



Heatherton
Christian College

INTERNATIONAL STUDENT
HANDBOOK

2021



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HEATHERTON CHRISTIAN COLLEGE PREP-YEAR 12 INTERNATIONAL STUDENTS' POLICIES AND PROCEDURES HANDBOOK

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DEFINITION OF TERMS

AEAS	Australian Education Assessment Service
CAAW	Confirmation of Accommodation And Welfare
CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DEEWR	Department of Education, Employment and Workplace Relations
DIMIA	Department of Immigration & Citizenship
ELICOS	English Language Intensive Courses for Overseas Students
ESL	English as a Second Language
ESOS	Education Services for Overseas Students
HCC	Heatherton Christian College
LOTE	Languages other than English
PRISMS	Provider Registration and International Students Management System
VCE	Victorian Certificate of Education
VELS	Victorian Essential Learning Standards

ABOUT THE COLLEGE

Heatherton Christian College is an Independent Christian co-ed Prep-12 school located in the south eastern suburbs of Melbourne, Victoria. HCC was established in 1999 and has experienced steady growth. The teachers are handpicked for their professionalism, are all committed Christians and are experienced in a variety of learning fields. Students' individual learning needs are recognised and catered for. The current enrolment of the College is around 400 students from Prep-Year 12.

FACILITIES

Facilities at HCC include

Classrooms - beautifully presented and well-resourced with air conditioning, adjustable desks and large display areas

Wide open learning areas for group interactions

Playground with extensive shading

Networked Mac (computer) Lab

Science Lab

Studio Arts Centre

Design Tech Room

Trade Skills Kitchen with teaching café

Library

Auditorium

Gymnasium

Sports Courts

Oval

Greenhouse Outdoor Classroom.

The College is committed to small class sizes, currently averaging 21 students in Primary and 18 students in Secondary. This enables teachers to spend more quality individual time with each student. Students participate in a wide range of sports. The College employs a Student Counsellor.



HCC is noted for its warm and caring environment, ensuring that students grow academically and spiritually, reaching their full potential. Active parent participation is encouraged. The majority of the College's courses for international students are offered at the College's main campus (HCC).

More information may be accessed at our College website at hcc.vic.edu.au. The site is updated regularly.

HCC offers international students two high-quality courses:

- Primary Years P – 6 | Course Code: 03089C
- Secondary Years 7 – 13 | Course Code: 046659K

The primary and secondary schooling program leads to the award of the Victorian Certificate of Education (VCE) upon the completion of Year 12. The course is based on the Victorian Essential Learning Standards up to Year 10 and then the VCE, both developed and supported by the Victorian Curriculum and Assessment Authority. The course is based on the Australian Curriculum up to Year 9 and then the VCE, both developed and supported by the Victorian Curriculum and Assessment Authority. Full details of the courses are available in the College's handbooks, published annually. There are of 4 terms per school year consisting of between 9 and 13 weeks per term, totalling 40 weeks per year. Between terms there is a break of approximately 2 weeks in the autumn, winter and spring breaks, and 7- 8 weeks in the summer break. More information on term dates is available on the College website: hcc.vic.edu.au

DISTINCTIVES OF HCC CURRICULUM

- LOTE (French)
- Many options for instrumental tuition
- Outdoor Education program including overnight hikes
- Camps program for Grades 4-Year 12
- House competitions
- Student Representative Council
- Separate chapel services for primary and secondary students
- Small class sizes
- Food Technology/Hospitality/Kitchen Operations/Textiles/Visual Arts/Drama classes
- Community service and work experience program
- Access to Student Counsellor
- Inter-school sport - football, cricket, softball, basketball, beach volleyball, cross-country, athletics, soccer.

Special event days including Daffodil Day, Footy Day, Harmony Day, French Day.



EXTRA-CURRICULAR ACTIVITIES INCLUDE

- Debating
- Soccer Club
- Musical Production
- Lunchtime activities such as computer, library, art
- Overnight ski camp at Mt Hotham/Mt Baw Baw
- PFA College community activities
- House athletics carnival and swimming carnival
- One excursion per term per year level
- School choir and instrumental ensembles
- Student mission trips to Palm Island and Thailand

EDUCATIONAL RESOURCES AND MATERIALS

International students enjoy facilities of a high quality catering to the curricular and extra-curricular needs of students. HCC uses a wide range of teaching and assessment methods. Further information is contained in the College's prospectus.

Additional individual English classes are available for international students with qualified English teachers and/or the International Student Counsellor at the College.

Facilities at the College include a fully networked computer system (internet is readily available); sports fields/courts; technology centre; new industrial kitchen and café; spacious classrooms; outdoor classroom and library.

Staff are highly qualified, handpicked for their professionalism and experienced in a variety of curriculum areas.

Our learning areas are spacious, air conditioned and architecturally designed. A master plan outlines our future building program.

TEACHING METHODS

Heatherton Christian College utilises a wide range of teaching methods, including the following methods:

1. Provide regular discussion in pairs, small groups or in the class group on issues arising from reading, themes, current affairs and poetry.
2. Provide opportunities for students to regularly read aloud to the class.
3. Provide activities to develop listening skills.
4. Provide the opportunity for each student to present a verbal report.
5. Organise occasional debates (both formal and informal).
6. Talk individually with students to develop confidence and rapport.
7. Provide opportunities for the students to undertake formal speaking tasks such as interviews, announcements, oral reports, introductions, impromptu speeches, speeches etc.



