

The TAFE SA logo features the text "tafeSA" in a white, lowercase, sans-serif font. Above the letters "a" and "e" are three white circles of varying sizes, arranged in a slight arc.

tafeSA



Government of
South Australia

HIGHER EDUCATION,
VET AND ELICOS PROVIDER

WELCOME TO TAFE SA



tafesa.edu.au/international



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NEW INTERNATIONAL STUDENT CHECKLIST

Orientation and Course Induction

(available on the TAFE SA International website – Pre Departure and Orientation page)

- ☐ Attend the International Student Orientation
- ☐ Receive welcome pack and complete International Student Registration forms
- ☐ Apply for USI
- ☐ Get ID card from iCentral
- ☐ Attend Induction and Academic Counselling with my program area
- ☐ If applicable, discuss credit transfer and/or Recognition of Prior Learning at Academic Counselling session
- ☐ Receive my training plan
- ☐ Tell my lecturer that I have a university package, if applicable
- ☐ Like TAFE SA International Facebook page

Read and understand the policies and rules for being an international student at TAFE SA

(available on the TAFE SA International website – Policies and Responsibilities page)

- ☐ Conditions of Enrolment Policy
- ☐ Student Fees and Student Refunds Policy
- ☐ Recognition of Prior Learning (Course Credit) Policy
- ☐ Transfer of Provider Policy
- ☐ Complaints and Appeals Policy
- ☐ Duration of Study Policy
- ☐ Course Progress and Attendance Policy
- ☐ Deferral, Suspension and Cancellation of Studies Policy
- ☐ Critical Incidents Policy
- ☐ Admissions and Enrolment Policy
- ☐ Other TAFE SA Policies (including Plagiarism and Cheating, Student Code of Behaviour, and more)

Visa Conditions

(please refer to the Department of Home Affairs website)

- ☐ I am aware of the conditions of my student visa, including that I cannot work until my classes start
- ☐ If I haven't converted my visa to a student visa yet, I will do so shortly
- ☐ I will notify the Department of Home Affairs (HA) and the TAFE SA International Unit as soon as I have secured more permanent accommodation
- ☐ I must maintain my Overseas Student Health Cover (OSHC) for the entire duration of my studies and student visa

*Please note: this guide references a number of important websites. To find full details of these websites, please refer to the Useful Student Links list on page 12.

STUDYING AT TAFE SA

ENROLMENT AND REGISTRATION INFORMATION

The Letter of Offer contains the international student enrolment terms and conditions, and details of the tuition fee refund and complaints and appeals policies. By accepting a place at TAFE SA you agree to these conditions and policies.

Following your Orientation Session, you will attend an Induction Session with your course staff. At this induction you will also receive course counselling to determine the units or subjects that you will register in and your timetable for the semester course.

Please ensure that you complete all enrolment sections so that we may support any specific study requirements you have. You are enrolled in a course and classes once you complete your registration following your academic counselling.

You are encouraged to disclose any disability or ongoing health/medical condition that may require support. We can help you develop a personal access plan that will assist in your successful participation.

You must be and maintain your enrolment in the course for which you have received a Confirmation of Enrolment (COE) within the dates indicated on the COE.

STUDENT CODE OF CONDUCT

TAFE SA is committed to providing students with a safe, supportive and intellectually challenging study environment. Students enrolled in TAFE SA will share classes and facilities with staff and other students. It is expected that students will behave in a manner that is acceptable to the wider community.

TAFE SA values:

- > difference and diversity
- > respect and cooperation
- > tolerance
- > academic debate
- > freedom of expression balanced with social responsibility.

While on any campus of TAFE SA, all students, staff, contract staff and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

Unacceptable behaviour can hinder the academic progress or work performance of others. Where behaviour is disruptive or unacceptable, disciplinary action will be taken. A lecturer may ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous.

For more information about the Student Code of Behaviour please visit the TAFE SA International website – Policies and Responsibilities page.

STUDENT EXPECTATIONS

TAFE SA expects its students to:

- > treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare;
- > contribute to the orderly, effective and safe functioning of TAFE SA;
- > follow the occupational health, safety and welfare policies and procedures;
- > comply with all lawful directions given by staff while on TAFE SA property or engaged in a TAFE SA controlled or sponsored activity;
- > comply with TAFE SA's commitment to the prevention and elimination of unlawful discrimination;
- > abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on TAFE SA property or engaged in a TAFE SA controlled or sponsored activity, including the online environment;
- > access and use only that TAFE SA property to which they are entitled to have access;
- > adhere to program requirements and class norms established in class;
- > ensure that information of, or held by, TAFE SA or other students is not accessed, used or published inappropriately;
- > make timely payment of any fee, charge or penalty imposed by TAFE SA; and
- > maintain contact and personal information via the myTAFE SA self-service account.

Further details relating to conduct and discipline will be available during orientation and induction and is available on the TAFE SA website.

RACISM

TAFE SA is firmly committed to providing a workplace, teaching and learning environment which is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

Racial harassment is the expression or attitude of behaviour based on false assumptions of social myths or superiority of one race or culture over another.

Examples of racial prejudice or harassment may include name calling, racist graffiti, demeaning jokes concerning a person's racial or ethnic background and in extreme cases, physical assault.

For further information please visit tafesa.edu.au/apply-enrol/before-starting/student-policies/student-code

PRIVACY

TAFE SA is required to collect and store your personal information in order to administer your application and enrolment, to monitor your academic progress and to provide other services. TAFE SA will ensure that information collected from you is not excessive and is only used for the purpose for which it is collected.

Your personal information, provided to TAFE SA, may be made available to the Overseas Student Health Care provider, where applicable, pathway educational providers, TAFE SA contractors (providing service and advice) and Commonwealth and State agencies pursuant to obligations under the ESOS Act 2000 and the National code of Practice 2018 and to any contractor/s engaged by TAFE SA to provide advice or services in connection with any aspect of TAFE SA's international student program or operation. The release of your personal information will also be in accordance with the South Australian Government Information Privacy Principles.

SUSTAINABILITY

TAFE SA is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

NATIONAL RECOGNITION

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualification Parchments and Statements of Attainment issued by another RTO in Australia.

TAFE SA accepts Australian Qualifications Framework Qualification Parchments and Statements of Attainment issued by other RTOs. There are no fees for national recognition.

USI AND ID CARDS

Unique Student Identifier (USI)

All TAFE SA students (both new and continuing) will need a USI when enrolling.

As a new international student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. If you have already been studying at another RTO (not university level) institution you would already have a USI. That USI will be the same one you use for TAFE SA.

See the USI Student Quick Guide in this book for details on how to create your USI.

Student Identification (ID) card

You will receive a student ID card during Orientation. This card enables you to access many services including photocopying, printing, library loans, computer and internet login, and travel concessions (for full-time students).

Check with your local campus on the availability of these services. No refunds will be granted for any photocopy credits placed on this card. Should you lose your card and request a new one, charges may apply.

INTERNET USER AGREEMENT

When you complete your enrolment you will be agreeing to abide by the internet user agreement. Information technology resources at TAFE SA are to be used in a responsible manner for study purposes only. TAFE SA monitors internet use and action will be taken for inappropriate use.

LIBRARY USE

When you complete your enrolment you are agreeing to return by the prescribed due date any resources lent to you by the libraries of TAFE SA. You are also agreeing to pay for any damage, replacement or loss of resources lent to you by TAFE SA libraries. Failure to do so will result in a loss of library privileges and may prevent you from re-enrolling in a TAFE SA course. Your results may be withheld until the resources are replaced or paid for.



STUDENT QUICK GUIDE

HOW TO CREATE A USI



You will need a form of ID to create your USI such as a:

- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard



If your account is not activated you won't be able to view your transcript

You will need a current form of ID if you want to change your name(s) or date of birth

Your password must be at least 9 characters long, contain a lowercase letter, an uppercase letter and a number or special character

Enter all of your name(s) as they appear on the form of ID you are using to create your USI



Your USI is yours for life and you will need to take it with you every time you enrol in training

If your ID does not verify click "Next" two more times to show the Request Help link. Create a Help Request and write down your HR number

Your Help Request will be sent to the USI Office so that we can help you with the creation of your USI

HOW TO ACTIVATE YOUR USI ACCOUNT

If a training organisation created a USI for you, activate your USI account by:

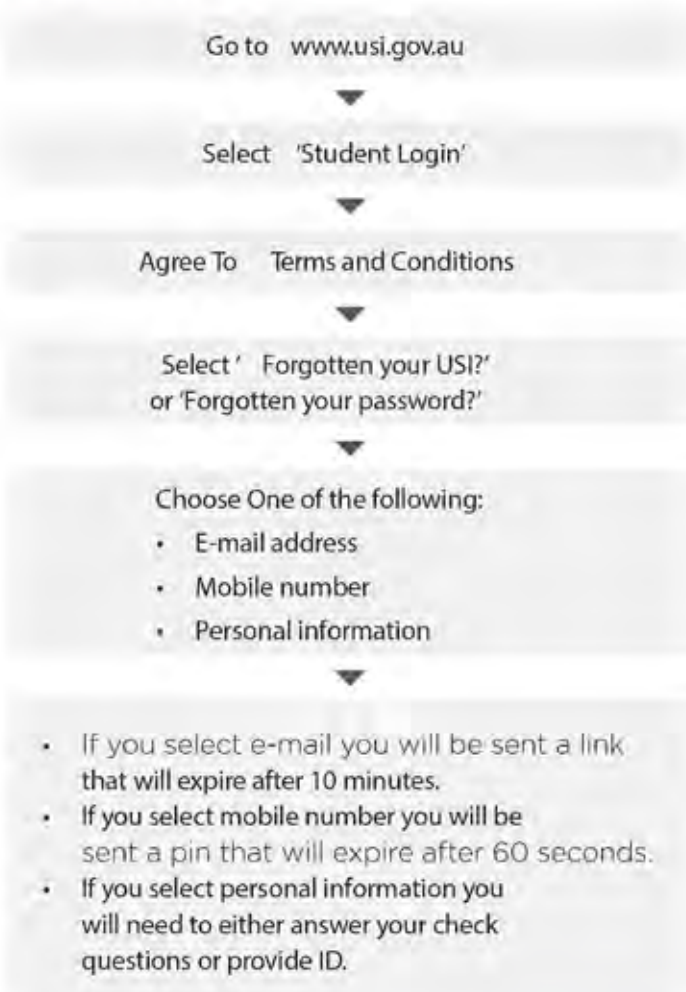
1. Clicking on the link that was sent to either your e-mail address or mobile number.
2. Once you have clicked on the link you will be asked to set up a password and two check questions.
3. You will then be able to login to your USI account. Your training organisation cannot do this part for you.

