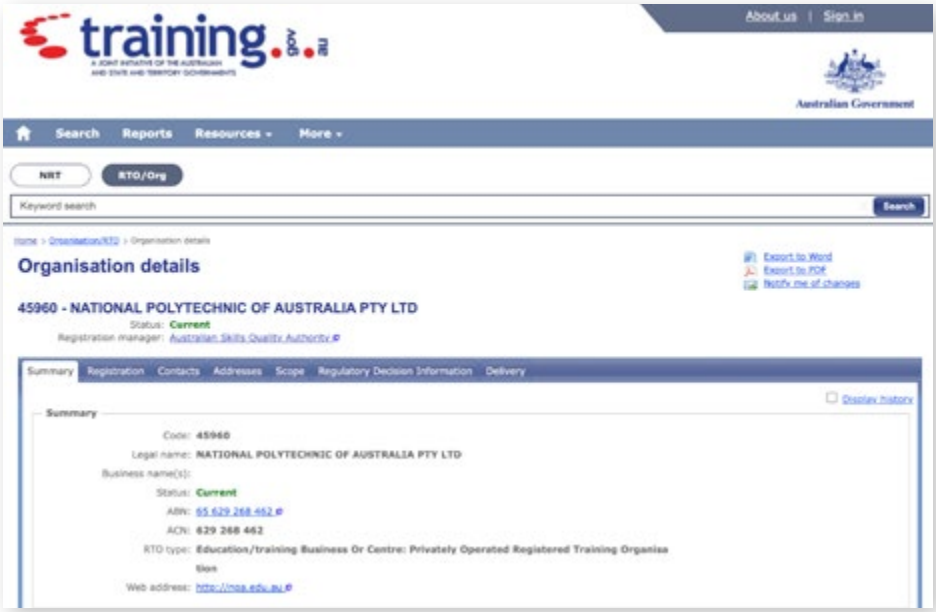
IMPORTANT
- Keep this CoE and your Written Agreement while you are in Australia
- Find out more about living and studying in Australia (including quality assurance) at https://www.studyaustralia.gov.au/

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RTO AND CRICOS DETAILS

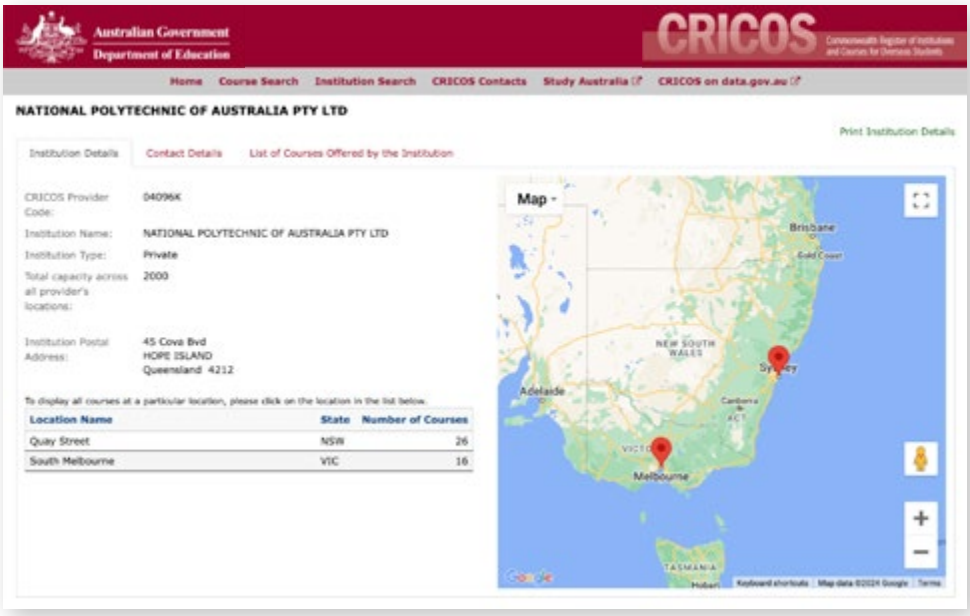
NATIONAL POLYTECHNIC OF AUSTRALIA PTY LTD (NPA)

