

The Management School Sydney

Orientation Program

Version 7.4 dated 25 July 2018

Hello and G'day

Velkommen

Gnindi ton hap

Selamat Datang

Swagat

Dobrodošli

Bienvenido

Mabuhay

ยินดีต้อนรับ

καλωσόρισμα

Bienvenue

Namaste

Kyo tzo pa eit

Welkom

Sat Sri Akal

欢迎您!

Bem vindo

Witamy!

Words of wisdom

It isn't always easy being an International Student...

But believe in yourself and challenge yourself

Malala Yousafzai (activist for female education and youngest Nobel laureate) says:

“One Child, one teacher, one pen and one book can change the world”

The Management School Sydney

► **Our Location**

TMSS is located on the Ground Floor and Level 3 of 55-57 Wentworth Avenue, Sydney NSW 2000.

Our phone number is (02) 9119 3862

enquiry@tmss.edu.au

www.tmss.edu.au

The Management School Sydney

► Our Classrooms and Facilities

We have three (3) purpose equipped classrooms with audio-visual equipment and a range of learning facilities including:

- ❖ Student Lounge: students can relax, sit back, access the internet from their devices or re-heat food and make coffee and tea in the lounge.
 - ❖ This is a shared area with another college, Kingsway Institute. It is available for use during college opening hours Monday to Friday.
 - ❖ The common room includes a small kitchen bench with Microwave.

The Management School Sydney

- ❖ **Library and computer room:**
- ❖ The TMSS library houses a range of textbooks used in each subject during the term. The college has textbooks and other resources available available for borrowing. The library is subject to a range of rules. For further details see the Library Conditions of use.
- ❖ **Free Wi-Fi Internet Access:** the college has free access to Wi-Fi facilities for students. On enrolment, you will receive a password to use to log into the Wi-Fi port with your own laptop, mobile or tablet.

The Management School Sydney

► College Staff

The college staff are shown below with their contact details and working hours. The landline phone for all staff is (02) 9119 3862.

Job Title	Employee Name	Email Address	Hours of Work
Principal Executive Officer	Ms. Punnamee Lerksamran	noo.l@tmss.edu.au	9.00am to 5.00pm Monday to Friday
RTO Manager	Dr. Mo Kader	m.kader@consultica.com.au	9.00am to 5.00pm Monday to Friday
Administration Manager	Ms. Tarn (Watcharin) Janthapha	tarn.j@tmss.edu.au	9.00am to 6.00pm Monday to Friday
Student Support Coordinator	Mr. Jack (Chao) Liu	enrol@tmss.edu.au	9.00am to 6.00pm Monday to Friday
Student Support Coordinator	Ms. Helen	enrol@tmss.edu.au	9.00am to 6.00pm Monday to Friday
Marketing Manager and Critical Incident Contact	Mr. Jan Ucen	jan.u@tmss.edu.au mob: 0419 442 907	9.00am to 6.00pm Monday to Friday

In an emergency

- The emergency services phone number (Police, Ambulance and Fire Department) for NSW is zero zero zero (000).
- The **college emergency** contact phone number to is **0419 442 907** at any time of day or night, seven days a week.
- The name of the **Critical Incident** contact is **Jan Ucen** – phone the above number
- A critical incident could involve:
 - A medical emergency
 - A personal threat (e.g. physical or sexual assault)
 - Fire
 - A physical, electrical or chemical hazard
 - etc

Supporting You in Your New Study Environment

TMSS has staff who are dedicated to assisting you with:

- ▶ Academic support
- ▶ Administration support
- ▶ Counselling

The staff can be contacted as per slides 6 and 7 above.

Academic support

Support with academic progress is available in one or more of the following ways:

- ▶ Counselling
- ▶ Attending extra tutorials
- ▶ Attending one on one sessions with a lecturer or tutor
- ▶ Attending additional group classes
- ▶ Attending language support sessions
- ▶ Agreeing to specific Study Plan
- ▶ Agreeing to specific study achievement milestones
- ▶ Other academic measures as deemed necessary by the college

Administration support

The college offers support in the following, at no extra cost to the student:

- ▶ Enrolment & registration
- ▶ Fees and refunds
- ▶ Universal Student Identifier (USI)
- ▶ Credit transfer application
- ▶ OSHC enquiries
- ▶ Access to student portal
- ▶ Update contact details
- ▶ Attendance
- ▶ Enrolment
- ▶ Deferring / changing course
- ▶ CoE extension
- ▶ Student withdrawal/refund
- ▶ Student appeal
- ▶ Support through psychological difficulties or crises