8. Have the students listen attentively in formal situations such as meetings, speeches, debates etc.
9. Have the students explore ideas and brainstorm in groups.
10. Have the students participate in performances including drama, improvisation, role play, poetry reading and storytelling.
11. Make a point of talking about activities which are being planned.
12. Encourage students to set their own investigative questions.
13. In group work supervise to endeavour to ensure that the following come into operation; that students:
 - listen to others
 - speak with confidence
 - respond appropriately to others' ideas
 - dissent without being personally destructive
 - ask questions
 - express doubts, feelings, problems
 - comment and criticise constructively
 - offer suggestions
 - express thoughts and ideas logically
 - avoid sexual bias.
14. Practice oral language in real situations where practicable, such as:
 - using the telephone
 - taking a message
 - retelling a story or describing a film
 - reporting to the class about what has been done.
15. Provide a variety of material for reading.
16. Show students how to vary reading rate for purpose.
17. Give students the opportunity to read aloud to practice this skill.
18. Read aloud to the class to demonstrate how material can be read with expression and sensitivity.
19. Encourage students to read to each other and discuss what they have read.
20. Allow set times for students to select materials and to read for themselves.
21. Provide reading tasks with a focus on the meaning of the text which engages students to respond not only to the facts but also the emotional, moral and artistic qualities.
22. Provide examples of close reading for interpretative, critical response and evaluation for meaning.
23. Study a number of novels in class.
24. Study films in class.
25. Provide for reading and discussion a variety of literary forms.
26. Deal with some novels, poems and extracts on a theme basis.
27. Arrange regular discussion of issues and ways of interpreting meaning in poems and extracts on a theme basis.
28. Address the following areas where relevant:
 - language or the writing style of the text
 - structure of the plot
 - mood, imagery and dramatic effects
 - characterisation and the interpretation of the characters' actions
 - themes and their relevance to current events and to local and topical issues
 - literary devices, techniques and classification.
29. Use a variety of activities as a response to reading.



30. Organise a wide-reading program.
31. Expose students to texts which enlighten and edify, are designed to give pleasure, engage students in the present and the past and are spiritually sound.
32. Allow students adequate time to share, react, reflect and respond when involved in different reading experiences.
33. Teach reading strategies which will enable students to interact with texts in various forms such as: songs, non-fiction, fiction, poetry, advertisements, television, graphs, tapes, instructions, medicine bottle labels, street signs, forms, pamphlets, brochures, posters, comic strips, telephone directions, atlases, maps, recipes, 'how to' books, computer software.
34. Encourage students to use the correct terms when talking about books - author, introduction, preface, index and so on.
35. Include stories from other cultures.
36. Encourage students to select material they want to read aloud to the class, including preparation of poems or extracts.
37. Keep account of books read; give oral reviews and written reviews.
38. Students share with the whole group something read recently by:
 - reading an extract
 - retelling it
 - dramatising it
 - miming it
 - putting it in poetic form
 - illustrating it
 - making a model or chart.
39. Clarify strategies which students can use:
 - when they meet unfamiliar words in their reading
 - when selecting appropriate reading material
 - when reading aloud
 - when reading together
 - when researching.
40. Encourage the students to concentrate on meaning, look for clues and guess according to such clues, consult each other and use a dictionary and a thesaurus.
41. Provide activities which encourage students to:
 - think deeply about what they read
 - compare reactions and opinions
 - explore emotions and motives of characters in the text
 - enter the imaginative world of the book
 - continue to read with enthusiasm.
42. Provide regular writing sessions.
43. Provide a variety of writing tasks:
 - jottings
 - work journal
 - written response to stimulus
 - paragraphs describing objects, people, scenes etc.
 - stories
 - legends
 - 'tall tales'
 - news reports
 - instructions
 - letters



- editorials
 - short stories.
44. Encourage writing in response to discussion of issues, experiences, stories, films etc.
 45. Encourage students to use the *STEPS TO BETTER WRITING* method of paragraph and essay planning and writing after the direct teaching of this method.
 46. Through studying examples help students to be aware of differences between various types of writing.
 47. Use of Microsoft WORD to develop style, sequence and checking for correct usage and punctuation.
 48. Provide opportunities for publishing.
 49. Allow sufficient time for students to prepare, draft, revise and publish work.
 50. Allow students to experiment with a variety of forms.
 51. Encourage co-operative learning at appropriate times.
 52. Direct teaching of punctuation.
 53. Direct teaching of grammatical terminology as well as correction of individual students' problem areas.
 54. Direct teaching on word usage and manipulation.
 55. Study of students' writing giving individual conferencing on problem areas.
 56. Training of students to re-read work to identify errors.
 57. Training of students to use dictionaries and thesauruses.
 58. Direct instruction in spelling rules and exceptions.
 59. The underlining and correct spelling of words misspelled in the students' work.
 60. Chalk and talk.
 61. Worksheets and information sheets.
 62. Provide guidelines for researching issues.
 63. Maintain personal word lists.
 64. Teacher modelling.
 65. Visualising.

STUDENT ACTIVITIES

Heatherton Christian College strongly encourages the participation of all students, including International Students. This participation may include:

1. Regular participation in group discussion, involving giving opinions, listening to the viewpoints of others and considering reasons.
2. Presenting short prepared talks to express a point of view, developing to presenting reports on an issue.
3. Presenting prescribed oral tasks both individually and as a member of a group: including monologues, soliloquies, duologues, speeches, role plays, poems, interviews and speeches.
4. Developing non-verbal language.
5. Listening to speakers, tapes or videos to obtain information.
6. Sequencing and developing argument.
7. Developing an opinion and substantiating it.
8. Reading aloud an unrehearsed or a rehearsed piece.
9. Making informed choices of reading material.
10. Wide reading for recreational enjoyment and effective use of libraries.
11. Reading and interpreting texts, discussing responses and providing supporting evidence.
12. Comprehension exercises.
13. Exercises on critical reading of persuasive texts.