HOW TO UPDATE PERSONAL OR CONTACT DETAILS

You can change your personal and contact details by logging in to your USI account and selecting either 'Update Personal details' or 'Update Contact details'.

If you have given your training organisation permission to update your details they can make the changes for you.

HOW TO RETRIEVE A FORGOTTEN USI OR PASSWORD



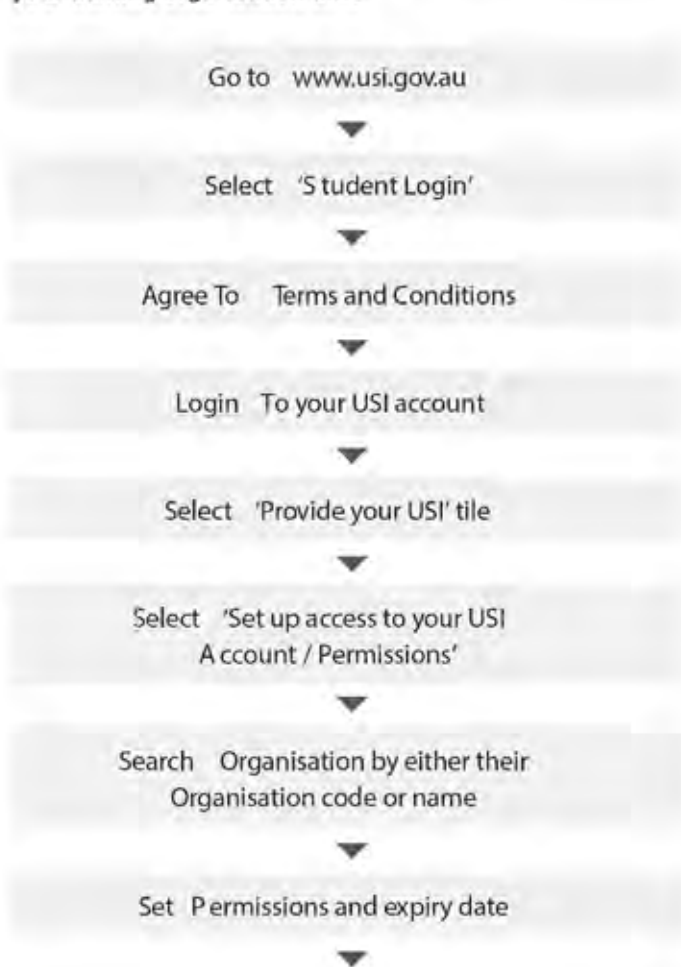
When using your e-mail address or mobile phone number it must be the same as the one that is currently in your USI account



Make sure your answers to your check questions are spelt correctly (e.g. street instead of st)

HOW TO MANAGE PERMISSIONS

A really useful tool that will save both you and your training organisation time



Transcripts: The training organisation can view your transcripts but cannot update them.

View Details: The training organisation will be able to view your personal and contact details.

Note: If you do not want your training organisation to view your contact details Select 'Update Contact Details' and click on 'Hide Contact Details'.

Update Details: The training organisation will be able to update your personal and contact details

Your transcript does not replace the training certificates, diplomas or training records issued to you by your training organisation but will come in handy if you misplace your documentation

TRANSCRIPTS

- Transcripts for training completed before 1st of January 2015 will not appear in your USI account.
- Your transcript will show information from the certificates, diplomas or training records issued by your training organisation.

FEEDBACK AND COMPLAINTS

TAFE SA is committed to listening and responding to what you as a student have to say, so that we can continuously improve our services to you.

TAFE SA will listen with respect to your feedback, treat all feedback confidentially, and take appropriate action.

Your feedback is welcome and helps TAFE SA to improve services to you. We like to hear about service that exceeds your expectations too.

All international students can appeal decisions they disagree with or that they think are unreasonable. This includes when TAFE SA has informed an international student of the intention to report (and cancel the enrolment) due to a breach of policy or visa condition. Students can appeal using the TAFE SA internal process as outlined in the International Student Appeal Flowchart. More details about this process will be given during orientation and induction.

After the internal appeal, if you are still not happy with the decision you can appeal to Ombudsman SA, the TAFE SA international student external agency for complaints.

For more information on the external complaint process please contact Ombudsman SA on 8226 8699 or toll free 1800 182 150 (outside metro SA only). You may also wish to review the Ombudsman SA website.

For further details of the complaints and appeal process visit the TAFE SA International website – Policies and Responsibilities page.

UNIVERSITY PACKAGED OFFERS AND UNIVERSITY ARTICULATION

TAFE SA has partnered with the University of South Australia, the University of Adelaide and Flinders University to provide packaged offers in a variety of fields.

This allows students to apply for and accept a joint packaged offer with a local South Australian university, and upon successful completion of a TAFE SA qualification, the student is eligible for a guaranteed entry into a nominated university bachelor program. Further details about the available packages are located at tafesa.edu.au/international/university-pathway-programs.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the acknowledgment of current skills and knowledge which you may have gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence you provide against a set of criteria in a qualification. Fees apply.

For further information, refer to tafesa.edu.au/international/apply-international-student/int-policies-responsibilities/int-rpl

CREDIT TRANSFER

Credit transfer is the formal recognition of studies undertaken elsewhere. TAFE SA has formal credit transfer arrangements in place with the university sector. Status granted through credit transfer is recorded on your student academic record. There are no fees when applying for recognition through credit transfer.

For further information, refer to tafesa.edu.au/international/apply-international-student/int-policies-responsibilities/int-rpl

MODES OF STUDY

All international students at TAFE SA will be required to study on campus in face-to-face mode. Any available on-line study will only be allowed if approved by the teaching team and allowed within the TAFE SA policies and procedures.

TEACHING AND ASSESSMENT METHODOLOGY

Within Australian educational institutions, teaching is considered a two way communication and students are encouraged to discuss and actively participate in their learning.

If you need assistance in doing assignments, research or presentations, contact your lecturer. They can suggest ways to help you become a better and successful student.

Remember, it is up to you to communicate with your lecturers if you have any difficulties about your studies. Never leave it too late!

Assessment of learning can be done by formal tests where you will demonstrate your writing, speaking and listening skills. These tests will gauge your understanding of the information provided and may take the form of a presentation, research assignment and/or written report. You will have opportunities to complete these individually and/or in groups.

At times you will be required to present information to fellow classmates and be assessed on their presentation skills. We understand that this can be difficult for international students, as it is culturally different to what happens in their own countries, but it is a useful learning tool – particularly when learning the complexities of a new language.

ASSIGNMENTS, HOMEWORK AND EXAMINATIONS

In addition to classroom lessons, students are expected to complete homework and extra study in their own time.

Assignments are set for most courses/units to test learning and it is expected that students will complete assignments within given time frames.

Exams and/or tests are held in some courses at various stages to provide both lecturers and students with validation of their learning. These tests can be part of the overall awarding for certification for a program.

For further information on assessments at TAFE SA see tafesa.edu.au/apply-enrol/before-starting/assessments

WORK PLACEMENTS / WORK-BASED PROJECTS

Some TAFE SA courses have one or more work placement (sometimes referred to as vocational placement, clinical placement, industry placement or work-based training) included as part of the course requirements.

These placements give you first-hand experience of the workplace, allowing you to test your skills and make valuable industry connections.

Alternatively, or in addition to, a number of TAFE SA courses offer opportunities to undertake work-based projects, or projects with an industry partner. These projects give students an opportunity to gain practical experience on real-world issues within the context of their chosen course and career.

Not all courses offer work placements or work-based projects so be sure to check out the course information for your chosen course at tafesa.edu.au/international/international-courses

PLAGIARISM

Plagiarism or cheating is using resources without permission during assessment, assignment or class activity; handing in someone's work as your own; handing in a duplicated assignment or allowing someone else to hand up your work as their own.

If you use any part of someone else's work you must seek approval and indicate appropriate acknowledgement of the work. TAFE SA will not tolerate cheating. Discipline as appropriate to the case, will be imposed and can consist of failure in the unit or subject and a record kept on file.