For more information, please enquire at the administration office

Useful links

Student visa information: <https://www.homeaffairs.gov.au/trav/stud>

Workplace rights: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

24 Hour Emergency Contact: For medical, police or fire emergencies phone **000**.

Commonwealth Ombudsman:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Overseas Student Health Cover (OSHC): Enquire from TMSS student support

Legal advice:

- ▶ NSW Legal Aid: <https://www.legalaid.nsw.gov.au/>
- ▶ Community Legal Centres provide free consultation: <http://www.clcnsw.org.au/index.php>

Dispute resolution: <http://www.cjc.nsw.gov.au/>

Workplace Health and Safety legislation: <http://www.workcover.nsw.gov.au>

Your workplace rights

- Unfortunately not all employers treat their overseas student employees in the way they have a right to expect
- If you need help with dealing with your employer, you can contact the Fair Work Ombudsman at <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>
- ▶ Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman provides free advice and assistance to all workers to help them understand these rights.
- ▶ If you're having an issue at work, you can contact the Fair Work Ombudsman anonymously. You can make an anonymous report in your language using the translated anonymous report form, which is available in multiple languages.
- ▶ Translated information is available in multiple languages the [Language help section](#). If you or someone you know needs an interpreter when contacting the Fair Work Ombudsman or the Department of Home Affairs, call the Translating and Interpreting Service on 131 450.

Quality in education and Australian regulations

Before accepting an offer to study at the college, international students should be familiar with the Education Services for Overseas Students (ESOS) framework.

A simple explanation of the ESOS framework can be found at:

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

Duration of study

Students **must complete their course within the duration** specified in their Letter of Offer.

Extension of the duration of study may be approved by the college only under exceptional circumstances such as:

- ▶ Illness where a medical certificate states that the student is unable to attend classes
- ▶ Exceptional circumstances of a family or personal nature or other nature that make it unreasonable to expect the student to be able to commence or complete their studies, in the view of the college.
 - ▶ These may include natural disaster, war, and severe illness of a direct family member needing the students support, death or unforeseen family financial difficulties.
 - ▶ These are subject to the view of the college.

Duration of study for BSB40215 Certificate IV in Business

- ▶ Total duration of course = 52 weeks
- ▶ Includes:
 - ▶ Study weeks: 38 weeks
 - ▶ Term breaks: 14 weeks

Duration of study for BSB50215 Diploma of Business

- ▶ Total duration = 65 weeks
- ▶ Includes:
 - ▶ Study weeks = 45 weeks
 - ▶ Term breaks = 20 weeks

Duration of study for BSB60215 Advanced Diploma of Business

- ▶ Total duration = 104 weeks
- ▶ Includes:
 - ▶ Study weeks: 72 weeks
 - ▶ Term breaks: 32 weeks

Hints for success

Celebrate your own culture but ...

- ▶ Your English level is the key to success
- ▶ Only speak in English in the classroom
- ▶ Read English language newspapers, news, movies, television and magazines
- ▶ Interact with your trainers and fellow students to maximise your learning opportunities

City of Sydney Library Service

- ▶ Students may join the City of Sydney Library Service through the online website access at

<https://library.cityofsydney.nsw.gov.au/Montage/Join.aspx>

Branches are located here:

- ▶ Customs House Library
- ▶ Glebe Library
- ▶ Green Square Library
- ▶ Haymarket Library
- ▶ Kings Cross Library
- ▶ Newtown Library
- ▶ Pyrmont Link
- ▶ Surrey Hills Library
- ▶ Library Express
- ▶ Ultimo Library
- ▶ Waterloo Library

City of Sydney Library Service

The street address, contact details and opening hours of all City of Sydney Library Services branches listed above can be found by visiting the following website at: <https://www.cityofsydney.nsw.gov.au/explore/libraries/our-network>

The conditions of membership are as follows:

- ▶ Membership is free to all residents of New South Wales
- ▶ Students must agree to abide by all City of Sydney Library Service policies and conditions of use

Students can find further information by visiting the City of Sydney Library Service website at <http://www.cityofsydney.nsw.gov.au/library/Default.asp>

Pathways from the qualifications

- ▶ On completion of a qualification, candidates can choose to study higher qualifications or apply for roles in a relevant industry.

Credit Transfer

- ▶ Students can apply for credits for units of competency if they have evidence such as AQF certification documentation issued by another college or an authenticated VET transcript issued by the Registrar.
- ▶ The college will ensure that learners are not required to repeat any unit in which they have already been assessed as competent.

