BEING A STUDENT IS ONE OF THE MOST REWARDING AND EXCITING TIMES OF YOUR LIFE. IT’S A TIME TO EMBRACE INDEPENDENCE, CHOOSE YOUR PATH, AND TRY NEW THINGS.

There are significant benefits of studying in another country. You will make new friends and business connections, and enjoy the extraordinary experience of living in another culture.

Studying abroad can be both exciting and challenging. That’s why the TAFE Queensland International team will be right by your side on every step of your journey to ensure you get the most out of your time with us.

TAFE Queensland is committed to providing quality education and outstanding services to our international students and their families. Our practical, job-focused training and experienced teaching staff will give you the skills you need to MAKE GREAT HAPPEN.

Our International Student Handbook is a helpful guide to prepare you for your study journey here in Australia. In this handbook you will find useful information about studying and living in Queensland, some of which you may need to refer to quickly so make sure you keep it with you.

Thank you for choosing TAFE Queensland to make your international study dreams a reality.
IMPORTANT INFORMATION AND EMERGENCY CONTACTS

BEFORE WE GO ANY FURTHER, HERE IS A HANDY LIST OF ALL THE IMPORTANT ADDRESSES AND PHONE NUMBERS THAT YOU MIGHT NEED DURING YOUR STAY HERE IN QUEENSLAND.

Emergency Services:
Dial 000 for Police, Fire or Ambulance
Policelink 131 444 for non emergency / life threatening assistance

GENERAL EMERGENCY

INTERNATIONAL STUDENT SUPPORT

TAFE Queensland Student Assistance Line
► 1800 644 044 (after office hours and during public holidays)

Brisbane
South Bank - Client Service Centre, C Block
► 07 3244 5633 ► Intss.Brisbane@tafe.qld.edu.au

East Coast
Mooloolaba, A Block, Room A1.46 ► 07 4120 6336 ► 0409 068 027
► Intss.EastCoast@tafe.qld.edu.au

Gold Coast
Southport - Customer Service ► 07 5581 8625
► studentmentoring.goldcoast@tafe.qld.edu.au

North
Cairns, H Block ► 07 4042 2724  Townsville, D Block ► 07 4042 2724
► Intss.North@tafe.qld.edu.au

Skills Tech
Acacia Ridge - Client Service Centre Level 1, E Block
► 07 3244 0227 ► 0417 190 713
► Intss.SkillsTech@tafe.qld.edu.au

South West
Toowoomba, A Block, Library ► 07 4694 1693 ► 0428 188 140
► Intss.SouthWest@tafe.qld.edu.au

Study Queensland hotline
► 1800 778 839 (1800QSTUDY)

GOVERNMENT DEPARTMENTS

Department of Home Affairs
► 131 881
► homeaffairs.gov.au

Australian Taxation Office
► Tax File Number: 132 861
► ato.gov.au
Welcome to Queensland

Queensland offers international students the opportunity to study, work and live in a relaxed, unique and vibrant community.

Welcome to Queensland

You can choose to study and live in coastal, metropolitan or regional centres, all within easy reach of Queensland’s world-renowned beaches, national parks and rainforests.

Highlights of life in Queensland:

- safe and welcoming environment
- culturally diverse society
- English speaking environment
- relaxed lifestyle
- sport and recreation.

Queensland is well serviced by public transport networks including buses, trains and ferries. Travel concessions are available to international students studying formal programs.

Queensland’s time zone is GMT+10. If you are unsure of the time difference you can use this link to set up a time to talk to your family and friends back home.

timeanddate.com/worldclock/meeting.html

Find out more about living in Queensland on the Study Queensland website

studyqueensland.qld.edu.au

Climate

Queensland has a sub-tropical climate with warm summers and mild winters. Average temperatures range between 21°C to 31°C in summer (December to February) and 9°C to 19°C in winter (June to August).

bom.gov.au
STUDY EXPERIENCE

TAFE QUEENSLAND IS THE LARGEST AND MOST EXPERIENCED PROVIDER OF VOCATIONAL EDUCATION AND TRAINING IN QUEENSLAND, AUSTRALIA.

STUDY EXPERIENCE

WE TRAIN MORE THAN 125,000 STUDENTS FROM OVER 90 COUNTRIES IN MORE THAN 600 PROGRAM AREAS ANNUALLY.

As a student here, we will prepare you with the skills of today to meet the demands of tomorrow.

Our education is personalised and supportive, encouraging you to reach your maximum academic potential. Our courses are taught in tutorial-style classes, giving you more time with your teachers to gain a better understanding of your course content.

As well as high-level academic qualifications, our teachers also have strong cultural knowledge and industry connections. Our teachers have lived, studied and worked both in Australia and overseas and have excellent international connections and contacts.