14. Writing recounts, reports, narratives, articles, letters, scripts, instructions, explanations, argumentative essays, expository essays, literary essays, poems, advertisements, story boards, newspaper reports, menus, anecdotes showing an awareness of audience and purpose.
15. Writing in different genres.
16. Creating visual diagrams to record information.
17. Developing the ability to write essays by completing exercises.
18. Using creative thinking models to improve their writing.
19. Writing using techniques to maintain interest: suspense, flashback, vocabulary, sentence structure, sequencing and imagery.
20. Editing for clarity, coherence and consistent style and proofreading spelling and punctuation.
21. Critically viewing non-print media.
22. Using the computer as a word processor and the PowerPoint program.
23. Using the computer to research information.
24. Reading a variety of materials to research issues presenting both a written and oral report.
25. Using visuals to interpret writing.
26. Reading a film and analysing the details and their effects.
27. Completing set assignments.

METHODS OF ASSESSMENT

- Tests/Exams
- Assignments
- Oral Responses
- Written Responses
- Writing Folio
- Dramatic Presentations
- Research Presentations – oral/written
- Reports

PURPOSE OF THE INTERNATIONAL STUDENTS PROGRAM

The College does not actively seek out international students or promote itself in other countries, being a college primarily intended for students from Christian families in Australia. The College does not have formal agreements with international student agents.

However, the College has determined to make a limited number of places available to students from other countries, including children of overseas students at other educational institutions, whose families are strongly oriented towards Christian education.

The purpose of this policy is:

1. To expose the students of HCC to the international community and a variety of cultures.
2. To contribute to the advancement of other nations, and especially to assist students from Christian families who have no access to Christian schools in their home area and children of overseas students already enrolled to study in Australia.
3. To assist overseas Christian students to gain access into Australian universities and institutions of higher learning.



4. To provide a safe learning environment for students from Christian homes wanting to study in Australia.

STUDENT RECRUITMENT AND PLACEMENT

Students applying for entry are required to have English language proficiency appropriate to the level of entry sought. As guidance, an IELTS score of 5.0 with no individual band below 4.5 or successful completion of an ELICOS course would be appropriate for entry into Year 10. Evidence of an assessment of an international student's English proficiency must be provided (unless this is clearly not relevant). In most cases, the College requires all international students coming from a country where English is not their first language to sit an English Assessment with the Australian Education Assessment Service (AEAS); and based on the recommendations of AEAS may require some ELICOS study before entry. This English Assessment is to be organised by the student's parent/guardian.

For more information on this assessment and/or to organise this assessment, please visit <http://www.aeas.com.au> or contact them as per below.

Tel: (613) 9645 0077

Email: admin@aeas.com.au

If the student has already been in Australia (or another country where English is the primary language) for a reasonable length of time, this assessment may not be necessary. Whether or not the assessment is required will be determined as part of the pre-enrolment interview process.

Offers of placements in the College for International Students are based on an assessment of the evidence provided by the Principal, in consultation with the International Student Counsellor, and is based on the extent to which the student's qualifications and proficiencies are appropriate for the course.

MARKETING

HCC does not actively market its education services to recruit international students and does not have formal agreements with international student agents. However, the College acknowledges that indirect marketing material may be provided to prospective international (overseas) students at some point during enrolment enquiries and therefore, the College is committed to ensuring that any marketing activities undertaken by the College are carried out in such a way that they uphold the integrity and international reputation of the Australian education industry. Specifically, any marketing will:

- be ethical
- be accurate
- not be misleading the student as to qualifications or outcomes of the course.

Additionally, the College will not give false or misleading information or advice in regard to the following:

- misrepresentation of the College's admission policy or admission requirements
- inaccurate information about the location of the College campus
- false comparisons with other schools



- misrepresentations of awards/qualifications (course outcomes)
- claims of association between itself and other providers
- the employment outcomes associated with a course
- automatic acceptance into another course
- possible migration outcomes
- any other claims relating to the College, its course or outcomes associated with the course.

STUDENT ATTENDANCE AND BEHAVIOUR

International students are expected to be at school each day. The attendance roll is marked at least twice a day. The attendance roll is monitored each week for non-attendance. To comply with Student Visa requirements, international students are required to attend at least 80% of their classes. Failure to do so may result in disciplinary action. PRISMS is notified if an international student fails to meet attendance requirements or if changes are made to the student's enrolment.

All students are required to comply with the College policies and procedures. Attendance at all classes is compulsory.

Information about the grounds on which the student's enrolment may be suspended or cancelled are clearly outlined on the College website.

Specifically, for International Students, non-compliance in the following areas may lead to a suspension or cancellation of enrolment and possibly cancellation of Student Visa:

- falling below the 80% attendance requirement (except in extenuating circumstances).
- not informing HCC of changes to accommodation/circumstances.

CONDITIONS FOR ENROLMENT

The basic conditions for enrolment of an international student are the same as those that apply to local applicants (see the Heatherton Christian College's Enrolment Forms). However, the following points need to be borne in mind:

- international students do not need to be interviewed with their parents
- interview procedures will be tailored to the individual circumstances of each applicant. However, evidence of parental desire for the student to be admitted to the College and willingness to abide by the policies of the College (in the form of a letter and enrolment form in most cases) is required.

QUALIFICATIONS

International students need to show evidence of competence to enter the level of schooling they wish to commence at the College e.g. certificate of Year 10 completion (or equivalent) for those applying to enter VCE. Before making an offer of enrolment at the College, an assessment is required by a suitable qualified person as to the extent to which the student's level of attainment is appropriate to the course (Year level). If the student is in Australia, this assessment is to be carried out by Australian Education Assessment Services. If the student is overseas the family must provide evidence of this assessment



being undertaken (either through AEAS or another suitably qualified agency) and provide documentation to the College.

ENGLISH PROFICIENCY

International students need to have a reasonable command of English appropriate to their level of general education. A student's English skills must be sufficient in order to cope in a class situation at the appropriate year level. Where the student's English is deficient, the College may require the student to complete an ESL course before commencing studies at the College or concurrent with their studies here. In such cases it will be the responsibility of the student or parents to find an appropriate program. The College does not provide any formal ESL courses.