Workplace Health and Safety (WHS)

- Trainers and assessors conduct hazard and risk assessments prior to conducting training and assessment as per the Work Health and Safety Legislation 2011 to ensure that all the tools and equipment for training and assessment are in a safe working order prior to commencement of the course.
- Students are informed of the location of the first aid kit and evacuation procedures relevant to the area where they are training or being assessed.

Course progress requirements

- ▶ As an international student, there is a requirement for you to maintain a satisfactory level of course progress to ensure that you comply with your student visa requirements.
- ▶ Course progress will depend on you passing all of your assessments in a timely fashion, so that you can complete your assessment. This will depend on you regularly attending classes.
- ▶ The college adopts a specific policy on course progress that covers completion of assessment tasks. It is important that you read this information to appreciate the commitment you will be making when you enrol with us.
- ▶ It is vital that you maintain satisfactory attendance at classes and tutorials. Your trainer will mark attendance shortly after commencement of the class.

Course progress criteria

- ▶ Your trainer will monitor your performance in class.
 - Any student who falls behind will be given support and guidance to come back up to speed.
- ▶ A student who fails to successfully complete 50% or more of the required assessments in a given study period will be regarded as failing to maintain satisfactory course progress.
- ▶ The student will be sent a First Warning letter, and a meeting arranged with their trainer or the Principal.
 - At the meeting a study plan will be worked out for them to complete their assessments.
- ▶ If a student fails to pass or to submit more than 50% of their assessments in two consecutive study periods, then they will be sent a Second Warning letter, and finally, if their performance does not improve, an Intention to Report letter, and they may be reported to the Department of Education and Training and their visa may be cancelled.
- ▶ You will be given a copy of the TMSS Monitoring Course Progress Policy and Procedure at your orientation. Please study it carefully.

Student leave of absence

- ▶ If a student is unable to attend classes for an extended period of time (longer than one week), they must complete a Student Leave of Absence Form with supporting documentation pertaining to the reason for your absence.
- ▶ The college will assess your application and provide you with written advice regarding its outcome within two (2) weeks of the form being received by the college.
- ▶ Leave of Absence generally relates to compelling or compassionate reasons or for reasons outside the control of the student. In all cases documented evidence will be required and the college may request audience with the student.

Confirmation of Enrolment - cancellation or re-issuance

- ▶ If a student finishes their program of study earlier than their CoE end date, upon graduation, their CoE will be cancelled as an early completer.
- ▶ When a student has been granted an approved deferment or suspension of their studies, the duration of their studies may be extended and a new CoE is issued to them.
- ▶ Students who gain course credit will have the duration of their study adjusted accordingly.

Deferral, suspension or cancellation of enrolment (student-initiated)

Students wishing to defer, suspend or cancel their enrolment must meet one (1) of the following conditions:

- ▶ The student has been delayed due to a visa not being issued
- ▶ There are compassionate or compelling circumstances affecting the student that is beyond their control such as serious illness, death of a close or direct family member, major political upheaval, natural disaster or a traumatic experience
- ▶ In all cases, the student must provide documented evidence and the college management will assess their application.

Deferral, suspension or cancellation of enrolment (college-initiated)

The college may suspend a student's enrolment for serious reasons that, in the college's view, constitute an offence deserving of suspension. These could include:

- ▶ Stealing from the college or a peer
- ▶ A serious breach of college rules
- ▶ A failure to comply with the reasonable requests for a college employee or contractor
- ▶ A threat whether direct or indirect to staff, peers or others
- ▶ A breach of enrolment conditions
- ▶ Offensive conduct
- ▶ Failing to meet the requirements of the course progress policy
- ▶ Non-payment of tuition fees when they are due
- ▶ Cheating, plagiarism or other forms of misconduct that are considered, by the college, to be serious or repetitive in nature
- ▶ Any other serious breach of the Student Code of Conduct (see next slide)

Student Code of Conduct

TMSS strives to be a socially-responsible, industry-leading and supportive educational institution. Students are at the heart of this vision. The college provides a safe, collegial learning environment sustained by student's commitment to self-responsibility and carrying on a sense of duty.

TMSS provides:

- › A consultative approach to its services via its student services staff and student surveys
- › High quality teaching by staff of high academic standing
- › Clear assessments that are well-communicated to students
- › Clear, fair and accessible policies and procedures
- › A democratic environment in which students can freely express their opinions without fear of repercussion

Student Code of Conduct (cont.)