STUDENT ID CARD

Under Australian law, TAFE Queensland is required to confirm to the Commonwealth Government that all international students have arrived in Australia and commenced their course.

Students are also required to confirm their return to study each semester. Information about this will be communicated to you before each semester. Your faculty will organise your class enrolments for you.

ORIENTATIONS

International students have two mandatory orientations to attend:

- International Orientation – at this orientation you will be given information about your campus location, ID card, facilities and student support.
- Course Orientation – this is where you will receive information about your course, timetables, textbooks and facilities such as library services.

You will receive an email with details of when and where your orientations will take place.

OSHC (OVERSEAS STUDENT HEALTH COVER)

At orientation you will find out how to get your OSHC membership card if you have ordered this through TAFE Queensland.

You can print a temporary certificate from the OSHC membership login page if you need to see a doctor before you receive your OSHC membership card. Make sure you get a receipt for any medical expenses so you can claim them through OSHC.
Before the beginning of each semester you will be emailed with information about your upcoming fees. You must pay semester fees in full by the due date. If you don’t pay your tuition fees you won’t be able to commence or continue your course. Please note that late tuition payments attract additional charges.

If your course has material fees, you will also need to pay these before the start of class. These fees cover the materials used in class. You may also need to pay additional fees for course uniforms or additional equipment.

If you are undertaking a nationally recognised program at TAFE Queensland you will need to have a Unique Student Identifier (USI). This includes the study of a certificate or diploma course.

A USI gives you access to your own online USI account. Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. You can create your USI online at usi.gov.au.

Once you’ve created your USI, you will need to email it to TAFE Queensland along with your name and student number.

Graduation is a great opportunity to come together with fellow students, teachers, friends and guests to celebrate your achievements. With guest speakers and award presentations this will be the perfect way to celebrate your academic achievements. Graduation dates vary depending on your study location. If you’re unsure when your graduation ceremony will be held, check with the TAFE Customer Service Centre, speak with International Student Support or check the upcoming events page on our website.
STUDENT SUPPORT
THE STUDENT SUPPORT TEAM COMPRISSES OF INTERNATIONAL STUDENT SUPPORT, COUNSELLORS, AND DISABILITY SERVICES.

The team can help you with:

- living in Australia and settling into your local area
- accommodation options, transport and banking
- information about prayer and reflection rooms
- cultural adjustment and homesickness
- community support and multicultural services
- OSHC and health concerns
- theme parks and other attractions information

OUR CAMPUS FACILITIES
Library
Libraries are available at most locations. They provide traditional library services including printing and photocopying, Wi-Fi access, and computers and study areas for student use. Staff can assist you with accessing print and electronic resources including databases, books, CDs, DVDs, magazines and newspapers and with study and reference queries. During orientation week the library also offers tours where you can learn about their services and facilities.

Training facilities
At TAFE Queensland you will have access to some of the best learning environments available including modern class and lecture rooms, laboratories and workshops.

Many of our learning environments simulate the workplace and give you the opportunity to study and learn practical skills alongside Australian students.

THINGS TO DO ONCE YOU’VE ARRIVED IN AUSTRALIA

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13 | Things to Do Once You’ve Arrived
IMPORTANT THINGS TO DO ONCE YOU ARRIVE IN AUSTRALIA:

- Phone your family to let them know you have arrived safely
- Settle into your accommodation
- Organise your transport to and from TAFE Queensland
- Open a bank account
- Familiarise yourself with the local area
- Attend orientation including your Faculty/Course Orientation and International Student Orientation
- Update International Student Administration with your new address, email, phone number and emergency contact details (relationship, email and phone) within seven days of arriving
- Advise your OSHC company of your new address and get your membership card
- Start classes
- Confirm commencement of your studies with International Student Administration
- Get Student ID card
- Create your Unique Student Identifier (USI) and notify TAFE Queensland
- Apply for Tax File Number (TFN) if you are planning to work while in Australia ato.gov.au

HEALTH AND WELLBEING

AUSTRALIA HAS A SYSTEM OF HEALTH CARE COVER FOR INTERNATIONAL STUDENTS CALLED OVERSEAS STUDENT HEALTH COVER.
OVERSEAS STUDENT HEALTH COVER (OSHC)

INTERNATIONAL STUDENTS STUDYING IN AUSTRALIA MUST HAVE HEALTH AND MEDICAL INSURANCE FOR THE LENGTH OF THEIR STUDENT VISA. (Australia has reciprocal agreements with some countries and you may not require OSHC please visit: www.humanservices.gov.au/individuals/services/medicare/reciprocal-health-care-agreements/visitors-australia/medical-care-visitors-australia#a1)

TAFE Queensland has an arrangement with Allianz Global Assistance to provide TAFE Queensland students with the appropriate health cover.