PARCHMENTS

After successful completion of your qualification/s at TAFE SA, you will be eligible for a parchment.

Your program area will provide you with advice about this at the relevant time. English Language Intensive Course for Overseas Students (ELICOS) students cannot receive parchments but will receive a Statement of Results. For further details, please visit the TAFE SA website – Parchments and Results page.

ESOS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

For further details visit the Department of Education – Australian Education International website.

ATTENDANCE

You must attend every unit/class as listed in your time table and determined by your lecturer. 100% attendance is expected for all international students to ensure academic success.

However, for ELICOS students, attendance that falls below 80% may be reported to the Department of Home Affairs for unsatisfactory attendance. It also may result in the cancellation of your enrolment.

This information is outlined in the International Students: Attendance and Course Progress Policy. For further details see: the TAFE SA International website – Policies and Responsibilities page.

In circumstances where you will be absent or late:

Sickness

If you are sick, you should have a Doctor's Certificate. Sickness is also marked as absent. It reduces your attendance rate.

In Class Attendance

If you leave class early, arrive late, or are absent during class your attendance will be recorded for the minutes of your attendance at that class.

Other Appointments

Use time after classes for doctors, looking for accommodation, other visits etc.

PROGRESS

You must ensure that you maintain satisfactory course progress in the courses you are enrolled in. Satisfactory course progress is at least 70% of the course requirement for a study period, for all VET and ELICOS courses, and at least 50% for higher education courses.

Course progress is monitored by TAFE SA to ensure that students are on track to complete their course in the expected duration. The monitoring of course progress also identifies any students at risk of not progressing and alerts TAFE SA staff to provide support mechanisms to assist students to be successful in their studies. Unsatisfactory progress will be reported to the Department of Home Affairs and will result in the cancellation of your enrolment.

DEFERRALS

International students can apply to defer (or temporarily suspend) their studies. This can be done either prior to commencement/arrival at TAFE SA or during their studies. Any leave taken during a study period must receive approval.

Absences of less than two weeks are considered a leave of absence and can be supported by the relevant program area and approved by the Student Support Consultant. Absences of more than two weeks are considered a deferral and require approval by both the program area and the International Unit (using the required form indicated below). Typically, students with an approved deferral of longer than two weeks would recommence their studies at the next available term or semester for their course.

Requesting a deferral (or suspension) of studies

New students: contact the International Unit to have your application re-assessed and Letter of Offer re-issued. There is no guarantee that a place can be held, particularly in courses with competitive entry.

Current students: you must submit the Request for Withdrawal/Release/Deferral Form and obtain approval from the program area and international unit. Approval is only granted in limited circumstances.

The allowed circumstances for deferrals are, but not limited to:

- > compassionate and compelling circumstances out of control of the student and may have an impact on course progress;
- > serious illness or injury – a medical certificate must state clearly that the student was unable to attend classes;
- > bereavement – the death of close family members such as parents or grandparents. Where possible a death certificate should be supplied;
- > major political upheaval or natural disaster in the home country which requires the student to return (emergency travel) and this has impacted on studies;
- > traumatic experience – for example, being involved in or witnessing an accident or witnessing an accident or a crime and this had had a negative impact on studies (in these cases police or psychologist's reports are required);
- > where TAFE SA cannot offer a student a pre-requisite unit;
- > inability to begin studying on the course commencement date due to a delay in receiving a student visa.

A deferral may result in changes to the duration of your course/s, fees, or course offerings. In cases where the course end date extends beyond the original course, a revised COE/s may also affect the student visa. Students should always seek advice from the Department of Home Affairs about their specific requirements.

TAFE SA will inform the student of the deferral request outcome in writing, via email. A student may seek to appeal the decision where the deferral has not been granted and must do so in accordance to the appeals procedure outlined in the Complaints and Appeals Policy on the TAFE SA International website – Policies and Responsibilities page.



SUSPENSION OR CANCELLATIONS OF ENROLMENT

TAFE SA may suspend or cancel the enrolment of a student on the grounds of:

Unsatisfactory academic progression under the International Students – Attendance and Course Progress Policy, including:

- > where a student is deemed to be disengaging with their studies and an intervention strategy has been implemented to support and improve their academic progress;
- > where a student is under-enrolling (taking less than a normal load without good reason) despite advice from TAFE SA;
- > unsatisfactory course attendance under the International Students - Attendance and Course Progress Policy;
- > where the student is absent from their course without approval for more than two consecutive weeks in a semester;
- > there are compassionate and/or compelling circumstances;
- > where a student has a rejected application for deferral of studies but ceases to continue participation;
- > academic and Non-Academic misconduct under the TAFE SA Assessment Policy, or TAFE SA Student Conduct and Disciplinary Policy;
- > non-payment of tuition fees;
- > where it becomes evident that the student has behaved improperly or provided false documentation as part of the international application and enrolment process;
- > all subsequent enrolments will be cancelled where a student's enrolment in any course has been cancelled regardless of who initiated the cancellation (TAFE SA or the student); and
- > the student is deceased.

Passive withdrawal situations which may also result in a student's enrolment to be cancelled are:

- > a student's non-commencement of studies; and
- > a student failing to return to studies after an approved semester break, deferral (or suspension) of studies, or holiday without notifying TAFE SA.

In most cases, to notify students that TAFE SA intends to cancel their enrolment, a student will be issued with an Intention to Report to Suspend or Cancel Enrolment Letter (or email). Students will be given 20 working days to appeal this decision as per the Complaints and Appeals policy on the TAFE SA International website – Policies and Responsibilities page.

Further details on student enrolments and when they may be suspended or cancelled can be found on tafesa.edu.au/international/before-starting/int-policies-responsibilities/int-suspension.

RELEASES/TRANSFER TO ANOTHER PROVIDER

All International students are required to complete six months of their principal course of study. The principal course of study refers to the main course of study, usually the final course within a package, and is the course for which the student visa has been granted for.

If a student has not completed six months of their principal course they will need to apply to be released from their study.

Details about the allowable grounds for release and how to apply for a release/transfer can be found on tafesa.edu.au/international/apply-international-student/int-policies-responsibilities/int-transfer-provider. Releases are not automatically granted and will be assessed against the International Students: Admission & Enrolment Policy.

There is no administration fee to apply for a release from TAFE SA.

FEES POLICY

International students enrolled in a TAFE SA Award course and/or ELICOS Program will pay the full fee prior to each semester in which the student is enrolled. If payment is not made you will not be allowed to attend classes and the COE may be cancelled.

Tuition fees are invoiced and must be paid prior to the start of each semester. Payments can be made by bank transfer or credit card via your myTAFESA account.

Fees must be paid for repeat subjects or components of repeat subjects.

In addition to the tuition fees, you may be required to pay administration fees and charges, including late payment fees. Such fees are outlined in the below website.

Depending on your course, there may be other course related fees that you will be required to pay or further products/services that you will need purchase. Please refer to the International Course page on the TAFE SA website for applicable fees. Your Program Area will provide details on non-tuition fees, such as uniform, equipment and textbooks at your Induction.

See the TAFE SA International website – Fees and Refunds page for further details.

STUDENT SUPPORT

SUPPORT AND COUNSELLING

The welfare of international students at TAFE SA is very important to us. All international students have access to a counselling / support service to assist them with any problems they may face – either academic or personal.

International students also have access to advisory services outside of TAFE SA, and may be referred to these by TAFE SA staff when necessary. There is no charge for any referrals made by TAFE SA to these outside services on your behalf.

Students often have concerns regarding their study, accommodation, use of resources and facilities, loneliness, homesickness, relationships, health and general wellbeing. If you have any problems, questions or concerns – seek help as soon as you can. The quicker that you talk to someone, the sooner the problem can be solved. Concerns and worries make it harder for you to be a successful and happy student. Ask your lecturer or teacher where the Student Services Office is in your campus, or see the International Student Support Consultant.

For further details visit tafesa.edu.au/services/learning-support and tafesa.edu.au/international/int-support-services

ACCESS AND EQUITY

TAFE SA is committed to the provision of a safe and inclusive teaching and learning environment that is free from discrimination and harassment.

If you require assistance to support your study because of a disability or ongoing health/ medical condition, TAFE SA will help you develop a personal access plan.

For further assistance and information contact student services at your local campus.

ACADEMIC AND LEARNING SUPPORT

Online study support is available through Studiosity. Studiosity is an after-hours academic tutoring service which provides individualised tutoring and guidance to students. It offers students an “online classroom” setting where students can chat via instant messaging and 24/7 essay help.

The tutors employed by Studiosity are specially selected and qualified to help students with language, literacy, numeracy, study, and assignment support.

During orientation you will receive information about how to access this 24 hour service.

For further details visit tafesa.edu.au/services/learning-support

CAMPUS SERVICES

Each TAFE SA campus has staff who are able to help you with a wide range of services and issues. Campus services may include the following:

- > accommodation information;
- > advocacy and mediation;
- > cafeteria/canteen;
- > counselling and guidance;
- > educational support for students with a disability;
- > first aid room;
- > learning support;
- > libraries;
- > prayer room/space; and
- > recreational facilities.

Please contact your TAFE SA campus to check availability of these services.

HEALTH AND SAFETY ON CAMPUS

TAFE SA is committed to support the health, safety and welfare of students and staff.