RTO: 45960



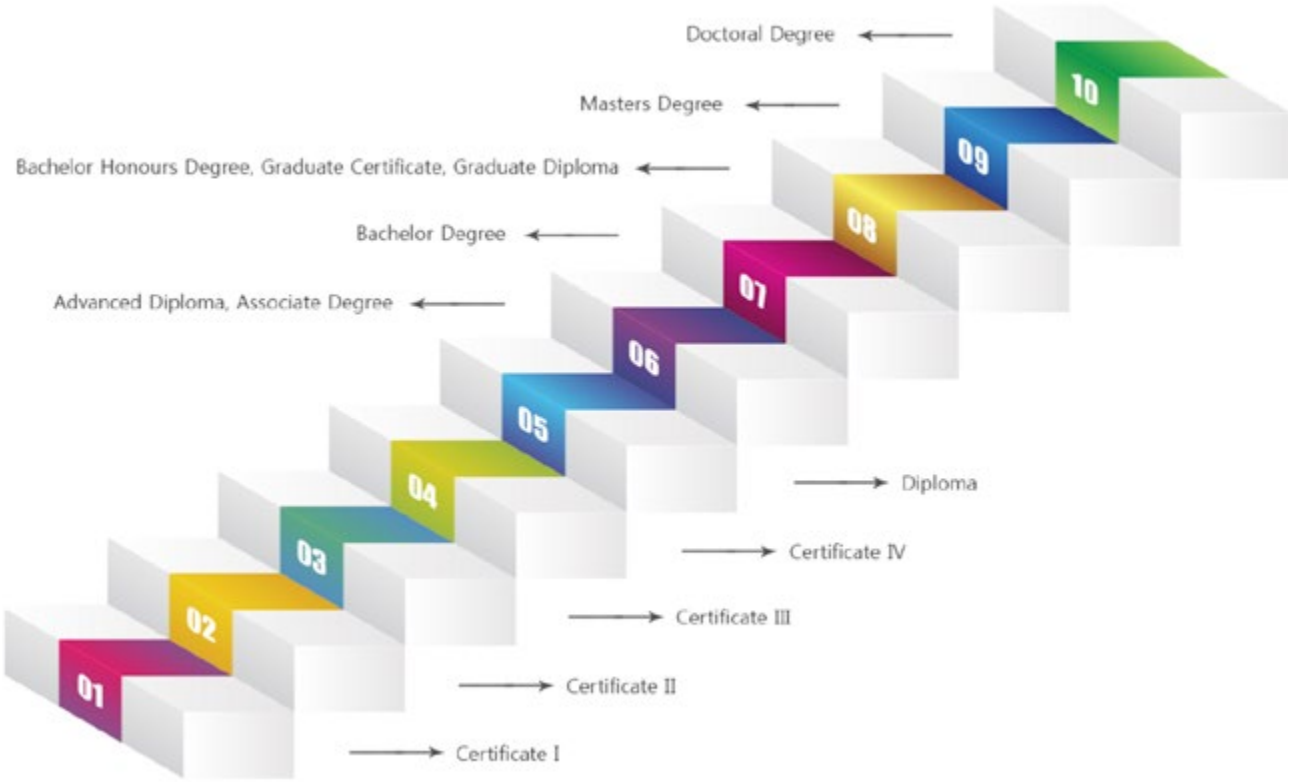
NATIONAL POLYTECHNIC OF AUSTRALIA PTY LTD (NPA)