COURSE PROGRESS AND ATTENDANCE

Course Progress

The College will monitor, record and assess the course progress of each student for the subjects in which the student is currently enrolled at the end of each semester of enrolment. Students who have begun part way through a semester will be assessed after one full period of attendance. To demonstrate satisfactory progress, students will need to achieve competency in at least 50% of units in any study period. If a student does not achieve competency in at least 50% of units studied in an assessment period, the International Students Counsellor at the College will meet with the student to develop an intervention strategy for academic improvement. This may include additional supervised study periods, tutorial assistance and other intervention strategies as deemed necessary.

If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, the College will advise the student in writing of its intention to report the student for breach of visa condition 8202 and that he/she has 20 working days in which to access the College's internal complaints and appeals process.

The College will notify DIBP via PRISMS of the student not achieving satisfactory course progress as soon as practicable where the student does not access the complaints and appeals process within 20 days, or withdraws from the complaints and appeals process, or the complaints and appeals process results in favour of the College.

Completion within expected duration of study (course progression)

As noted in above, the College will monitor, record and assess the progress of each student for the subjects in which the student is currently enrolled. Part of the assessment of progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their subjects within the expected duration of the course. The College will only extend the duration of the student's study where the student will not complete their subjects within the expected duration due to compassionate or compelling circumstances, student participation in an intervention strategy, an approved deferment or suspension of study has been granted in accordance with HCC's Deferment, Suspension and Cancellation Policy. Where the College decides to extend the duration of the student's study, the College will report via PRISMS and/or issue a new CoE if required.

Course attendance

Satisfactory course attendance is attendance of 80% of scheduled course contact hours. Student attendance is checked and recorded twice daily, assessed regularly and recorded and calculated over each semester. Late arrival at school will be recorded and will be included in attendance calculations.



All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or guardian, or evidence that leave has been approved by the Year Level Coordinator. Any absences longer than three consecutive days without approval will be investigated. Student attendance will be monitored by the International Student Counsellor over a semester to assess student attendance by calculating the number of hours the student would have to be absent to fall below the attendance on a day-to-day basis. (Any period of exclusion from class will not be included in student attendance calculations.)

Students at risk of breaching Heatherton Christian College's attendance requirements will be counselled and offered any necessary support when they have absences totalling 90% of days during any assessment period fortnight. If the calculation indicates that the student has passed the attendance threshold for the study period, the College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process. The College will notify DIBP via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where: the student does not access the complaints and appeals process within 20 days, withdraws from the complaints and appeals process, the complaints and appeals process results in a decision for the College.

Students will not be reported for failing to meet the 80% threshold where: the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g. medical illness supported by a medical certificate and has not fallen below 70% attendance. The method for calculating 70% attendance is the same as that outlined above, on a daily basis. If a student is assessed as having nearly reached the threshold for 70% attendance, the International Students Coordinator will assess whether a suspension of studies is in the interests of the student as per the College's Deferment, Suspension and Cancellation Policy. If the student does not obtain a suspension of studies under HCC's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined above.

Definitions

a) *Compassionate or compelling circumstances* – circumstances beyond the control of the student that are having an impact on the student's progress. These could include:

- I. medical illness or injury of the international student or the international student's close relative, which requires hospitalisation or impedes activities of daily living;
- II. a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment;
- III. death of close family members such as parents or grandparents;
- IV. a traumatic experience which has impacted on the student which could include:
 - a. being a witness to or a victim of a serious accident
 - b. being a witness to or a victim of a crime, natural disaster or terrorist event
- V. (these cases should be where possible supported by police or psychologists' reports). The final decision for assessing and granting a deferment of commencement of studies lies with the Principal and will be recorded on PRISMS depending on the students CoE status.
- VI. major political upheaval or natural disaster in the international student's the home country which requires immediate emergency travel;
- VII. inability to begin study in a program on the agreed start date due to a delay in receiving an overseas student visa;



- VIII. where the College is unable to offer a prerequisite unit, or the international student has failed a prerequisite unit and therefore faces a shortage or relevant units for which they are eligible to enrol
- IX. other compassionate or compelling circumstances at the discretion of the College.
- X. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, suitable documentary evidence must be supplied to prove the compassionate or compelling circumstances. This may include:

- a medical certificate
- a note from a medical doctor
- police/psychologist reports
- a death certificate (where possible)

b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

c) *School day* – any day for which the College has scheduled course contact hours.

FEES FOR INTERNATIONAL STUDENTS

Under the terms of legislation of the Commonwealth Parliament, students seeking to come to Australia on student visas must be classified as International Students. For such students, the College is obliged to recover the full cost of providing education to them. Hence the fees for International Students are considerably higher than those charged to local students, and no concessions are available.

Current figures are obtainable from the College, but International Student fees and charges include:

1. An enrolment fee, payable on enrolment.
2. Tuition fees, to be paid in advance by the beginning of each term.

Tuition fees cover normal lessons, books and stationery items, excursions and instrumental lessons. They do not cover the cost of uniforms.

The College undertakes to provide to international students the same educational, spiritual and social opportunities that all its students enjoy without discrimination and to provide the same written reports on the students' progress to their parents/guardians as are provided to local parents/guardians. Please see Appendix 1 for a breakdown of current fees and charges.

REFUND POLICY

The College as a registered provider is required to comply with the Refund Specification of the federal legislative instrument: [Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#) that sets out the methods for calculating refunds of fees by a registered provider in the following circumstances:

- provider default



- the student default where the provider has not entered into a written agreement with the student that meets the requirements of the ESOS Act
- the student default owing to visa refusal.

The College will provide a refund to an international student or intending international student in the event that the default is by a student or a registered provider and the College is required under the provisions of the ESOS Act, to provide a refund.