Further information is available on the Allianz Global Assistance website: allianzassistancehealth.com.au/en

This insurance covers you for general medical treatment in Australia. A number of services, including dental, physiotherapy, optometry, podiatry, chiropractic and private hospital services require you to purchase extra cover from your OSHC provider.

How do I get my membership card?

You can order your membership card online by logging in to the provider’s website. You will need your OSHC policy number and email address to create your password. Your membership card will be delivered to your residential address in approximately five business days. You can update your Australian contact details at any time on this website. If you are unable to obtain a membership card online, contact the International Support Team for help.

If you have organised your OSHC with another provider, you will need to speak to them about getting your membership card, what is included in your cover, and how to make a claim.

What happens if I become sick?

For a list of local doctors, visit the “Find a Doctor” page on the Allianz Global Assistance website or search the Yellow Pages Online.

The doctor may give you a prescription for medicine. Keep in mind that not all medicines are covered by your insurance provider, so it’s a good idea to ask the health insurance centre which medicines are covered. Make sure you get a medical certificate from your doctor if you’ve missed class due to your illness. You will need to show your membership card when you pay for your medical visit. Keep the receipt if you plan on making a claim with your health insurance provider.

How do I make a claim to Allianz Global Assistance?

You can claim in person, at a branch, or online.

EMERGENCY TREATMENT

EMERGENCY MEDICAL TREATMENT IS AVAILABLE 24 HOURS A DAY AT BOTH PUBLIC AND PRIVATE HOSPITAL EMERGENCY DEPARTMENTS. EMERGENCY CARE IS ALSO AVAILABLE AT SOME MEDICAL CENTRES.

Public and private hospitals are listed in the White Pages Online. If you need to visit the hospital remember to bring your health insurance card and any medicines you are currently taking.

If it’s not an emergency, go to a doctor or GP (‘general practitioner’) or visit a medical centre.

Note: you cannot visit a medical specialist without seeing a GP first.

WHAT TO DO IN AN EMERGENCY

SHOULD YOU REQUIRE EMERGENCY MEDICAL ASSISTANCE, CALL 000.

The Queensland Ambulance services will respond to your call although charges may apply as they are not always covered by your health insurance.

EMERGENCY TRANSLATION

For translation service in an emergency situation call the Translating and Interpreting Service (TIS) on 13 14 50. (TIS is free for the caller. The recipient of the call is charged.)

Search for an Australian Business, Government Department or Person using whitepages.com.au

LIFELINE

Lifeline is a free service offering mental health support and advice from trained volunteer telephone counsellors. You can call Lifeline 24-hours a day on 13 11 14.

Lifeline staff are trained to offer emotional support and can provide information about other support services that are available to you.

THE EMERGENCY+ APP

The Emergency+ app is a free app developed by Australia’s emergency services and their Government and industry partners.

The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

emergencyapp.tripletzero.gov.au

RED CROSS FIRST AID APP

The Red Cross First Aid app is a free, comprehensive pocket guide to First Aid, giving you access to the most up to date First Aid information anytime, anywhere.


POISONS INFORMATION LINE

The poisons information line provides prompt, up-to-date information and advice in the event of poisonings or suspected poisonings.

You can contact the Poisons Information Centre on 13 11 26.

13 HEALTH

13 HEALTH (13 43 25 84) is a confidential phone service where you can phone and talk to a registered nurse 24 hours a day.

13 HEALTH provides qualified health advice however it should not replace medical consultation. In an emergency always dial 000.

WHAT ABOUT PRESCRIPTION MEDICINES?

If you take prescription medicines in your home country, you should get a letter in English from your doctor. The letter should include details about your condition and the medication you are taking in case you need to get more medication in Australia.

WORSHIP CENTRES

Finding your worship centres

► Google Search for your religion and location
► White Pages whitepages.com.au
► Yellow Pages yellowpages.com.au/qld

OSHC ALLIANZ GLOBAL ASSISTANCE

For more information about your OSHC policy, extras cover, finding a doctor, customer service locations, and making a claim visit the website or phone:

► 13 OSHC (13 67 42)
MENTAL WELLBEING
Living in a new culture can be challenging. If you feel lonely or stressed, talk to friends, staff, or a campus counsellor.

Having friends to support you and share your time in Australia will make a big impact on your happiness during the time you spend studying. The best place to find people who have similar interests is probably on campus. Sporting clubs are very popular with Australians and there are likely to be several in the area in which you live, most of them are free to join.

For more serious issues, a doctor can refer you to professionals who can help. You can also contact the Queensland Transcultural Mental Health Centre.

Queensland Transcultural Mental Health Centre
Phone: 1800 188 189 (from outside Brisbane) or 07 3317 1234
Website: metrosouth.health.qld.gov.au/qtmhc/queensland-transcultural-mental-health-centre-brochure
Email: QTMHC@health.qld.gov.au

INTERPRETERS
If you need an interpreter during your medical visit, your doctor may be able to provide one on the telephone from the Translating and Interpreting Service (TIS).