CRICOS: 04096K



AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

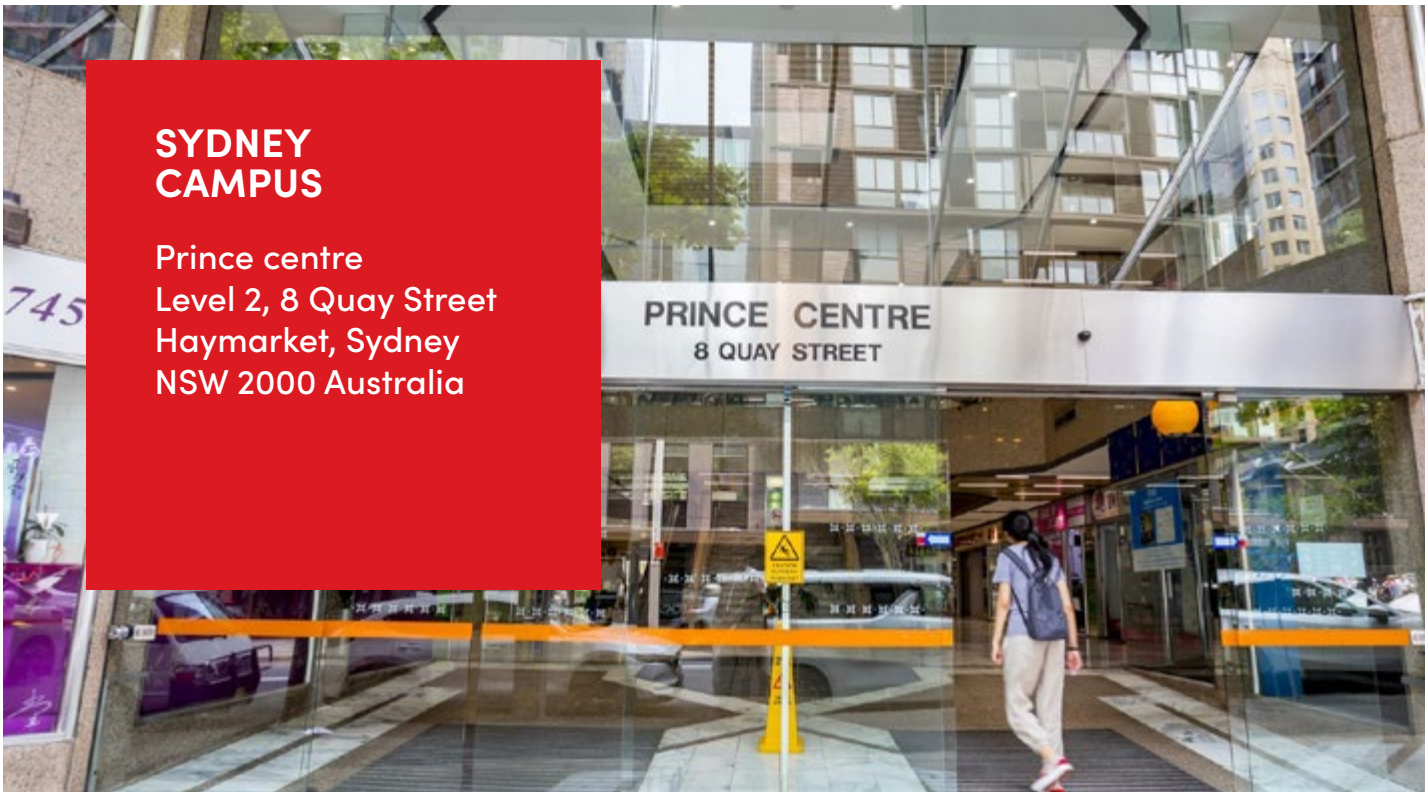
For more details: www.aqf.edu.au



FACULTIES

FACULTY OF ENGLISH	General English
FACULTY OF BUSINESS & TECHNOLOGY	Accounting Graduate Studies Project Management Leadership and Management
FACULTY OF COMMUNITY SERVICES	Early Childhood and Care
FACULTY OF ENGINEERING TECHNOLOGY	Mechanical Technology Mechanical Diagnosis Automotive Management Electronics and Communication Information Technology
FACULTY OF HOSPITALITY	Hospitality Management Kitchen Management

CAMPUS LOCATIONS



SYDNEY CAMPUS

Prince centre
Level 2, 8 Quay Street
Haymarket, Sydney
NSW 2000 Australia



MELBOURNE CAMPUS

51 Brady Street
South Melbourne
VIC 3205 AUSTRALIA

TRAINING FACILITIES

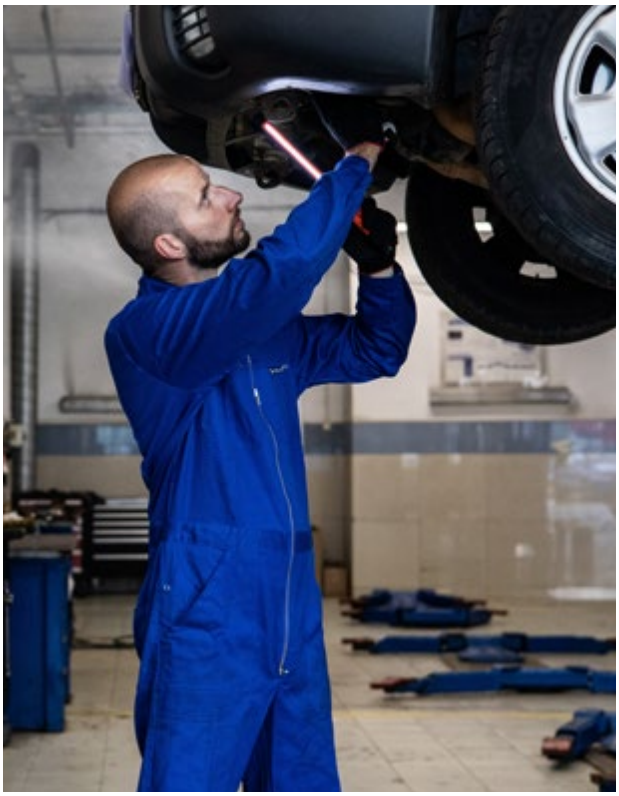
Our facilities are designed to work with students, not only to learn theoretical concepts on campus, but also create a hands-on experience so that they can put their theory into practice.