The College enters into a written agreement with each international student which includes information about the provision of refunds and the amount of the refund (if any).

The College must pay the refund to the following person:

- the international student
- if a person (other than the student) is specified in the agreement to receive any refund.

If the College pays a refund to an international student, the College must pay the refund within the Provider Obligation Period of four weeks after receiving a written claim from the student.

Meaning of Provider Default

The College defaults if:

- either of the following occurs:
 - the College fails to start to provide the course at the location on the agreed starting date; or
 - the course ceases to be provided at the location at any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.
- if a sanction is imposed on the College which prevents it from providing the course.

Exceptions to College default circumstances exist, including when the student defaults.

Our obligations if the College Defaults

The College's obligations to an international student or intending international student if the College defaults on provision of a course are to, within 14 days:

- arrange for the student to be offered a place in an alternative course at the College's expense; and
- the student accepts the offer in writing; or
- the College provides a refund.

Meaning of Student Default

The student defaults if:

- the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course (either before or after the agreed starting day); or
- the College refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - the student fails to pay an amount they were liable to pay the College, directly or indirectly in order to undertake the course;
 - the student breached a condition of their visa
 - misbehaviour of the student.



In relation to student misbehaviour, the College must provide them natural justice before refusing or continuing to provide the course.

Providing a Refund in other Cases

The College will also provide a refund if the student defaults and either:

- the College has not entered into an agreement that sets out refund obligations in relation to the student default and meets the obligations of the National Code; or
- the College is not required to pay a refund because the student was refused a student visa.

Refunds must be made within the period of four weeks after receiving the written claim from the student.

Right to Refuse a refund

The College is allowed to refuse to provide a refund if the international student or intended international student:

- was refused a student visa; and
- the refusal was due to or following an act or omission by the student that directly or indirectly caused the student to default in relation to the course. The acts or omissions are their:
 - failure to start the course on the agreed start date
 - withdrawal from the College course
 - failure to pay course fees

Refund Procedure

The College will only grant a refund when the following process is followed:

1. An international student or intended international student applies for a refund, in writing, from the Business Manager at the College.
2. An international student or intended international student pays any outstanding debts to the College or authorises any outstanding debts to be deducted from the refund.
3. The College approves the refund under this policy.
4. After approval, the refund is paid to the international student or intended international student or the same person that initially made the payment of course fees.

If a refund is granted to an international student or intended international student, it must be calculated in accordance with the Refund Specification.

The refund must be the course fees, minus the lesser of the following amounts:

- 5 per cent of the amount of the course fees received by the College in respect of the student before the default day; or
- \$500

The enrolment fee is non-refundable.

Failure to Provide a Refund

It is an offence under the ESOS Act for the College to fail to provide a refund to an international student or intending international student in accordance with the College's obligations.

Record Keeping



The College maintains evidence of compliance with this policy by maintaining records of refund decisions and notification made under this policy. Records will be maintained in accordance with our International Student Records Management and Retention Policy.

INDEMNITY ARRANGEMENTS

Heatherton Christian College has in place a bank guarantee from the Commonwealth Bank to cover default by the College in the event that the College fails financially.

In the unlikely event that Heatherton Christian College is unable to deliver a course in full, a refund will be offered of all course money that has been paid to date. The refund will be paid within two weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by Heatherton Christian College, at no extra cost to the student.

SPECIAL SERVICES FOR INTERNATIONAL STUDENTS

Orientation

All international students will be given help to adjust to the College and its program, the expectations of the Victorian education system and Australian society in general. This assistance will be tailored to the individual student's needs and will be overseen by a staff member of the College designated as the International Student Counsellor.

During the initial interview of each international student his or her special needs will be ascertained and appropriate members of staff and the College community will be allocated to each child to ensure effective integration. Regular interviews will be conducted to ensure that this process is effective. International students will also complete a 'returning student' questionnaire prior to them returning to their home country, to assist the College with collecting data with a view towards continuous improvement of our International Student Programme.

Counselling

The member of staff designated as the International Students Counsellor will be available to assist and advise international students about any problems related to their study and life at the College, including study skills, College academic requirements, choice of courses, future tertiary studies and general welfare. The Counsellor will call in other members of staff to assist in this process as appropriate; for example, the VCE Coordinator, the College Chaplain(s), etc.

We recognise that international students have special problems relating to culture, language and different education skills. As the College is located in a very multicultural area of Melbourne it draws families of many nationalities and therefore in many cases will be able to find people from similar ethnic backgrounds to assist particular students. Each international student will be closely monitored to ensure that they are making satisfactory progress integrating into the College community. If there are any specific problems requiring specialist care, an appropriate expert will be found. This will be paid for by the international student.

Special attention will be given by the VCE and Careers Coordinator to ensure that each international student undertakes the appropriate subjects to enter tertiary course most suited to the child.

Accommodation Policy



Heatherton Christian College does not actively seek international students and as such the College does not issue CAAs and does not enrol students who are in or require homestay accommodation.

All international students enrolled or enrolling at the College must stay in Australia with a 'nominated guardian' approved by the Department of Home Affairs. Refer to the Department of Home Affairs website for more information about [nominated student guardians](#).

The parent or legal custodian of all students under 18 years of age must ensure that they or the nominated relative have enough money to support themselves and the student during their stay and be able to provide/arrange accommodation, welfare and other support for the duration of the student's visa or until the student reaches 18.

At HCC, all students under 18 years of age have two options. They may either:

- a) live in Australia with their parent or legal custodian; or
- b) live in Australia with a relative over 21 years of age who is nominated by their parent or legal custodian and approved by the Department of Home Affairs.