TMSS, in return, expects students to:

- › Allocate the appropriate degree of time and effort to learning and the completion of assessments
- › Bring to the attention of the college any issues that may impeded their study or that of others
- › Take responsibility for their study as mature and professional adults
- › Deal with others in a courteous and respectful manner
- › Maintain high levels of ethical conduct and academic integrity at all times
- › Respect different opinions, cultural norms and ways of life
- › Apply the principles of recognition of others' efforts and intellectual property
- › Be a responsible citizen and a catalyst for change for the better

Legal Aid and legal services

- ▶ **Legal Aid NSW** helps people with their legal challenges. You may be able to get free help. Go to : <https://www.legalaid.nsw.gov.au/>
- ▶ The **Tenant's Union** provides local tenancy advice and advocacy services and can be contacted on 1800 251 101 or via the union's web site on www.tenants.org.au.
- ▶ For **gym membership** issues, please note that gyms are not allowed to ask a customer to pay for a membership of more than twelve (12) months at a time. For complaints regarding gyms, please contact Fitness Australia on 1300 211 311 or www.fitness.org.au.
- ▶ Travel insurance issues and concerns can be raised with the **Financial Ombudsman Service (FOS)** on 1300 780 808 or on www.fos.org.au.
- ▶ If you suspect a **scam** (a trick or fraud when a person pays money, but gets nothing in return or the person receives something that is worth far less than what the consumer paid), please contact SCAMwatch on 1300 795 995 or www.scamwatch.gov.au. The web site also contains a list of the latest scams.

Student feedback

- ▶ The college places emphasis on the views and opinions of its student cohort. Every term, the college will request students to complete a quality survey of its operations, teaching, learning and overall quality level.
- ▶ Feedback from these surveys, which are confidential, will be used to enhance the college service. The results of all surveys are viewed by college management, so your views are taken with the utmost of respect.

Cheating and plagiarism

- ▶ Academic misconduct includes copying the work of others, poor referencing, plagiarism and all forms of cheating.
- ▶ It is important that students familiarise themselves with their responsibilities in relation to Academic Integrity and if you have any questions direct them to your lecturer or the Student Academic Support Officer.
- ▶ Plagiarism may be intention or unintentional. Both forms of plagiarism are unacceptable and constitute a serious violation of trust in you as a student and undermines the learning process.
- ▶ A student must under no circumstances engage another person or business to do their assessments, for or without a fee.

Complaints and appeals

- ▶ A student may wish to complain about:
 - Another student
 - The teacher
 - The college
 - Some other matter
- ▶ You should first discuss this with your teacher. If this is not possible, then the college administration and management will be only too happy to help you.
- ▶ You complaint will be treated with the utmost respect and confidentiality.
- ▶ TMSS welcomes complaints, as they can help us improve
- ▶ The TMSS Complaints and Appeals Form can be downloaded from our web site <http://www.tmss.edu.au/sites/default/files/2017/RTO6-6.1%20to%206.6%20Complaints%20and%20Appeals%20Form.pdf>

Complaints and appeals (cont.)

- ▶ It is your right as an overseas student to appeal any decision that the college makes, whether in regard to an academic, disciplinary, or some other matter.
- ▶ The TMSS Complaints and Appeals Policy and Procedure can be downloaded from our web site www.tmss.edu.au
- ▶ If you are not happy with our final decision, you may appeal to the Commonwealth Ombudsman
- ▶ The Commonwealth Ombudsman (<http://www.ombudsman.gov.au/about/overseas-students>) investigates complaints about problems that overseas students have with private education and training in Australia.
- ▶ The Commonwealth Ombudsman can only judge whether a college has followed the right processes. They cannot make a judgement on the worthiness or otherwise of the overseas student's case. Their decision is final.

Learning Management System (LMS)

- ▶ The college uses an online Learning Management System (LMS) called Moodle
- ▶ The system provides enrolled students with access to course materials, discussion forums, academic staff contact, contact with peers, uploading assessments and other useful subject-related materials.
- ▶ Moodle can be accessed through the college web site via a computer or smart device.
- ▶ You will be given your Moodle login at the orientation session

Useful local information

► About Australia

Australia occupies 5% of the world's surface and is the sixth (6th) largest country in the world. The population size of Australia is around 23 million, which makes it one of the less populated countries of the world due to its large size.

Australia has several States and Territories. The college is located in the state of New South Wales (NSW for short) with Sydney as the Capital City of NSW. The Capital City of Australia is Canberra, located to the south of NSW. Canberra is based in the Australian Capital Territory (ACT). Other states include Victoria (the capital city is Melbourne), Queensland (the capital city is Brisbane), South Australia (the capital city is Adelaide), Western Australia (the capital city is Perth), the Northern Territory (the capital city is Darwin) and Tasmania (the capital city is Hobart).