TRAINING WORKSHOPS

SYDNEY
Tech Sciences Workshop
(Electronics)
Unit 7, 9A Foundry Rd, Seven Hills
Sydney NSW 2147 Australia

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

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



TRAINING KITCHENS

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

MELBOURNE
Culinary Training Centre
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).

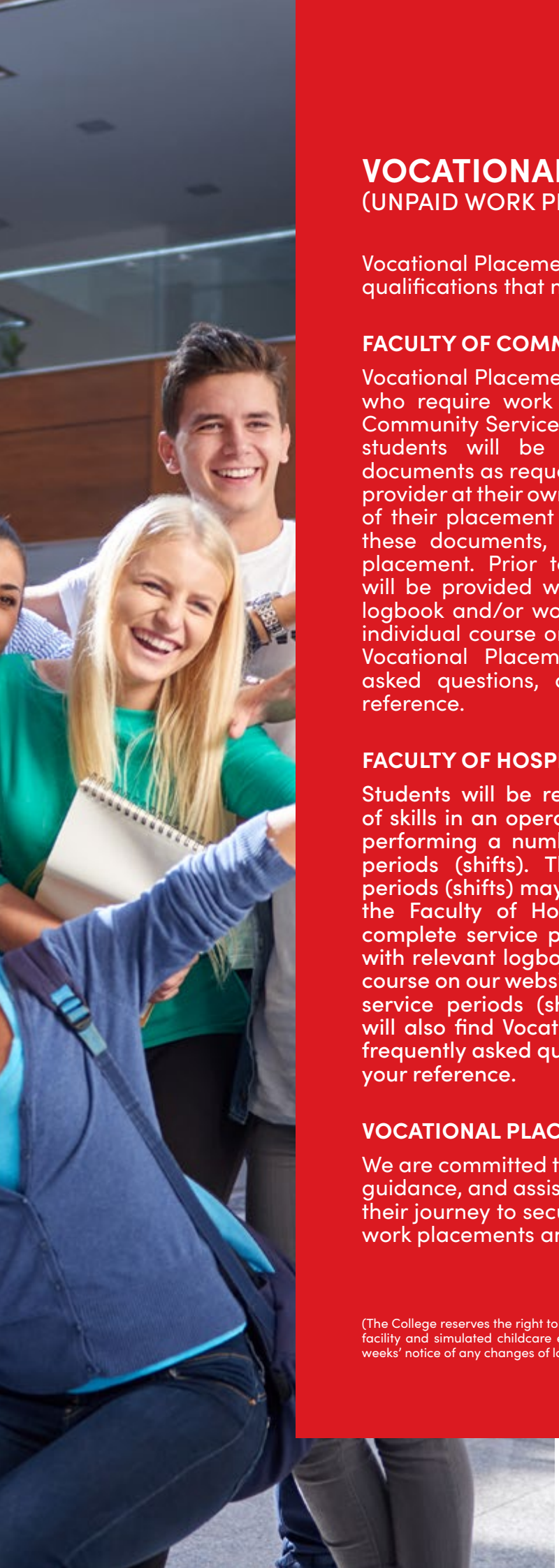
OUR CAMPUS FACILITIES INCLUDE:

- 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

NSW

www.sl.nsw.gov.au

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.

MELBOURNE

www.slv.vic.gov.au

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.

SYDNEY LIVING

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

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

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

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



STUDYING AT NPA

International students are required to study a minimum of 20 hours per week

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 NPA Education Agent and/or a NPA 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:
npa.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@npa.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**

STUDYING AT NPA

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: **npa.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 regarding the tuition and non-tuition fees, please refer to the website at: **npa.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: npa.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: **npa.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. Overseas Student Health Cover (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.

STUDYING AT NPA

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 the 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).