Students and staff also have a legal duty to take care and protect their own health and safety and to avoid adversely affecting the health and safety of students and staff.

TAFE SA has specific health and safety policies relating to smoking, drugs and alcohol, vehicle use and car parking on campus.

Smoking is prohibited inside all buildings on campus and is restricted near entrances to buildings and where work is being undertaken by students or staff. Please observe all no smoking zones and signs.

CRITICAL INCIDENTS

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. In an emergency situation first call 000 for Emergency Services. To report a Critical Incident impacting TAFE SA student/s please contact:

- > Campus Security
- > A senior staff member on campus
- > Call TAFE SA on **1800 882 661** to notify Student Services

For international students (on a student visa only) please call International Student Support Consultant on 0434078881 (after hours).

Information about how to report a critical incident will be outlined during your orientation session. For further details please visit tafesa.edu.au/applyenrol/before-starting/student-policies/critical-incidents

ENGLISH LANGUAGE SUPPORT

As an enrolled TAFE SA international student, we recommend that you continue to speak, listen, read and write English at every possible opportunity. Being on campus does not necessarily mean that your English will improve. You need to make a conscious effort to practise and incorporate English into your day-to-day activities.

Apart from your study requirements, you must read, read, read - novels, non-fiction, news items on themes that interest you. If you are interested in the topic, you are more likely to read and enjoy the experience of reading.

If you live with others from your country, it is comfortable to speak in your native language when at home. Resist the temptation and encourage yourself and others to speak and listen in English. If you are only practising English in class, it will not be enough to continually improve your English skills.

In class, do not be shy. Ask questions! Sit next to someone who is not from your home country and utilise your English skills to talk and listen to them.

If you need more, TAFE SA offers a range of English language support services to our enrolled international students. These services are as follows:

- > Free online learning support through Studiosity. A 24/7 academic tutoring service which provides individualised tutoring and guidance to students. Students can get help with a written draft and receive expert response in 24 hours. Tutors can help with language, literacy, numeracy, grammar, sentence structure, study and assignment support.

- > Free student conversation classes are held fortnightly, during the term/semester, usually within the Adelaide City Campus library. Contact the International Student Support Consultant for timetable details. It is hoped that these classes will also be run at other campuses soon.
- > At a cost, short courses in English, (English as a Second Language) are also available and can be studied concurrently with any TAFE SA award course.

In addition to the above, you may wish to consider:

- > Visiting your local library which may offer free or gold coin donation English language literacy sessions – conversation, reading and writing classes
- > Hire a private tutor at your own expense – contact Student Services or the International Student Support Consultant for assistance with locating a tutor.

For students requiring more formal English language support and training (fees apply):

TAFE SA offers English courses from elementary to advanced levels, such as General English, English for Academic Purposes and English for Academic Purposes Advanced. These courses, depending on your English skill level, range from five weeks to 12 months or more. See the English Language Centre website for details of English Language Intensive Courses for Overseas Students (ELICOS) offered through TAFE SA.



UNDER 18S

If you are under the age of 18 you must ensure you comply with student visa condition 8532. That is, students must have accommodation and support, and general welfare must be maintained whilst the student is under 18 years of age. To maintain your welfare, you must stay in Australia with:

- > your parent or legal custodian;
- > or a relative who has been nominated by your parents;
- > or a custodian who is aged over 21 and is of good character;
- > or have accommodation, support and general welfare arrangements in place that have been approved by TAFE SA.

If your welfare arrangements are approved by TAFE SA you cannot travel to Australia until the date that your welfare arrangements start as outlined in your paperwork from TAFE SA. You cannot change your arrangements, at anytime, without the written approval of TAFE SA.

Please refer to the TAFE SA International website – Before Starting page. The Students Under 18 Years page provides information regarding the processes to approve welfare, accommodation and support for younger overseas students via the “Accommodation and Welfare Arrangement Form” and “Information Sheet for Parents” form.

Information Sheet for Parents

This information sheet is for parents or guardians of students who are under 18 years of age. It explains the options and process for arranging accommodation and welfare for students under the age of 18 years who are applying to study with TAFE SA.

Accommodation and Welfare Arrangement Form

This form is for parents or guardians to arrange Accommodation and Welfare for students who are under 18 years of age.

Emergencies and Critical Incidents

During Orientation and/or first meeting with International Student Support Consultant, you will be provided with specific information on who to contact in an emergency, including how to seek assistance and report any incidents involving sexual, physical or other abuse.

Your International Student Support Consultant can be contacted on 0434 078 881.

Further details about the critical incidents can be found on the Students Under 18 page.

USEFUL STUDENT LINKS

Department of Education

– **Australian Education International website:**
internationaleducation.gov.au

Department of Home Affairs:

immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500

The Ombudsman SA:

ombudsman.sa.gov.au

TAFE SA International – English Language Centre:

tafesa.edu.au/international/english-language-centre

TAFE SA International– Fees and Refunds:

tafesa.edu.au/international/before-starting/int-fees-refunds

TAFE SA International – International Courses:

tafesa.edu.au/international/international-courses

TAFE SA International – Pre Departure and Orientation:

tafesa.edu.au/international/int-support-services/orientation

TAFE SA International – Policies and Responsibilities:

tafesa.edu.au/international/before-starting/int-policies-responsibilities

TAFE SA International – Students Under 18:

tafesa.edu.au/international/before-starting/students-under-18-years

TAFE SA – Parchments and Results:

tafesa.edu.au/services/parchments-results

TAFE SA Short Courses:

tafesa.edu.au/courses/education-languages/short-courses

TAFE SA – Studiosity:

tafesa.edu.au/services/learning-support#studiosity



TAFE SA STUDENT SERVICES

WITH YOU ON THE JOURNEY TO YOUR GOALS

STUDENT COUNSELLING

Helping build the resilience and wellbeing you need for life's ups and downs.

- > Dealing with study stress
- > Motivation and organising your time
- > Feeling anxious or depressed
- > Relationship issues or conflict
- > Financial or welfare issues
- > Coping with change or crisis.

CAREER CONFIDENCE

- > Identify your strengths and goals
- > Explore career opportunities and pathways
- > Help with career decision making and putting your plan into action
- > Supporting informed choices for students with additional support needs.

DISABILITY AND INCLUSION

- > Information, support and advice
- > Access plans and reasonable adjustments
- > Specialised services such as AUSLAN interpreting and equipment.

Free and confidential services are available face-to-face on most sites. Appointments are also available by phone or Skype.

If you are experiencing a mental health emergency call: 24-hour Mental Health Triage Service 13 14 65 or Lifeline 13 11 14

tafesa.edu.au/services | 1800 882 661 | studentservices@tafesa.edu.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service relayservice.gov.au

THE RESILIENCE FACTOR

TAFE SA WITH YOU ON THE JOURNEY TO YOUR GOALS,
SUPPORTING RESILIENCE AND CAREER CONFIDENCE

Be ready to bounce back
when times get tough by:

- 1 Aiming for success, not perfection
- 2 Maintaining balance in your life
- 3 Finding ways of connecting with others
- 4 Being kind to yourself
- 5 Learning strategies to cope with stress
- 6 Taking action to solve problems early

'Staying on Track – 6 Building Blocks of Resilience' the full version of the video is available on YouTube

Free online study help

Get help with your draft
or study question
online, wherever you are.

Writing Feedback

For when you want to say:

"Here's my files, I'll just come back later."

This option in Studiosity offers constructive writing feedback, usually in less than 24 hours.

Connect Live

For when you're thinking: "I need help right now!"

This option offers one-to-one, personal help in real time. Friendly Subject Specialists are available afternoons and evenings, Sunday to Friday.

Studiosity

Log in to your free account via TAFE SA Learn



TAFE SA LIBRARIES

SERVICES PROVIDED

- > resources in your subject area, in both print and electronic formats
- > welcoming spaces for working individually or in groups
- > knowledgeable and friendly staff who can help you find the most up-to-date and accurate information
- > computing, printing and scanning facilities, and equipment to assist you in producing your assignments
- > 24/7 access to a wealth of online resources
- > email a librarian for research assistance via librarian@tafesa.edu.au

LIBRARY WEBSITE tafesa.edu.au/services/libraries

- > make reservations and arrange for books to be sent to a campus convenient to you
 - > access your library account to renew your loans and set up alerts
- Online resources include:**
- > **Online Databases** of searchable articles from magazines, industry journals, newspapers and reference books, as well as biographies, e-books, images and videos
 - > **Subject Guides** compiled by librarians, with links to the resources available on your particular study area
 - > **Australian Standards**
 - > **Study Guides** for advice on study skills
 - > **Streaming Videos** – online educational videos
 - > **My Information Skills** online tutorials on organisation skills, finding information, search strategies, evaluating the quality of your sources, presenting your work, and referencing
 - > **E-Books** – wide range of topics

Library Starter Kit

A compact guide to library services

For further information on accessing library services, the Library Starter Kit tafesa.libguides.com/librarystarter is your online guide to library services.

ICT PRODUCTS AND INFORMATION

INFORMATION AND COMMUNICATIONS TECHNOLOGY

As a student with TAFE SA you have access to a range of great products:

tafesa.edu.au/ict-support

- > Free wifi
- > Borrow a laptop
- > Discounted software
- > IT help

DISCOUNTED SOFTWARE FOR STUDENTS

TAFE SA students have access to discounted software from the Software WebStore tafesa.edu.au/software-webstore. Install the latest Windows 10, Adobe Creative Cloud or antivirus software for your personal computer.