Useful local information

► Life in Sydney

Life in Sydney as a student is an intriguing and rewarding experience. Sydney is one of the most liveable and beautiful cities in the world with a diversity of natural beauty. Sydney is also Australia's commercial capital with some of the country's largest businesses and enterprises based in the Sydney CBD.

Cultural, arts and nigh life in Sydney is exciting and diverse. With a plethora of restaurants, clubs, museums and cultural icons, the city provides ample opportunity for internal tourism and exploration.

The section below provides information on a range of items of interest that will be useful to you in your journey arriving into, living and studying in, and travelling from Sydney.

Useful local information

► Pre-Arrival Information

Travelling to another city or another country to study is a big step in the life of most aspiring students. The feeling of having to leave home and friends to study in a different place can feel challenging. However, this exceptional step in your life as an adult, a professional and a human being will hopefully be the start of some of the best experiences and best learning of your life. Education opens up our minds as does travel, so we hope you will enjoy your trip, both the short trip of arriving to Sydney and the long trip of studying for a qualification. Below are some basic pointers that will help you in pre-arrival preparations.

- ❖ Ensure you have the right visa for study in Australia and that your passport is valid and that you don't forget it.
- ❖ Pack lightly as many of the items you believe may not be available in Sydney are sold here. Sydney is a multi-cultural and diverse city with a range of products, foods and items sold.

Useful local information

► Weather in Sydney

Summer in Sydney starts in December and ends in February with a daily maximum temperature of around 25 degrees Celsius (77 degrees Fahrenheit) and a minimum temperature of around 18 degrees Celsius (65 degrees Fahrenheit). Autumn runs from March to May and winter is from June to August. Temperatures range from 23 degrees Celsius to 8 degrees Celsius during this time. Spring starts in September and ends in November with temperatures ranging from 23 to 11 degrees Celsius.

Rainfall in Australia is between 77mm (3.0 inches) and 128 mm (5.0 inches) per month and there are between 9 and 12 days of rain per month depending on the season.

The number of hours of sunshine per day range from 5.0 hours to 7.7 hours with the month of November being the day with the longest number of hours of sunshine.

For more information about Sydney's weather visit www.sydney.com.au.

Useful local information

▶ **Renting Accommodation**

Rent can be one of the largest costs of staying in a city like Sydney. Here are several tips to help you rent accommodation in Sydney.

▶ **The Rental Contract**

Have a written rental contract with detailed terms signed by both parties. Read the terms carefully and seek help from a friend or ask for advice if you are unsure of the terms of the contract.

Useful local information

▶ **Rental Bond**

In NSW, no more than four weeks' rent as a bond is allowed to be charged by the landlord. For more details about rental bonds, visit:

www.tenants.org.au

The phone number for Tenants is 133 220 and their opening hours are 8.30am to 5.00pm Monday to Friday.

▶ **Rent Paid in Advance**

No more than two weeks' rent in advance is allowed to be charge by the landlord.

Useful local information

► **Utilities**

Please be sure you and your landlord agree on the bills you are paying on electricity, gas, internet, water usage, etc. and clarify the responsibility in writing. Water sewerage charges cannot be charged.

► **End of Tenancy Contract**

Read your tenancy contract beforehand in terms of termination. A notice period is normally needed, or you will end up paying more after you move out or have an amount deducted from your bond.

For more information or inquiries when you have a rental problem, please call

- NSW Fair Trading: 13 32 20
- Redfern Legal Service: 9698 7277
- Legal Aid NSW: 1300 888 529

Homestay accommodation

Several companies provide homestay accommodation in Sydney. This means that the student would be staying with an Australian family, which provides opportunities for understanding Australian culture, the Australian way of life and the English language.

Home stay options are varied and can range from Shared Houses and Apartments where students live together in a shared house, to Furnished Houses and Apartments which provide for greater comfort as they are equipped with a range of household furniture and appliance items.

Examples of organisations providing these services are (see next slide):

Homestay accommodation (cont.)

- ▶ **Oz Homestay**

www.ozhomestay.com.au

Phone (02) 8765 9063

- ▶ **Xbase Sydney**

www.base-hostel-sydney.com

(02) 9267 7718

- ▶ **Iglu Student Accommodation**

www.iglu.com.au

Phone (02) 8024 8600

Homestay accommodation (cont.)

- ▶ **Cozy Stay Accommodation**

www.cozystay.com.au

Phone 1300 852 254

- ▶ **2Stay Accommodation**

www.2stay.com.au

Phone (02) 8005 1299

- ▶ **Urbanest**

www.urbanest.com.au

Phone (02) 8091 9959

Websites for apartment living and interim living

Many students share apartments or may decide to live on their own. It is important to arrive in Sydney earlier than the course start date to allow you time to locate suitable accommodation, see apartments and meet with landlords or prospective house mates before the term starts.