Option (a): If the student's parent or legal custodian is providing welfare for the student during the student's stay in Australia this should be indicated on the visa application form. A parent, legal custodian or relative who will be the student's guardian may apply for a Student Guardian Visa and stay in Australia as the student's carer. The College does not issue a Confirmation of Accommodation and Welfare (CAAW) letter and is not responsible for the student's accommodation, support and welfare arrangements for the duration of the student's visa or until they turn 18 years of age (whichever happens first).

Option (b): If a relative living nearby is providing the welfare and accommodation for the student during their stay in Australia, the student's parents and/or legal custodians will need to give their permission for this arrangement and the relative must be nominated on the visa application form and be one of the following: brother or sister, stepbrother or stepsister, step-parent, grandparent, step-grandparent, blood relative, aunt or uncle, step-aunt or step-uncle, niece or nephew, step-niece or step-nephew, spouse; and also be aged over 21 years of age, be eligible to remain in Australia until the student's visa expires or the student turns 18 (whichever happens first) and be of good character. The College does not issue a Confirmation of Accommodation and Welfare (CAAW) letter and is not responsible for the student's accommodation, support and welfare arrangements for the duration of the student's visa or until they turn 18 years of age (whichever happens first).

Notification of Change of Address/Contact Details

International students must inform HCC of their residential address within 7 days of arriving in Australia. HCC is required by law to keep residential addresses up to date. International students are required to notify the College office of any change in address or contact details immediately, in not less than 7 days. If this does not happen, it may lead to the automatic cancellation of the international student's student visa.

GRIEVANCE PROCEDURES

If an international student has a grievance about any matter relating to their life and study in the College, the following procedures should be followed:

1. Contact the immediate person involved; e.g. teacher. All efforts will be made to resolve difficulties within the College between the student and their parents with the staff.



2. If the problem is not resolved, an appeal may be made to the Counsellor of that section of the College, and then to the Principal.
3. If a dispute or grievance remains after these steps have been taken, the student (or parents) may request that it be dealt with by a panel consisting of members of the College Board, the Principal (or his delegate) and an independent person appointed for the purpose (usually an older pastor not connected to the College or Kingston City Church).

The International Students Counsellor will be available to assist the student in this process and act as a mediator where necessary. All grievances will be dealt with in a timely fashion i.e. within 10 working days of the formal lodgement of the complaint or appeal and supporting information, and all reasonable measures will be taken to finalise the process as soon as practicable. Please refer to the College's Complaints Handling Policy and the Child Protection Policy available on the College website.

If an international student is not successful in the College internal grievance/appeals process, the College will advise the international student within 10 working days of concluding the internal review of their right to access an external complaint handling and appeals process at minimal or no cost - the **Overseas Student Ombudsman (OSO)**.

The OSO investigates complaints about problems that international students or intending international students may have with private education and training in Australia. The contact details for the OSO are as follows

Overseas Student Ombudsman:

Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

Website: <http://www.ombudsman.gov.au/>

International students will be given information on how to access this service as part of their orientation.

Registered Provider Staff

All staff dealing with international students are made aware of their relevant responsibilities as part of operational procedures.

Use of Personal Information

Heatherton Christian College takes all reasonable steps to ensure that the students providing personal information to the College are aware that the information provided may be made available to Commonwealth and State agencies pursuant to obligations under the ESOS Act 2000 and the National Code.

SUSPENSION, DEFERMENT OR CANCELLATION

Suspension or Deferral of Commencement of Studies

HCC will only grant a suspension or deferral of commencement of studies if there are compassionate and compelling circumstances. These may include but are not limited to:

- a. medical illness or injury of the international student or the international student's close relative, which requires hospitalisation or impedes activities of daily living;



- b. a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment;
- c. death of close family members such as parents or grandparents;
- d. a traumatic experience which has impacted on the student which could include:
 - i. being a witness to or a victim of a serious accident
 - ii. being a witness to or a victim of a crime, natural disaster or terrorist event (these cases should be where possible supported by police or psychologists' reports). The final decision for assessing and granting a deferment of commencement of studies lies with the Principal and will be recorded on PRISMS depending on the students CoE status.
- e. major political upheaval or natural disaster in the international student's the home country which requires immediate emergency travel;
- f. inability to begin study in a program on the agreed start date due to a delay in receiving an overseas student visa;
- g. where the College is unable to offer a prerequisite unit, or the international student has failed a prerequisite unit and therefore faces a shortage or relevant units for which they are eligible to enrol
- h. other compassionate or compelling circumstances at the discretion of the College.

In order for HCC to grant a suspension or deferment of commencement of study, suitable documentary evidence must be supplied to prove the compassionate or compelling circumstances. This may include:

- a medical certificate
- a note from a medical doctor
- police/psychologist reports
- a death certificate (where possible)

The final decision for assessing and granting a suspension or deferment of commencement of study lies with the Principal and will be recorded on PRISMS. A period of suspension will not be included in attendance calculations.

Assessing requests for deferment or suspension of studies

Applications will be assessed on merit by the Principal. All applications for deferment or suspension will be considered within five working days. Exclusion from class (1 – 28 days): Heatherton Christian College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Heatherton Christian College's Behaviour Policy. Excluded students must abide by the conditions of their exclusion from studies which will be determined by the Principal. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet academic requirements. Exclusions from class will not be recorded on PRISMS. Periods of 'exclusion from class' will be included in attendance calculations as per Heatherton Christian College's Course Progress and Attendance Policy.

School initiated suspension of studies (28 days or more)

HCC may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Heatherton Christian College's Behaviour Policy. Suspended students must abide by the conditions of their suspension from studies which will be determined by the Principal. Students who have been suspended for more than 28 days are required to return to their home country by DIBP unless special circumstances exist (e.g. the student is medically unfit to travel). If special circumstances exist, the



student must abide by the conditions of his or her suspension which will be determined by the Principal. Suspensions will be recorded on PRISMS. The period of suspension will not be included in attendance calculations.