IT HELP FOR STUDENTS

Each semester ICT Services offers a pop-up student-run IT helpdesk at the Adelaide campus.

It is your chance to get hands-on support with your personal mobile phone, tablet or computer. Learn how to connect to Wi-Fi, reset your password and access Office 365 using your TAFE SA account.

If you're studying at the Adelaide campus, look out for an email with more information at the start of the semester.



BORROW A LAPTOP



Adelaide, Regency and Tonsley campuses have self-service laptop lockers available for students to borrow a laptop.

The laptops feature Windows 10 with Microsoft Office, Autocad and Revit pre-installed. Laptops at Adelaide also feature MYOB.

How to borrow a laptop

Follow the instructions on the touch screen. Swipe your TAFE SA ID card and enter your PIN (the first four digits of your birthdate <ddmm> when prompted).

Things to remember when using a laptop:

- > Logon to the laptop with your TAFE SA email address (for example firstname.surname@student.tafesa.edu.au).
- > You may be allocated a different laptop each time you borrow. For this reason, remember to save any work files to OneDrive or an external media device. Do not save files directly on the computer's Desktop or local folders.
- > Ensure you return the laptop before the campus closes.
- > Report any faulty equipment to the Library (Regency and Adelaide) or Information Services (Tonsley).

For more information visit tafesa.edu.au/laptop-loan

YOUR TAFE SA STUDENT EMAIL ADDRESS AND COMPUTER LOGIN

All students are provided a TAFE SA email address which you can use to login to TAFE SA computers and online services.

Your email address will be sent to you via the personal email address you provide and is typically written as your full name, but can also include a number where several people share a name: **firstname.surname@student.tafesa.edu.au** or **firstname.surname2@tafesa.edu.au**

CREATE A NEW PASSWORD

If you have never signed in before, your initial password will be the letters Aa followed by your birthday (Aaddmmyyyy). As an example, if your birthday is 1 March 1998 your initial password will be Aa01031998. You will be required to create a new password on your first login.

Your password is set to expire every 90 days. All passwords must meet the following requirements:

- > 8 to 16 characters
- > Contain characters from at least three of the following four categories:
 - Lowercase characters (a – z)
 - Uppercase characters (A – Z)
 - Numerals (0-9)
 - Symbols, for example ! @ # \$ % ^ & * - _ + = [] { } | \ : ' , . ? / ` ~ “ < > () ;

You are responsible for all activities recorded against your account, therefore it is important that you do not share your password with anyone.

REGISTER TO RESET YOUR OWN PASSWORD

Before using your email address, first register to reset your password. You will be required to provide a personal email address or mobile phone number that you can use to receive a reset verification code. If you do not register, you will be required to contact your lecturer, information services or program support staff to reset your password in the future.

1. Visit **<https://otpreg.tafesa.edu.au/>**
2. Sign in using your TAFE SA student email address and your password.
3. Follow the on-screen prompts to register a personal email address or mobile phone number that you can use to access a reset verification code.
4. When you need to reset your password in the future, visit **<https://otp.tafesa.edu.au/>** and follow the onscreen prompts to reset your password. You will be required to enter in the verification code sent to your registered email or mobile phone number.

CONNECT TO WI-FI

Use your student ID number and password to connect to free Wi-Fi at your campus.

Most devices should connect to the Wi-Fi network when you follow these steps:

1. On your device, go to the wireless settings/Wi-Fi icon. Locate and select the wireless network called TAFESA-BYOD.
2. When prompted, type in your Student ID and password to connect.

You might be prompted about a certificate when connecting. You must click 'Allow'.

More detailed instructions can be found at **tafesa.edu.au/student-wireless**

TAFE SA PORTAL



The TAFE SA Portal (portal.tafesa.edu.au) is the central place to access my TAFE SA, TAFE SA Learn and Office 365.

After login, you will be greeted with the following screen:

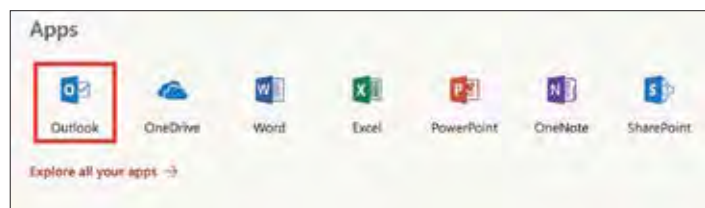
OFFICE 365

TAFE SA students can install Microsoft Office 365 Pro Plus software on up to five personal devices, including your computer, phone and tablet. This means access to the latest versions of Microsoft Word, Excel, Outlook, PowerPoint, Publisher and more.

To find out how to install Office 365, visit **tafesa.edu.au/office365**

If you don't want to install the programs onto your computer, you can access online versions through your web browser.

WEBMAIL

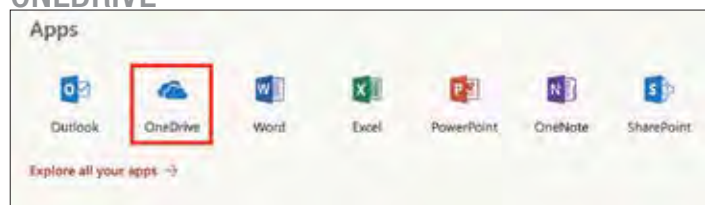


To access your email, login to the TAFE SA Portal.
Click Office 365 and then click Outlook.

All your TAFE SA correspondence will be sent to your TAFE SA email address. If you want to forward your email to your personal email address, follow the steps below:

1. Click on the Settings cog symbol.
2. Click **View all Outlook settings**.
3. Select **Mail > Forwarding**.
4. Tick **Enable Forwarding** and type in your personal email address.
5. Click Save.

ONEDRIVE



OneDrive for Business is a cloud-based storage service where you can create, store and share files from any web browser. It offers the following benefits:

- > Online storage – Your account can hold up to 1TB of files.
- > 24/7 Access – Create, view or edit your files from any web browser or from your mobile phone.
- > Office Online – Create and work in Microsoft applications (like Word and Excel) directly in your web browser without the need to download the app on your computer.
- > Collaboration – Need to finish work for a group project? Share your files with other students, work on the same file together, and see what everyone is adding in real time. OneDrive also provides version history so you can restore and work from older versions.

A guide on how to use OneDrive is available on the TAFE SA website tafesa.edu.au/office365#onedrive

TAFE SA LEARN

Learn is TAFE SA's online learning system where you can access interactive and engaging course content and assessment information. You can access learning resources, complete learning activities, communicate directly with your lecturer or other students, and complete or upload assessments.

Access Learn through the TAFE SA Portal at portal.tafesa.edu.au

COLLABORATE



Collaborate is TAFE SA's virtual classroom. It allows you to join in a live class with other students from any internet-connected device. Collaborate classes are scheduled by your lecturer who will provide you with information about how to access any upcoming sessions.



VISA AND WORKING

YOUR STUDENT VISA

The Department of Home Affairs (HA) is the governing body overseeing the issuing of student visa. See homeaffairs.gov.au for further details.

As an overseas student on a student visa, you must hold a valid student visa and Confirmation of Enrolment (COE) for the duration of your course or package of courses at TAFESA.

On a student visa you must:

- > attend classes;
- > maintain your enrolment;
- > maintain satisfactory course progress;
- > maintain your OSHC for the period of your visa for both you and any dependants living in Australia;
- > meet the terms and conditions of the written agreement (Letter of Offer) with TAFE SA;
- > notify TAFE SA and HA, if you change your address and contact details, within seven days;
- > not work in Australia before your course starts;
- > not work more than 40 hours per fortnight during the term/semester;
- > complete your course within the duration of your COE;
- > abide by any other conditions associated with your visa;
- > depart Australia prior to your visa expiry;
- > should you intend to stay longer in Australia apply for the relevant visa;
- > notify HA of any changes to your course or circumstances; and
- > notify the International Unit or your lecturer of any circumstances that may prevent you from attending classes.

See further details about OSHC in the Health & Safety section of this book.

VISA INFORMATION (VEVO)

Your visa information is held electronically, and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system.

What is VEVO?

VEVO is a free internet service available 24 hour a day, 7 days a week. It allows you to view your visa details online and it provides greater detail about your visa than on a label.

What information do I see when using VEVO?

You can see all the details of your current visa, including subclass, visa description, grant date, period of stay, grant number, entries allowed and conditions that apply to your visa.

How do I access VEVO?

If you have recorded a password at the end of your eVisa application, go to immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online#secondary-nav

Under the subheading 'Visa holders', select the "check your visa details and conditions" link and follow the prompts. If you have not yet recorded one, call 131 881 and ask for your password to be reset.

Employers, banks and government services can also check your visa entitlement details on VEVO once they have your consent to do so. TAFE SA terms and conditions of enrolment permit TAFE SA International staff to access students' visa details via VEVO.



WORK PERMISSION AND RIGHTS

All student visa holders will automatically receive permission to work with their visa. There are limitations, however:

- > you are not permitted to work until your course has started (i.e. as per your first COE course start date);
- > you can work 40 hours per fortnight while your course is in session, and unlimited hours during the official TAFE SA vacation periods; and
- > if your classes finish earlier than the official TAFE SA term dates you will still only be able to work 40 hours per fortnight until the vacation period commences.