The web sites below are a good place to look for interim accommodation until you find the unit or place you prefer to stay in over the longer term.

- ▶ www.wakeup.com.au
- ▶ www.glenferrielodge.com
- ▶ www.domain.com.au
- ▶ www.realestate.com.au
- ▶ www.unilodge.com.au

City of Sydney youth services

There are six (6) youth programs delivered by the City of Sydney which deliver recreational, educational and vocational programs including activities such as hiking cooking and the like. For more details see www.cityofsydney.nsw.gov.au

► Culture and Arts

Sydney is a vibrant city with ample things to do across all seasons. A particularly interesting Sydney attraction that can be visited all year round is the Art Gallery of New South Wales.

The Art Gallery houses an impressive collection of Australian and international works of art and is conveniently located within walking distance from the Sydney CBD.

The Galleries phone number is 1800 679 278 and its web site is www.artgallery.nsw.gov.au

City of Sydney youth services (cont.)

The Museum of Contemporary Art at 140 George Street, The Rocks, is also an exceptional venue with a range of modern art works. Free guided tours are available at the Museum and there are always interesting and innovative exhibitions to see.

The Museum's phone number is (02) 9245 2416 and its web site is www.mca.com.au

Migrant Resource Centre

- › For any issue you may have while living in Australia, you may contact the centre for support services.
- (02) 9663 3922

Taxation in Australia

- › To work in Australia, students need a Tax File Number (TFN). This can be obtained from the Australian Taxation Office (ATO) by visiting their web site or calling them.
- › There is also a Translating and Interpreting Service phone number the ATO provides. This is 03 9203 4027.
 - ▶ www.ato.gov.au
 - ▶ Phone 13 18 81
- › For information on how to protect your TFN and avoid identify crime visit www.ato.gov.au/identitycrime
- › If you are an Australian resident for tax purposes and invest in Australia you should advise your Australian payer of your residency status and current overseas address, so they do not withhold tax at a higher rate. To find out more, visit www.ato.gov.au/internationaltax
- › For information on your eligibility to claim family tax benefits and advising the Department of Human Services of your TFN, visit www.humanservices.gov.au.

Alcohol and Water Safety

- › Swimming is a fun and healthy activity that may millions of people enjoy in Australia.
- › However, it is important to be safe around water and particularly so if one has had an alcoholic drink.
- › Drinking and swimming do not align, so it is important to make sure that safety is adhered to at all times.
- › The Royal Life Saving Society of Australia has developed a number of fact sheets on water safety issues. Please contact them or visit their web site to obtain copies of their fact sheets, and read them before swimming.
 - ▶ Phone: (02) 9634 3700
 - ▶ <https://www.royallifesaving.com.au>

Flooding

Flooding is a not uncommon natural disaster in Australia and is a dangerous event. Flooding and flood water can increases ones risk of drowning, so it is important to not cross flooded waterways in motor vehicles, walking or riding through the water. TMSS Life Saving have a fact sheet about flooding (Fact Sheet No. 25), which provides useful tips on keeping safe. It is available on <https://www.royallifesaving.com.au> and more information is also obtainable by phone on 1300 737 763.

Department of Home Affairs and visa conditions

- › International Students are required to observe certain conditions pertaining to their student visa.
- › It is important that students understand their obligations in this regard including what the visa allows and disallows the student to do.
- › The college is required to report breaches of visa conditions to the Department of Home Affairs, so it is important for the student, when in doubt, to contact the Department for information, guidance and responses.
- <http://www.homeaffairs.gov.au/>

Health cover and health providers

Ambulance Cover

- › Overseas Student Health Cover (OSHC) policies may have gaps or limitations in ambulance cover so please be sure to check with your insurance provider “non-emergency” situations to prevent you from paying uncovered bills which can be hundreds of dollars.

Hospitals

- › Please check with your OSHC provider where their agreement hospitals are, so when you need to go to a hospital in a non-emergency situation, you will be accepted with OSHC.
- › Some public hospitals and all private hospitals will not be accepted for expense claims in your OSHC.

Health cover and health providers (cont.)

Health Clinic Hours

- › Most medical clinics are not open seven days and do not have 24-hour service, so you may need to check the clinic hours online in advance, especially if you need a medical certificate.
- › In non-emergency situations, you can call Healthdirect for advice on the number below.
 - 1800 022 222

Health cover and health providers (cont.)