Cancellation of Enrolment

HCC may cancel the enrolment of a student under the following conditions:

- failure to pay fees required to pay the College to undertake or continue the course as stated in the written agreement
- any behaviour identified as resulting in cancellation in Heatherton Christian College's Behaviour Policy.
- failure to maintain satisfactory course progress or failure to maintain satisfactory attendance in accordance with International Student visa requirements will result in automatic cancellation.

A decision to Cancel an international student's enrolment for any of the reasons above cannot take effect until an internal appeals process is completed, unless the international student's wellbeing, or that of others, is likely to be at risk.

If the College initiates a suspension or cancellation of the international student's enrolment, before imposing it, the College must:

- inform the international students and their parents/guardians of that intention and the reasons for doing so in writing; and
- advise the student of their right to appeal through the College's internal complains and appeals processes within 20 working days.

COMPLAINTS AND APPEALS

To lodge a complaint, the international students or their parent/guardian must refer their formal complaint to the Complaints Manager.

Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.

The Complaints Officer will inform the international student or their parents/guardians that the complaint has been received and the College will commence the assessment of the complaint within 10 working days from the date the complaint was lodged

The complaint will be assessed and managed in accordance with [Heatherton-Christian-College-Complaints-Handling-Policy-2020](#).

During the complaints process, the College will maintain the enrolment of the international student

If an international student or their parents/guardians are not satisfied with the result from the College's internal complaints process, the College must advise the international student within 10 working days of concluding the internal review of their right to access an external complaint handling and appeals process at minimal or no cost - **Overseas Student Ombudsman** (see details on Page 21)



The College must give the international student the contact details of the appropriate complaints handling and external appeals body. Refer to our [International Students Complaints Appeals Policy](#).

Record Keeping

The College ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

The College maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the College

All statements and the Register are maintained in accordance with our [International Students Records Management and Retention Policy](#)

Student Advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration and Citizenship for advice.

GOVERNMENT REGULATIONS

It is Heatherton Christian College's desire that international students have a safe, enjoyable and rewarding experience of studying in Australia. The education of international students at Heatherton Christian College is governed by the National Education Services for Overseas Students Act 2000 (ESOS).

If an international student wishes to lodge a complaint or appeal against a decision, they may contact the **Overseas Student Ombudsman** (OSO).

The OSO investigates complaints about problems that international students or intending international students may have with private education and training in Australia (see page 21 for contact details for the OSO).

International students will be given information on how to access this service as part of their orientation.

For more information on the ESOS framework, including Australian Government material or links to this material online please go to the following link:

[National Code Online Link](#)



APPENDIX 1: CURRENT FEES FOR INTERNATIONAL STUDENTS PER ANNUM (*2020 figures)

OVERSEAS STUDENTS	Year Level	School Fee	Building Levy	Book Levy
PER Child	YRS P to 6	\$17,000	\$325	\$40
PER Child	YRS 7 & 8	\$18,000	\$325	\$165
PER Child	YRS 9 & 10	\$19,000	\$325	\$165
PER Child	YRS 11 & 12	\$20,000	\$325	\$25

ADDITIONAL COSTS NOT INCLUDED IN SCHOOL FEES (per student)	
Enrolment Fee	\$700
Technology Levy	\$150
Electives Deposit (Years 7-12)	\$800 (refunded depending on elective choices completed)
Building Levy	The building fund levy is used to help fund our ongoing building development
Some additional costs not included in school fees are the cost of camps, mission trips, school productions, music and end of year events. The costs of these activities are only applicable to certain year levels . Please email the Business Manager at office@hcc.vic.edu.au for further information relating to these costs.	

**Please note: Fees are current as of February 2020 but are subject to change.*



APPENDIX 2: OVERSEAS STUDENT ORIENTATION

The College provides an age-appropriate student orientation program for new overseas students. The orientation program includes the following:

- An explanation of all college uniform requirements and subject selection and textbooks
- Orientation and College Tour
- Distribution of key College documents including the Student Diary, International Student Handbook
- An introduction to key staff
- Information of whom to contact in emergency situations, including contact numbers of a nominated staff member
- Information regarding the College's commitment to creating a child safe environment, and the matters contained in the College's Child Safe Code of Conduct and Child Safe Policy
- Information on how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse
- Support services available to overseas students – academic and pastoral
- The services available through the College Clinic and the Health Insurance program
- Facilities and resources including laptop, IT passwords and personal locker
- Visa conditions relating to course progress, attendance and behaviour.
- Providing the student's family with a College Prospectus, this document, Student Care, Safety and Welfare Policy, and the both the College's Child Safe Code of Conduct and Child Safe Policy.



APPENDIX 3: STUDENT EMERGENCIES, THREATS TO HEALTH AND SAFETY AND STUDENT WELLBEING

For immediate threats to safety and wellbeing and for situations where a student has been assaulted, including sexual assault, or deliberately harmed in any way, students should:

Call 000 (Fire, Police and Ambulance) in the first instance.

- Use the Emergency Card to determine who to contact at the College.
- If parents live locally, students should contact them as soon as possible.
- In the event of alleged sexual, physical or other abuse or allegations of such abuse, the student should contact the Police by calling 000 and also report the matter immediately to one of the following:
 - Student Chaplain
 - Heads of College
 - Head of Campus

These experienced staff members will support the student to take the next appropriate step to support his/her wellbeing.

Any matters regarding Child Protection will be reported to the Executive Principal (or their delegate) as soon as practical. Experienced Psychologists and Nursing staff are available at the College to support student wellbeing. All serious matters of health and safety will be referred to external specialists. The College will support International students and their families in the event of any serious incident or allegation.



APPENDIX 4: COMMITMENT TO PROVIDING A CHILD SAFE ENVIRONMENT AT THE COLLEGE

At College we have a zero tolerance for child abuse and are committed to acting in children's best interests and keeping them safe from harm. The College regards its child protection responsibilities with the utmost importance and as such, is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintain a child safe culture.