Australia has strict laws to prevent work place exploitation.

Students who intend to work should refer to fairwork.gov.au for information on work rights and conditions when employed in Australia. The Fair Work Ombudsman is a service for any person employed in Australia and can assist with resolving workplace issues, such as pay/salary concerns.

Students may also wish to review Study Adelaide Get Work Help Desk via their website: studyadelaide.com/get-work-help-desk/

Taxation (Tax File Number)

A tax file number (TFN) is a unique number issued to individuals and organisations to help the Tax Office administer tax and other Australian Government systems. It's one of your most important forms of identification in Australia. It's yours for life and keeping it secure is a good defense against identity theft.

While it is not compulsory to quote a TFN, without one you may:

- > pay more tax than necessary; or
- > not be able to get government benefits you are entitled to receive.

A TFN will also help you:

- > lodge a tax return;
- > ask the Tax Office about your tax affairs;
- > start or change jobs; and
- > limit the amount of tax you pay on interest or dividends earned if you have savings accounts or investments that earn income.

Your TFN is valuable. Don't share it with friends and don't provide it on the internet when applying for work. Keep it secure.

Applying for a TFN

You can apply for a TFN online after you arrive in Australia if you have a:

- > Visa that allows work rights
- > Valid overseas student visa

To apply, complete the online individual tax file number (TFN) registration. When applying online, you do not have to physically provide proof of your identity.

Applying for a TFN using false or other peoples' identity details, or misusing your TFN, can mean heavy fines or jail.

Alternatively, when you start a new job in Australia your new employer will provide you with the necessary documentation to apply for a TFN.

If you need more information about TFNs, you can visit the Tax Office website at ato.gov.au or phone 13 28 61.



LIFE IN AUSTRALIA

CLIMATE

Adelaide has a mild and comfortable climate throughout the year. It is a Mediterranean climate – warm to hot in summer and cool to cold in winter. Be aware of the harshness of the sun in summer.

So it is a good idea to always wear a hat and sunscreen product, particularly in the middle of the day.

It doesn't snow in South Australia, but it gets quite cold and wet in winter.

Umbrellas and rain jackets are essential when you are out and about in the winter months.

Average temperatures

Summer

December – February

Mainly hot and dry 25°C – 35°C

Autumn

March – May

Mainly dry 20°C – 25°C

Winter

June – August

Cool and wet 10°C – 15°C

Spring

September – November

Little rain 20°C – 25°C

It is advisable to pack both warm and cool clothes in your luggage.

LIVING COSTS

The cost of living in Adelaide is lower than in any other mainland capital city in Australia. This means you have more to spend on food, accommodation, supplies, travel and entertainment.

Costs can vary enormously from one student to another.

Costs on the below websites are for basic living costs and may not include course tuition fees, costs for textbooks, other study related needs, the purchase and running a car, television, computer, medical expenses, or any luxuries.

For further information about living costs in Australia please visit studyinaustralia.gov.au/english/live-in-australia/living-costs and the StudyAdelaide website studyadelaide.com/live/

BANKING

It is not safe to carry large sums of money or to keep cash in your house, so we suggest you open a bank account as soon as you can. To open an account with an Australian financial institution you are required to provide proof of identity.

This is accessed on a points system and applicants need to provide “100 points” of identification to open an account. If you have been in Australia for less than 6 weeks, your passport is sufficient identification and will be considered equal to 100 points.

If you have been in Australia for more than 6 weeks use the following as a guide, but check with your bank:

70 points

(one document only can be used from this list)

- > Birth certificate
- > Passport

40 points

(must have photo or signature)

- > International drivers licence
- > TAFE SA student ID card

25 points

- > Credit card, such as Master Card or Visa Card

See your individual bank for specific details on meeting the 100 points.

Always make sure you understand the conditions of any account before you open one. Remember to ask about any special “Student Account” they may be offering. Student accounts normally have the benefit of “no bank fee charge”. However, all accounts of any kind are subject to government fees. Phone and internet banking are widely used in Australia and you should become familiar with these facilities to reduce the amount of bank fees that could be charged on your account.

Most students open an account that has access to an ATM via a card. Most supermarkets and shopping places have facilities to purchase goods with your ATM card, known as EFTPOS.

Some major banks across Australia are:

- > ANZ anz.com.au
- > Commonwealth Bank commbank.com.au
- > National Australia Bank nab.com.au
- > Westpac westpac.com.au

See the StudyAdelaide website for further details on banking studyadelaide.com/live/banking/

ACCOMMODATION

Where to live is one of the most important decisions you make to ensure your time in Adelaide is a happy one. You can choose from living in purpose-built student housing or renting a room, unit or house in the private rental market,

To assist you in choosing the type of accommodation that would most suit you visit the below websites:

- > tafesa.edu.au/international/int-support-services/int-accommodation
- > sa.gov.au/topics/housing
- > studyadelaide.com/live/housing/

Private Rental Accommodation

Renting a house, unit or apartment involves entering into a lease agreement with a landlord or real estate agent. This also requires the payment of a security bond (usually equal to four weeks' rent, refundable at the end of the lease) as well as weekly, fortnightly or monthly rent payment. Rental accommodation is usually unfurnished and the rental amount will vary depending on the location and type of accommodation. To keep costs down, some students choose to share accommodation. Be aware that if only your name is on the lease and you are sharing with others you will be responsible for bond, rental fees, utilities and any costs of breakage. For accommodation disputes please refer to the Legal Services Commission. Refer to section "Legal", page 28 in this book.

Share accommodation

Sharing a rental home with other students is a good way to live independently while sharing costs. Students studying at the same campus may find living and travelling together a practical option and many students choose to share a rental in their second or subsequent years of study once they have established friendships. Sharing can be the cheapest option but it is important to have a clear idea of how chores and bills will be divided.

Homestay

If you would like to practice your English in and out of the classroom, while also learning more about Aussie culture, you can find a homestay family to live with during your stay in Adelaide. For further information visit Australian Homestay Network website homestaynetwork.org/

Regency International House

Located on Regency Campus, the villa-style complex draws on the very best in tertiary education housing. Each villa houses four students within which students can create their own "home away from home". For further information contact Regency International House by email rih@tafesa.edu.au or phone: +61 8 8348 4000.



TRANSPORT

Driving a Car

There are many things to consider before you think about driving a car in Australia.

You may only use an international drivers licence for up to three months or if your foreign license is written in English or is accompanied by an English translation. You are required to carry your licence at all times while driving, to produce to police upon request.

For more information, you can contact sa.gov.au/topics/driving-and-transport

To get an Australian Drivers Licence refer to **mylicence.sa.gov.au/my-car-licence**

Registering and insuring your vehicle

It is illegal to drive an unregistered vehicle in Australia. Vehicle registration includes compulsory third party insurance, which covers any costs incurred for personal injury to another person if you are involved in an accident. Comprehensive insurance covers damage to your car and can also cover damage caused to other vehicles, property, theft and more.

For further information about driving in Adelaide visit sa.gov.au/topics/driving-and-transport

Road Safety

Statistics show that motor vehicle, pedestrian and cycling accidents are the highest cause of death in Australia for international visitors. Please read the following safety tips:

Cycling

- > Always wear a bike helmet with the strap fastened securely. This is the law in Australia.
- > Follow the road rules, including stop signs and traffic lights.
- > Ride on the left side of the road.
- > Never ride against traffic.
- > Ride single file.
- > When passing another cyclist or pedestrian, let them know your position by sounding the bike bell or shouting "passing".
- > Check behind you when changing lanes.
- > Use a hand signal before making a left or right turn.
- > Don't swerve or make sudden turns.
- > Ride at least one metre away from parked cars. Someone could open their door unexpectedly.
- > Listen for cars approaching from the side or behind you.
- > Don't follow cars too closely, as the driver might not see you. Keep your hands on or close to the brakes.

See **sa.gov.au/topics/driving-and-transport/** for further details on cycling in Adelaide.

Road/Vehicle Safety

- > Australians drive on the left hand side of the road. When crossing a road, look to the right before stepping off the kerb.
- > It is compulsory to wear your seatbelt at all times and keep to the speed limits as indicated by the signs.
- > In Australia there are harsh penalties for driving under the influence of alcohol (0.05 is the alcohol limit) or a drug. Random Breath Testing and speed cameras are used in South Australia.
- > It is illegal for the driver of a car to be talking on a hand held mobile phone while driving.
- > It is compulsory to wear a helmet when riding a motorbike or bicycle.

There are many other road safety and driving laws. Students should ensure that they are familiar with the Australian Road Rules, before they drive a vehicle.

- > Remember to service your car regularly, or as recommended by your mechanic/ car seller.
- > Check your tyre pressure, oil and water/coolant levels in your car regularly especially if you are going to travel on a long trip.
- > It is advisable to become a member of RAA roadside assistance. If your car breaks down a RAA staff member will come and help you get back on the road free of charge. There is an annual registration fee applicable and for further informational contact: RAA on 8202 4600 or see **raa.com.au**

PUBLIC TRANSPORT

Adelaide's public transport system provides bus, train and tram services.

For information on public transport visit adelaidemetro.com.au/

You should also download the metroMATE app to your phone.

Concession Cards

Concession fares apply to holders of South Australian Government approved student ID cards. TAFE SA students are eligible for this concession fare if they are a full time student and traveling via Adelaide Metro services.