Mental Health

- › If you feel like things may be getting too hard to handle, take time out for yourself, talk to your friends and family, or seek counselling services from the college.
- › Free support is also provided by institutions such as Beyond Blue and Lifeline.
- › Beyond Blue's web site is www.beyondblue.org.au and their phone number is 1300 224 636.
- › Lifeline's web site is www.lifeline.org.au and their phone number is 13 11 14.
- › The New South Wales Government, through the Department of Health, also have a transcultural mental health centre. Its web site is:
 - <http://www.dhi.health.nsw.gov.au/tmhc/default.aspx>
 - The phone number of the centre is (02) 9912 3851

Health cover and health providers (cont.)

- ▶ Students are required to maintain their Overseas Student Health Cover (OSHC) for the duration of their stay
- ▶ For details of OSHC, contact TMSS student support

Privacy of your information

- › Information provided by international students to the college may be made available to Australian Government of State Government agencies and the Fund Manager for ESOS Assurance funds, pursuant to the college's obligations under the ESOS Act 2000 and the National Code 2018.
- › In all cases, the information we collect from students will be used for the purpose of assessing their application, enrolling them in a program of study and managing their study during enrolment, or where required to be provided by law, will be provided to the legally authorised party entitled to that information.
- › The college will use the information it collects from the student or intending student for providing college services to them and not for any other purpose. We will use the information the student or intending student provide to use pursuant to our Privacy Policy as published on the college web site.

Privacy of your information (cont.)

- › The Privacy Officer at the college is the Quality Systems Manager who can be contacted at the college phone number or via our web site.
- › Students can access the information the college holds about them by contacting the Quality Systems Manager. The college will provide access to that information unless it is legally authorised not to. The college reserves the right to charge a \$150 fee for providing such information.
- › If the student wishes to change any personal information, which is incomplete, inaccurate or out of date, they are able to contact the college for this purpose by speaking with the Quality Systems Manager. On receipt of such a request, the college will take reasonable steps to correct such information.
- › If the student wishes to have their personal information removed from the college records, they may request this from the Quality Systems Manager and the college will delete those records wherever it is legally able to do so.

Privacy of your information (cont.)

- › The college may refuse the request to delete or modify information if this contravenes a college legal responsibility.
- › If this is the case, the college will write to the student explaining the reasons for the decision.
- › The college maintains all student information and records secure and takes all reasonable steps to ensure they are accurate and up to date.
- › Information sent to us or sent by us via the internet may not always be secure, given the nature of cyber security.
- › For this reason, we are unable to accept responsibility for the security of information sent or received via the internet, though the college will always take reasonable steps with regard to maintaining its information systems as secure as practical.

Privacy of your information (cont.)

- › The college may amend or change the Privacy Policy from time to time. Changes will be published on the college web site and take effect from the date of their publication.
- › If the student has concerns or wishes to contact the college regarding any aspect of the Privacy Policy, the Quality Systems Manager may be contacted via the college phone number or through its web site.

Change of contact details

- › Overseas students must advise the college of any changes in their Australian or home country address, email address or phone number within seven (7) days.
- › Changes to address and other contact details can be made by informing Student Services by completing a Change of Details form and handing it in person to Student Services or by completing the form, scanning it and emailing it to student services.

Transfers

Transfer between providers

- › Students may transfer to another education provider if they have completed at least six (6) months of study at the college. To transfer after this period, the student needs to complete a Transfer to Other Provider Request Form.
- › If the student wishes to transfer to another provider within the first six (6) months of study at the college, they must obtain a Release Letter from the college.
- › For more details, the TMSS Transfer to Other Provider Policy and Procedure can be downloaded from the college web site:

Student refund policy

▶ Domestic Student Refunds

- › The objective of this policy is to provide students with a clear understanding of the refund process at the college.
- › The policy and procedure applies to both commencing and re-enrolling students who wish to withdraw from the course they have enrolled in. All refund requests must be submitted in writing and accompanied by documented evidence with the grounds for the request.
- › This policy and the availability of complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.
- › The college is committed to ensuring fair and equitable policies and procedures are in place with regard to student fee refunds
- › You can download a refund request form from our web site:
<http://www.tmss.edu.au/sites/default/files/2017/REFUND%20REQUEST%20FORM.pdf>

Student refund policy (cont.)

Definitions:

- ❖ **Census date** means the last day that a student can notify the college in writing of any changes to their enrolment and complete fee payment for that term, including applying for a refund of tuition fees paid.
- ❖ **Provider default** means circumstances where a refund is owing due to an action of the college including:
 - The course does not start on the scheduled starting date
 - The course ceases to be provided at any time after it starts, but before it is completed
 - The course is not provided in full to the student because a sanction has been placed on the college.

Student refund policy (cont.)