Child Safe Code of Conduct and Child Safe Policy

All staff members, including non-teaching staff and temporary or casual staff, volunteers, students, parents and carers, contractors, the College Board, trainee teachers on placement at the College and all visitors must follow the College's Child Safe Code of Conduct. A copy of the Code of Conduct can be found in Appendix A of the Child Safe Policy, accessed via the link below.

The College has developed a Child Safe Policy which is available on the College's website. The policy can be accessed [here](#).

Both the Child Safe Code of Conduct and Child Safe Policy will be discussed and important information contained in the documents brought to the attention of the student.



Child Safe Standards – Commission For Children And Young People

Speak up – it's your right

Victoria's Child Safe Standards are designed to keep you safe.

Why the standards came about

In 2013, the Victorian Government looked at how safe organisations are for children and young people.

It found that sometimes children and young people have not been kept safe by organisations and the adults who work in them.

More needed to be done to keep children and young people safe in the future.



What are they for?



Out of home care providers, schools, churches, sports clubs, dance schools and other organisations have to keep you safe.

This means:

- Only choosing adults who are safe to work with you.
- Listening to you about what makes you feel safe.
- Acting to protect you if someone hurts you or makes you feel unsafe.

What they mean for you

You can expect to be safe and to feel safe, wherever you go and whatever you do.

You can expect that adults that work with you know how to keep you safe.

You can tell an adult if you don't feel safe and they have to help you.



Get in touch with us

www.ccap.vic.gov.au

(03) 8601 5281

[ccypvictoria](https://www.facebook.com/ccypvictoria)



APPENDIX 5: LIVING IN AUSTRALIA

Money Matters

It's easy for visitors to Australia to access money. There are automated teller machines (ATMs) in most Australian towns and all cities, as well as banks that will cash traveller's cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.

More information on the cost of living in Victoria can be found on the following website:

[Study Melbourne Fact Sheet](#)

ATMs, EFTPOS, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well. Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving license with photo.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or traveller's cheques is usually no problem at banks throughout Australia or at licensed moneychangers such as Travelex or Amex in cities and major towns.

Taxes

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). Tax does not need to be manually added, it is automatically built into the cost of the goods.

Transport in Melbourne

For bus, train and tram timetables, maps and fares call **Public Transport Victoria** on 1800 800 007 or visit the website at: www.ptv.vic.edu.au. Myki cards allow you to travel on any and all Melbourne bus, train and tram services, even if you transfer from one to another.

Bicycle – Melbourne's a great city for cycling, as it's reasonably flat and there are good routes throughout the metropolitan area. Two of the best are the bike path that runs around the shores of



Port Phillip Bay from Port Melbourne to Brighton, and the bike path that follows the Yarra River from the city for more than 20km.

Bus – Generally, buses continue from where the trains finish, or go to places such as hospitals, universities, suburban shopping centers and the outer suburbs, not reached by other services. There is a bus stop at the front of the College that travels between Southland Shopping Centre and Clayton Railway Station.

Train – Suburban trains are faster than trams or buses, but they don't go to many of the inner suburbs. Flinders Street Station is the main suburban terminal. During the week, trains start at 5.00 am and finish at midnight. The closest train station to the College is Clayton Railway Station.

Tram – Melbourne's trundling trams cover the city and inner suburbs. Tram stops are numbered from the city center. There are also 'light rail' services to some suburbs, including St Kilda, which run along disused rail lines. Be extremely careful when getting on and off a tram; by law, cars are supposed to stop when a tram stops to pick up and drop off passengers, but that doesn't always happen.

Climate

Melbourne has a temperate climate but the weather can change quickly. Overnight lows in winter can get down to 3 or 4 degrees Celsius while in summer it can be as hot as 40 degrees Celsius.

Avg. temp

Summer Dec/Jan/Feb	25.5°C
Autumn (Fall) Mar/Apr/May	20.2°C
Winter Jun/Jul/Aug	14°C
Spring Sep/Oct/Nov	19.5°C
Avg. temp	19.8°C

General Information – Victoria

Population	6.82 million
State capital	Melbourne
Population:	5.2 million
International students	227,000

For more information on living in Australia, please refer to the following website:
<https://www.studyinaustralia.gov.au/>. This information can be viewed in a variety of languages.

General information on safety and awareness relevant to life in Australia

Life in Australia Book:

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/australian-values>

Relevant Legal Services

Legal Aid Victoria

- Website: <https://www.legalaid.vic.gov.au/>
- 1300 792 387



Consumer Action Law Centre

- <https://consumeraction.org.au/>
- 1800 466 477

Health Services

Sickbay – College Office

Doctor

Monash Health

- 246 Clayton Road, Clayton, Vic 3168
- Phone: (03) 9594 6666

Hospital:

Monash Medical Centre

- 246 Clayton Road, Clayton, Vic 3168
- Phone: (03) 9594 6666

Ambulance / Police / Fire **000**

Triple Zero poster in student language:

[https://www.triplezero.gov.au/Pages/TripleZero\(000\)AwarenessCampaignandpromotionalmaterial.aspx](https://www.triplezero.gov.au/Pages/TripleZero(000)AwarenessCampaignandpromotionalmaterial.aspx)

State Emergency Services 132 500
National Security Hotline 1800 123 400

Support Services for General and Personal Circumstances

College Counsellor –	Wellbeing Coordinator, Chaplain
International Student Advisor -	International Student Counsellor
Academic/Study Assistance –	Year Level Coordinator, Learning Support Coordinator
English Assistance –	Learning Support Coordinator
Lifeline:	131 114
Kids Helpline:	1800 551 800
Beyond Blue:	1300 224 636



APPENDIX 6: EMPLOYMENT RIGHTS

Fair Work Gov international student's fact sheet:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>