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

If an International Student does not meet the minimum level of English Language Proficiency, they will be required to take an LLN test prior to the commencement of their course. LLN tests are designed by the college. The tests are categorised based on the students' qualifications. They will be used as a tool to assist college personnel in identifying students who may require support in language and/or numeracy. LLN Tests are designed in accordance with the Australian Core Skills Framework as a guideline.

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: **npa.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@npa.edu.au
FACULTY OF BUSINESS & TECHNOLOGY	businesstechnology@npa.edu.au
FACULTY OF COMMUNITY SERVICES	communityservices@npa.edu.au
FACULTY OF ENGINEERING TECHNOLOGY	engineeringtechnology@npa.edu.au
FACULTY OF HOSPITALITY	hospitality@npa.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@npa.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: **npa.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: **npa.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@npa.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: **npa.edu.au**.

If you wish to lodge a complaint, please complete and submit the Complaints & Appeals Form, available at: **npa.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.

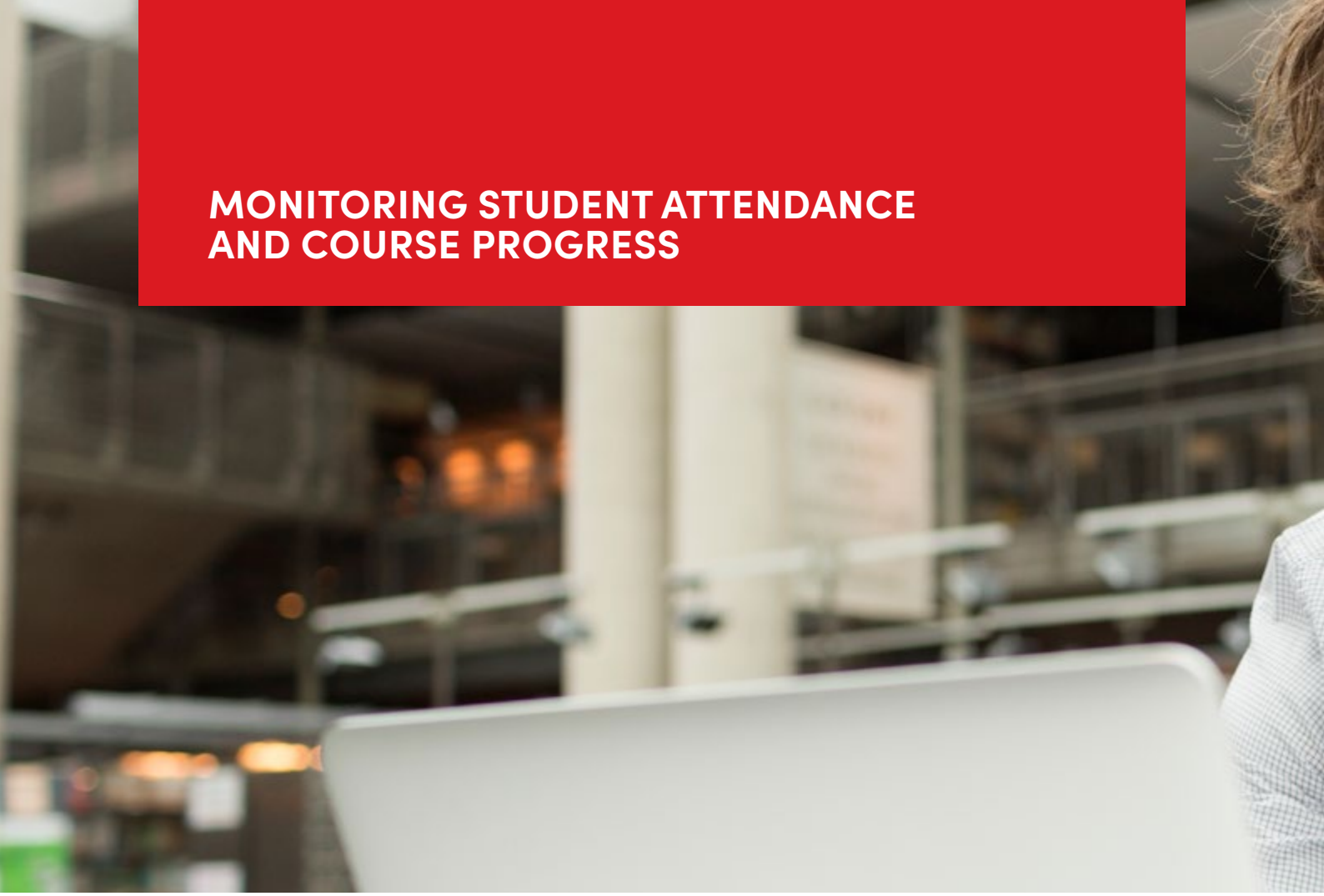
When a complaint/appeal is not straightforward regarding a serious matter that requires significant and immediate attention, the student may directly turn to the Formal Complaints/Appeals Procedure. The college staff are also available to assist students in lodging the relevant documentation for formal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