- ▶ **Student Default** means the student withdraws from the unit (subject) or the course.
- ▶ **Special Consideration** means an exception to the general rule, where the college is satisfied that the student's circumstances are:
 - ❖ Beyond the student's control
 - ❖ Did not make its full impact on the student until after the Census Date for the unit
 - ❖ Makes it hard or impractical for the student to complete the requirements of the unit during the period in which the student undertook or was to undertake the study.

This does not include the student claiming a lack of knowledge of the college requirements.

Student refund policy (cont.)

Policy

- ❖ All domestic students who withdraw from a course of a unit of study prior to or on the Census Date will have a full refund of any fees paid.
- ❖ Any students who wish to withdraw from a course or unit of study after the Census Date may apply for a refund, which will be considered on compassionate grounds or special consideration.
- ❖ Any students who withdraw after the Census Date, and where a refund is not granted by the college, may appeal this decision according to the Student Complaints and Grievances Policy and Procedure.

Student refund policy (cont.)

Procedure

- ❖ Withdrawing prior to the Census Date requires the student to complete a Refund Application Form and a Withdrawal Without Academic Penalty and Financial Penalty Form.
- ❖ The student will be notified in writing when the refund is approved or if it has been declined. If a refund is declined, the student may apply to have the decision reviewed through completing a Student Complaints and Grievances Form.

Student refund policy (cont.)

► International Student Refunds

All refund requests must be submitted in writing using the Refund Application Form, signed by the student and must be accompanied by documented evidence of the grounds for the request.

Refunds will be paid in Australian Dollars (AUD) within twenty eight (28) days of receipt of a completed application. The student will be provided with a letter from the college explaining how the refund was calculated.

Applications for a refund not covered by the principles in this policy and procedure will be considered on a case by case basis.

This policy and the availability of complaints and appeals processes does not remove the rights of a student to take action under Australia's consumer protection laws.

Student refund policy (cont.)

► Full refunds

Provider (College) Cancellations:

- ❖ If the college is unable to offer a course for which the student has applied for, a full refund will be provided for all course fees paid for that course. In this case the college will also refund administration fees.
- ❖ If an offer of a place is cancelled by the college, a full refund will be provided for all course fees paid for that course unless:
 - The offer was made on the basis of false or misleading information
 - The cancellation was due to a student's failure to comply with visa conditions relating to their course or study with the college.

Student refund policy (cont.)

▶ Offshore Visa Refusals

If an offshore applicant is unable to obtain a student visa from an Australian diplomatic office, a full refund will be provided for all course fees paid.

Partial refunds

► Release

A student who has had a release request approved prior to or within the first six (6) months of their principal course, will be entitled to a fifty (50%) refund of unused course fees. This refund must be transferred directly into the account of the new educational provider.

► Student Visa

A student who holds a visa type that restricts them from ongoing studies, or who has withdrawn their student visa application on their own accord or fails to lodge for a student visa on their own accord will be refunded 100% of the unused course fees.

Partial refunds (cont.)

► **Provider Cancellation**

A student whose enrolment is cancelled by the college as a result of not maintaining satisfactory course progress and who chooses to re-enrol while an appeal is being considered, will be eligible for a 100% refund of the course fees paid for that study period, if their enrolment is subsequently cancelled or the appeal is dismissed.

A student whose enrolment is to be cancelled by the college as a result of unsatisfactory attendance, and who chooses to re-enrol while an appeal is being considered, will be eligible for a 100% refund of course fees aid for that study period, if their enrolment is cancelled and the appeal is dismissed.

No refunds

► **Provider Cancellations**

A student who has had their enrolment suspended or cancelled due to misbehaviour under serious disciplinary action will not be entitled to receive a refund for any course fees paid for that study period

► **Special Circumstances**

Students who withdraw from their course due to compassionate and compelling circumstances should complete the “Withdrawal without Academic and Financial Penalty Application” form to apply for removal of financial liability prior to lodging their refund application.

Each application will be considered on a case by case basis by the PEO or their nominee. If approved, the student may be entitled to a full or partial refund of course fees paid. If the application has been approved, a refund application form should be submitted accompanied by the special circumstances approval letter.

This policy and the availability of complaints and appeals processes, does not remove the rights of a student to take action under Australia’s consumer protection laws.

No Smoking policy

The entire college is smoke free and smokers must locate designated smoking areas outside of the building to smoke pursuant to local government regulations.

Fire evacuation

The college has a fire evacuation plan and fire and floor wardens. Signs showing emergency fire exits and the names of floor and fire wardens are displayed on each floor.

First aid kit

A first aid kit is located at reception.