You must always travel with a valid student card when utilising the concession fare rate. If you do not, you may be fined. See adelaidemetro.com.au/Tickets-Fares/Concession-Cards for further details.

Signalling buses

To stop a bus, signal the driver by moving towards the approaching bus, but remain on the kerb, and raising your arm. If the bus approaching is not the one you wish to take, then stand back.

First Stop or Express Buses

Buses displaying "First Stop" or "First Set Down" means that no passenger is permitted to get off the bus until the indicated stop is reached. "Express" buses have limited pick up and set down stops.

They usually run between major suburbs and the city during peak traffic hours. If you are not sure you are catching the correct bus always ask the driver before you board the bus.

Taxis

Taxi services are also available, however they are expensive. All taxis operate on a set rate per kilometre as displayed on a meter with additional charges for luggage and phone bookings if applicable.

You can hail any unoccupied taxi from the street or make a booking with any of the taxi companies.

Adelaide Independent Taxi Service

T 132 211

Internet Booking Service: aitaxis.com.au

Download the app

Suburban Taxi

T 131 008

Internet Booking Service: 131008.com

Download the app

Yellow Cab Co.

T 132 227

Internet Booking Service: yellowcabgroup.com.au

Download the app





ETIQUETTE

Alcohol

It is common for Australians over 18 years of age to enjoy alcoholic drinks in social settings. You might find yourself at a friend's house, a BBQ or a meal where people have drinks such as beer, wine or spirits. You should not feel obliged to accept an invitation to have an alcoholic drink. Simply saying "no thanks" or "Something non-alcoholic will be fine, thank you" will suffice and people will not take offence. There are heavy penalties for driving under the influence of alcohol. It can cost you thousands of dollars and you can lose your licence and even go to jail.

Drugs

It is against the law to buy any drugs that are not prescribed by the doctor. If you are out in a pub/nightclub, you should be aware of anyone "spiking your drink" (this is when someone puts drugs into your drink, without you knowing).

Smoking

Australia has strict laws regulating cigarette, cigar and pipe smoking. Before smoking, make sure you are in an area where it is allowed. You can be fined for smoking in a non-smoking area.

Smoking is forbidden on public transport and in many buildings including cafés and restaurants.

If you are at a non-smoker's house, it's not polite to smoke inside. You may ask, however, if you can go outside for a smoke. Out of politeness they may invite you to smoke inside. It would be best, however, to refuse the offer and go out to the front or back yard to smoke.

Bartering

Generally bartering or bargaining is not used in Australian shops.

The prices marked are the prices at which goods are sold. It is advisable to shop around as prices do vary.

Littering

Even though you may see rubbish or litter lying around, it is against the law to drop papers etc or throw anything out on to the street. Put your rubbish in a bin.

Hygiene

It is not OK to spit anywhere – it is against the law to spit at someone.

Dress Code

Neat casual clothing is worn on all but a few formal occasions. There are very few times when a student would be required to wear a suit or formal dress. On campus most students wear jeans or other casual trousers or skirts. Wear clothing in which you feel comfortable. There is no need to conform to the Australian style of dress if you do not wish to do so.

Conversation

Be patient, Australians sometimes need time to adjust to your accent when you speak. In fact, many often show interest in different accents and admiration for people who speak more than one language.

Equality

In Australia men and women are considered equal. Wealth and position are not regarded as justification for treating another person as less than equal. A good guideline is to treat other people as you would like to be treated.

Australian women may seem more independent and self-reliant than those in your country. You should not assume their moral sense is any less. This reflects the relative equality of men and women in Australia compared to many other countries. Australian women expect to be treated as equals and will resent any suggestion that you regard them as inferior. There are laws which promote Equal Opportunity in Australia. To some, women may at times appear to dress rather boldly.

Sexual Harassment

Sexual harassment is any unwelcome behaviour of a sexual nature in the work or learning environment.

It may include requests for sexual favours, deliberate physical contact, wolf whistles persistent and unwanted social invitations, persistent questions about a person's private life, suggestive comments, displays of graphic material and offensive material and/or messages.

Sexual harassment is illegal and can be a criminal offence.

It is acceptable, particularly in younger circles, for women to wear jeans, shorts, brief tops and swimsuits. This is usually an indication that they are comfortable in such clothing and does not mean that they are trying to be provocative.

Invitations

It is considered rude not to keep an appointment once you have accepted an invitation. If you do not wish to accept an invitation, the Australian custom is to say so immediately or let someone know as the date for the activity approaches.

While we care about other peoples' feelings and like to be polite, sometimes it is necessary to say "no" or to decline an invitation.

If you are invited by someone to participate in something and you cannot attend, or do not want to attend, we would still prefer that you say "No thank you, I'm not able to attend" rather than say you will attend, and not turn up on the day.

Informality

Australians tend to be casual, both in dress and speech. Most Australians greet each other by using first names. With older people, however, use their title and surname (Ms or Mrs Black, Dr Brown, Professor Green) until you are invited to use their first name.

You may be surprised to see students being very informal with lecturers and others in positions of authority. This is usual and acceptable in Australia for people who know each other well.

Greetings

Australians tend to greet a person they are meeting for the first time with a firm handshake and maintain eye contact. This is their way of showing warmth and respect.

Phone before visiting someone. It's polite to phone a friend before visiting as many people do not like to receive unexpected visitors.

Meals

If someone asks you to go to their house for something to eat, it's normal to ask them whether you can contribute by bringing some food or drink. If they say "No", it may still be advisable to take a bottle of wine or non-alcoholic drink. If someone invites you to "bring a plate" they are asking you to bring some food. Ask what they would prefer you to bring. After a meal it is polite to ask your hosts if they would like help with the washing up. They may refuse. Ask "Are you sure?" – they will probably refuse your invitation to help. After you eat, it's expected you will stay for an hour or two and then return home.

Racism

You may find some people are not willing to be friendly or to accept you because of racial or cultural differences. Unfortunately, such people exist in every society and should not be regarded as typical Australians.

Relationships with older people

In your country there might be acceptable forms for displaying respect by the younger to the older person. In Australia people of different ages tend to regard one another with a much greater sense of equality. If you are a mature international student you may be conscious of this. For instance, the son or daughter of an Australian friend or neighbour may call you by your first name. No disrespect is intended.

Take your turn in a queue

Queuing up is part of the way of life in Australia. You will see people standing in line waiting to be served, at an Automatic Teller Machine (banking), getting on the bus, in the TAFE SA cafeteria and at the movies. You simply join at the end of the queue!

Cultural Expectations

Australia is a casual society with people from many cultures. The Australian lifestyle encourages visitors to maintain and share their cultural beliefs and traditional practices. At the same time, there is an expectation that you will respect the right of others to do the same.

Courtesy and Punctuality

Cultures throughout the world consider courtesy a priority. The use of "please" and "thank you" is important, and it is always good to check if people have the time to attend to you when you need assistance. It is necessary that you arrive on time for classes or appointments.

It is very rude and disruptive to others if you are continually late for classes and you will earn yourself a bad reputation if you are continually late. Always plan ahead to avoid being late for appointments. It is your responsibility to follow up with your lecturer if you miss classes, assignments and deadlines.

LEGAL

Some international students may require legal assistance and advice whilst studying in Australia. The Legal Services Commission has an excellent website which provides details on the sorts of issues a student may face: visa and immigration, accommodation and renting, employment, accidents and injuries, criminal matters, financial issues, traffic offences, and many more. In the first instance, you may wish to contact the International Student Support Consultant at the International Unit, or the Student Services on your campus, who may then refer you to another service for more specific information and assistance.

For more information please visit <https://lsc.sa.gov.au/>

Signing Contracts

It is very easy for students to complete transactions by signing a contract of purchase. This happens frequently when purchasing larger items such as cars, furniture, computers and mobile phones.

It is really important that you read all contracts associated with these purchases very carefully. If you are unsure about the wording or statements contained within the contract, please ask for assistance from staff within the International Student Unit. Again, do this before you sign any contract.

For some contracts, there is a “cooling off” period. This means that the seller is allowing you some time to think about the offer before you accept it. If there is no “cooling off” period – you are responsible for the purchase from the time of receiving the merchandise associated with the contract. Failure to make payments as required under the contract conditions could result in you being sued or being sent to court for non-payment and the merchandise can be repossessed. Please be very sure of your rights and responsibilities in any contract situation.

All contracts will have details of penalties associated with non-compliance, so make sure that you understand these penalties before signing.

General Insurance Information

It is important that you consider insurance for any purchases that you may make, particularly where the purchase is for a considerable amount of money such as for a car, stereo, television or computer.

In the case of a car purchase, if you do not adequately cover the purchase cost of the vehicle and you have an accident, you may not be covered for the cost of repairs or replacement of your own vehicle. Furthermore, if you are at fault in an accident you will be liable for the damage to other people's property and vehicles, which can be extremely expensive.

Although insurance costs may seem high to you, taking out insurance cover will protect you in the event of burglary, accidents or loss. You should consider insuring various purchases including computer hardware, furniture, vehicles, personal items like jewellery to avoid heartache and expense.

Again, it is important to look at options, read contracts and understand the requirements of any document. But it is also important to protect yourself by being vigilant and careful.

Contact the International Unit if you need assistance in finding an insurance company.