MONITORING STUDENT ATTENDANCE AND COURSE PROGRESS



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

To avoid being at risk for failing satisfactory course progress, the student must maintain at least 60% of the total units delivered each quarter. In case a student is not able to meet the satisfactory course progress, the student will be classified as "at risk" of not meeting the satisfactory course progress. The college will consult with the student to implement an Intervention Strategy Plan (ISP). This may include but is not limited to counselling, re-submission of assessments, educative support, customised assessment, etc.

In the circumstances where the student fails to maintain at least 60% of the total units delivered for two (2) consecutive quarters, the student will fail to meet satisfactory course progress. The college will notify the student about the intention to report to the Department of Home Affairs for unsatisfactory course progress, including the reason for the delay, and provide them with a provision to appeal.

Note: 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 Student Support Officer will follow up with a student whose attendance drops below 80% of the scheduled course contact hours after three consecutive units. The student will be "at risk" of not meeting the satisfactory course attendance. In this case, the Student Support Team will notify the student via several platforms, such as emailing the student, calling the student, and/or having a meeting with the student and implementing an Intervention Strategy Plan (ISP).

The ISP will document a process agreed upon between the trainer and the student, outlining the academic support and/or assistance to a student to achieve satisfactory course progress.

For more information, please refer to the Monitoring Student Attendance and Course Progress Policy and Procedure on our website at **npa.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 assessment for all units in your qualification. You will need to submit assessment by the due date for a result to be recorded. You will received full and 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 Quailty 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

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

VICTORIA LEGAL AID

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

ACADEMIC PATHWAYS AND 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 Sydney. 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 AND 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@npa.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 | **www.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: **www.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:

NSW Mental Health Access Line
Phone: 1800 011 511
www.health.nsw.gov.au

Dept of Health and Human Services
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:

NSW Sexual Health Infolink
Phone: 1800 451 624
www.sshc.org.au/what-we-do

VIC Sexual Health Infolink
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 2 8609 6673** (24/7)
   and email: **studentsupport@npa.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 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

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

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

TIPS TO KEEPING SAFE

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.nsw.gov.au
www.police.vic.gov.au

ACCOMODATION

There are several accommodation options to choose from in 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 NSW / VIC

Know your rights as a renter - Tenants NSW and Tenants VIC have an interpreting service and fact sheets translated into many different languages. If you need any advice on renting, contact Tenants NSW or Tenants VIC for advice.

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

VIC
Phone: **(03) 9416 2577**
www.tenantsvic.org.au

For more information on accommodation visit the following sites:
www.realestate.com.au/rent
www.flatmates.com.au/sydney
www.flatmates.com.au/melbourne
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. 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. Special Night Link bus services run after midnight on Fridays and Saturdays for late-night travellers.

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 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:

NSW - **www.transport.nsw.gov.au**
VIC - **www.vicroads.vic.gov.au**

CYCLING

Cycling is a very common practice in 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

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



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

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, visit:

Legal Aid NSW
Phone: **1300 888 529**
www.legalaid.nsw.gov.au

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

Legal Aid VIC
Phone: **1300 792 387**
www.legalaid.vic.gov.au

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 AND 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**

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 AND 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**
- 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

nationalpolytechnicaustralia

nationalpolytechnicaustralia

@nationalpolytechnicaustralia

@npacollege

npa.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 AND 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 National Polytechnic of Australia.

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 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. **npa.edu.au**

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

NPA 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.

NPA

CONTACT

+61 2 8609 6673
info@npa.edu.au
www.npa.edu.au

CAMPUSES

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

MELBOURNE CAMPUS
51 Brady St
South Melbourne
VIC 3205 Australia

TRAINING WORKSHOPS

SYDNEY
Tech Sciences Workshop
(Electronics)
Unit 7, 9A Foundry Rd
Seven Hills
Sydney NSW 2147 Australia

Tech Sciences Workshop
(Automotive)
Unit 2, 14 Welder Road
Seven Hills
Sydney NSW 2147 Australia

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

TRAINING KITCHENS

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

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

Social Media:
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