HEALTH & SAFETY

STUDY/LIFE BALANCE

A balanced approach to your study and other life activities is critical to your success in achieving your student goals. Make healthy life choices in all the important areas, as there will always be temptation from personal ambition and pressure of family obligations for your study-related tasks and strive for study related goals, but sometimes you may neglect other areas of our life. This may cause you sickness or being overworked and you may end up suffering increased stress.

Important tips

- > Make sure you get enough sleep.
- > Plan to have free time, meet new people and spend time with friends.
- > Stay active, exercise regularly at least 30 minutes a day.
- > Eat healthy. Take away foods should only be a sometimes food.
- > Learn to use your time effectively, get and stay organised.
- > Drink lots of water.
- > Take time out to have fun.

OVERSEAS STUDENT HEALTH COVER (OSHC)

OSHC is compulsory for all international students. This insurance will cover visits to doctors, specialists and hospitalisation, ambulance, pathology services, x-rays and some prescriptions. The cover does not include pharmacy, dental, physiotherapy or optical.

Your membership card will be available soon after you arrive in Adelaide.

It is your responsibility to ensure you continue to have OSHC for the entire duration of your visa for you and any dependants in Australia with you. If you allow your cover to lapse and you require medical assistance you could incur a large account for the services received and be responsible for the full payment. It is also a condition of all student visas that medical insurance is maintained.

For queries regarding your health cover, contact your Health Provider. Alternatively, you can seek assistance from the International Unit if you have purchased cover through the TAFE SA preferred provider, Allianz Global Assistance.

FINDING A DOCTOR

As soon as possible you should locate your closest Medical Centre or doctor, also known as a General Practitioner (GP), to where you live. Then, when you are sick you will already have the details to make the appointment to see the doctor.

If you miss any classes due to illness you will need to get a medical certificate from your doctor. You will then need to give the certificate to your lecturer to support your absence from class.

If you're in need of safe, practical health information, and prefer to speak to someone on the telephone or read the advice, you can call the healthdirect phone line on 1800 022 222 or visit their website healthdirect.gov.au. This service is provided by the Australia government and offers you free advice on a range of health concerns.

Living and studying in a new culture and country can be challenging. It may take a while for you to adjust to your new life in Adelaide. If you feel homesick, lonely, depressed or stressed, talk to your friends, family, staff, lecturers, a TAFE SA counsellor or a doctor.

CRISIS AND EMERGENCY CONTACTS

Emergency Services (Police/Fire/Ambulance)

Call 000 (or 112 from mobile phones)

Lifeline (24-hour counselling)

13 11 14

Suicide Call-Back Service

1300 659 467

Mental Health Triage Service (24 hours)

13 14 65

Headspace Mental Health Services

1800 063 267 (available for 12-25 years)

Yarrow Place:

1800 817 421 (24 hours, seven days a week) for counselling and advice for people who have been sexually assaulted.

National Sexual Assault, Domestic Family Violence Counselling Service

1800 737 732 (1800 RESPECT)

SA Police

131 444 for non-emergency/life threatening assistance

SEXUAL HEALTH

If you have any questions or concerns about your sexual health you can make an appointment with a doctor.

For general information, please visit:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Health+services/Sexual+health+services/>

SAFETY AND SECURITY

It is wise to be conscious of your own personal safety and security and that of your belongings.

It is important that you do not carry large amounts of cash with you especially in public places. If you do need to carry large amounts of cash be careful and make sure that it is not visible and do not show it to anyone.

Make sure that you carry identification with you at all times in case of an emergency with a contact name, address and phone number for people to contact. This contact can be someone from TAFE SA International. As an added precaution, it is a good idea to have your photo with emergency contact details with family or friends.

Whilst on campus do not leave any belongings unattended, and in the event of any loss, contact security staff or staff in the International Student Unit immediately.

Do not carry your passport with you, unless it is required. Always keep it in a safe place. If necessary, carry a copy of your passport for identification purposes.

Make sure all equipment and books are clearly marked with your name and contact details. Do not leave articles lying around unattended.

If you have any problems with theft or you are harassed in any way – speak to someone urgently so that you can receive immediate help.

The South Australian Police will assist you in any situation and can provide foreign language speakers if necessary.

Whatever you do – if you are unsure of your safety seek help immediately.

Your safety is important.

Home Security

Burglaries take place all over the world. Unfortunately, some of you may experience the misfortune of having your home broken into and/or burgled during your time in Adelaide. You can reduce the risk of this happening by following some simple tips:

- > Use an engraver or UV pen to mark your belongings with your drivers' licence number or passport number. This will make it difficult to resell stolen property and may, therefore, deter a thief from stealing them in the first place. This will also enable police to return stolen property to the rightful owners when recovered.

- > Lock/hide away valuable items when not in use.
- > Close blinds/curtains when it is dark outside, to avoid people seeing into your house.
- > Ensure appropriate locking devices are fitted to all doors and windows and secure them whilst asleep and before leaving your home. (You may need to discuss having appropriate locks installed with your landlord if they are not already in place.)

Take out a "Home Contents Insurance" policy and record all relevant details on a property checklist and keep it in a safe place for insurance claim purposes. There are a number of good insurance providers in South Australia who can arrange affordable insurance cover for you.

If you plan to return home or go away for the holidays, you are encouraged to take extra security precautions, such as:

- > Leave a spare set of keys with a trusted neighbour or friend. Do not leave keys hidden outside.
- > Do not leave anything lying around outside which can be used to break into your home and lock away garden tools and ladders.
- > Turn your telephone and doorbell volume down to low.
- > Never leave a holiday message on your answering machine.
- > Turn off unnecessary appliances.
- > Use timer switches to turn on lights and radios. Tune to talk back programs as it gives an impression of people at home.
- > Give your trusted neighbours instructions on what to do if your alarm is activated.
- > Cancel all your regular deliveries (newspaper, bottled water etc).
- > Hang some old clothes on your clothes line.
- > Leave your curtains and blinds partially open. People will not be able to see straight in and you will create doubt about whether someone is home.
- > Ask a trusted neighbour to park their car in your driveway.
- > Take all spare keys with you.
- > Arrange collection of mail and junk mail daily from your letter box by a trusted neighbour or friends, or organise for Australia Post to hold your mail until you return.
- > Have your rubbish bins put out on rubbish collection days by your neighbour or friends and brought in on the same day.
- > Leave emergency contact details with your trusted neighbour.
- > Ask neighbours to report any suspicious activity to police.

For police assistance call 131 444.

BEACH SAFETY

Adelaide has many beaches and as an international student you may be very unfamiliar with how dangerous a beach and beach swimming can be.

Australians love the beach and so will you!

Please make the time to watch the below beach safety video and remember the rules: bit.ly/oz-beach-safety

1. Swim between the red and yellow flags

They mark the area that is watched by surf lifesavers and lifeguards.

2. Raise your arm

If you need help in the water, raise your arm and shout for help. Stay calm, float and wait for help.

3. Safety signs

Look for the safety signs as they tell you about the dangers at the beach.

4. Ask a lifesaver

Ask a lifesaver about safety at the beach or where to swim.

5. Swim with a friend

Watch your children at all times when they are in the water.

If you get into trouble or see someone that is in trouble in the water, call for a surf lifesaver/lifeguard or telephone 000.

Other things to remember

- > Always make sure you can stand up and touch the bottom when in the water.
- > Do not swim immediately after you have eaten a meal.
- > Only swim during daylight hours and at beaches that are patrolled by lifesavers/ lifeguard.
- > Do not swim after drinking alcohol.
- > Never jump or dive into the water.

Want to find out more

You can check out sls.com.au or surfrescue.com.au for contact details for clubs, or you can speak to a lifesaver on the beach.

- > NO FLAGS – NO SWIM!
- > IF WE CAN'T SEE YOU – WE CAN'T SAVE YOU

For more information about general beach safety please read these fact sheets lifesaving.com.au/

SUN SAFETY

To avoid sunburn and dehydration from increased exposure to the heat and ongoing over-exposure to the sun, it is important that you protect yourself from sun rays (UV rays) by covering up with long sleeves, a hat and SPF+50 sunscreen. Also remember to drink plenty of water in moderation.



TAFE SA INTERNATIONAL CAMPUSES

Adelaide Centre for the Arts

39 Light Square,
Adelaide, SA 5000
T +61 8 8463 5000

Gilles Plains

Blacks Road,
Gilles Plains, SA 5086
T +61 8 8207 1100

Tonsley

1284 South Road
Clovelly Park, SA 5000
T +61 8207 2800

Adelaide City

120 Currie Street,
Adelaide, SA 5000
T +61 8 8207 8200

Regency

Days Road,
Regency Park, SA 5010
T +61 8 8348 4444

Urrbrae

505 Fullarton Road
Netherby, SA 5062
T +61 8 8372 6800

For the most up to date and detailed information contained in the guide, please visit the TAFE SA International website tafesa.edu.au/international.

Here you will find handy information for future and current international students including our latest course listings, orientation information, and our student policies and procedures.





**Government of
South Australia**

tafesa.edu.au/international

Email: **international@tafesa.edu.au**

Facebook: **facebook.com/TAFESAInternational**

Telephone: **1800 049 492**

International callers: **+61 8 8463 5487**

If you are deaf, or have a hearing
or speech impairment, contact us
through the National Relay Service
relayservice.gov.au

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