Phone: 13 14 50

PHYSICAL HEALTH
A big part of staying healthy involves eating healthy foods and getting enough exercise for fitness and relaxation. Nutrition Australia provides information about healthy eating, exercise and lifestyle on its website nutritionaustralia.org.

Top tips on staying healthy and well:
- do at least 30 minutes of moderate exercise a day
- get at least eight hours of sleep a night
- keep a balanced diet including lots of fruit and vegetables
- limit your consumption of alcohol.

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 the Queensland Health website: health.qld.gov.au/clinical-practice/guidelines-procedures/sex-health

YOUR SAFETY WHILE LIVING IN AUSTRALIA

AUSTRALIA IS GENERALLY A VERY SAFE COUNTRY WITH A LOW CRIME RATE.
AUSTRALIA IS SAFE, HOWEVER YOU SHOULD STILL USE COMMON SENSE TO ENSURE THE SAFETY OF YOURSELF AND YOUR PERSONAL POSSESSIONS.

Here are some general safety tips to keep in mind:

- at night, stay in well-lit areas and avoid walking alone
- lock your house and car and don’t leave your valuables unattended
- be aware of your surroundings, especially when using headphones or talking on your phone
- change your computer passwords regularly and don’t share them with anyone
- don’t post personal details on your social media accounts
- if shopping online, use a secure payment method such as PayPal
- carry a mobile phone so you can make a call in the event of an emergency
- never hitchhike or pick up a hitchhiker
- never drink and drive
- avoid drinking to excess and look out for your friends
- don’t leave your drink unattended or accept a drink from a stranger.


PoliceLink 131 444 for general non-urgent enquires.

EMERGENCY ON CAMPUS

Students must follow all directions given by staff to ensure their own and other individual’s safety at TAFE Queensland. Students have an obligation to ensure that their activities do not place anyone at risk.

EVACUATION

When the alarm sounds in a teaching session:

- everyone must evacuate the area
- move quickly (but do not run) to the designated assembly area (check campus map)
- keep to the outside on stairways to allow access for emergency personnel
- do not use lifts
- at the assembly point your teacher will check that all students are accounted for, don’t leave until the all clear has been given.

When the alarm sounds in a non-teaching situation:

- move directly to the designated assembly point
- don’t re-enter the building
- don’t take refuge in toilets, storerooms, or student common rooms
- don’t leave the assembly area until the all clear has been given.

WORKPLACE HEALTH AND SAFETY (WHS)

Be aware of all WHS related policies, procedures and instructions

- Take care of your own health and safety and don’t do anything that will affect the safety of others. Display appropriate behaviour at all times
- Obey safety signage and wear appropriate personal protective equipment (PPE)
- Follow all directions given by TAFE Queensland staff
- Only use property, plant and equipment for intended purposes
- Report all incidents, injuries, hazards or near misses to your teacher or other staff.

HELPFUL WEBSITE

For more safety tips, visit the Surf Life Saving Queensland website
- lifesaving.com.au/beach-safety
- beachsafe.org.au/surf-safety/multilingual

HELPFUL WEBSITE

Visit the Sun Smart website for more information

BEACH SAFETY

AUSTRALIANS LOVE THE BEACH AND YOU WILL TOO.

However it can be a dangerous place if you’re not a strong swimmer or are unfamiliar with the conditions at the beach. These simple tips will ensure you stay safe at the beach.

REMEMBER THE F-L-A-G-S

Find the flags and swim between them – the red and yellow flags mark the safest place to swim at the beach.

Look at the safety signs – they help you identify potential dangers and daily conditions at the beach.

Ask a surf lifesaver for some good advice – surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

Get a friend to swim with you – so you can look out for each other’s safety and get help if needed. Children should always be supervised by an adult.

Stick your hand up for help – if you get into trouble in the water, stay calm and raise your arm to signal for help. Float with a current or rip - don’t try and swim against it.

And remember to NEVER:

- swim at unpatrolled beaches
- swim at night
- swim under the influence of alcohol
- run and dive into the water
- swim directly after a meal.

SUN PROTECTION

The sun in Queensland is very strong and you may find that your skin burns easily if you spend a lot of time outdoors. Australia has the highest rate of skin cancer in the world. Skin cancer and skin damage are caused by being exposed to the sun’s harmful ultraviolet radiation (UVR). To avoid getting burnt and risk developing skin cancer you can protect your skin from the sun by:

- minimising your time in the sun between 10am and 3pm
- seeking shade where possible
- wearing suitable clothing that provides good sun protection including a hat and UV protective sunglasses
- applying SPF 30+ (or higher) broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.
STAYING SAFE IN THE GREAT OUTDOORS

Queensland has many beautiful places to explore. Below are some tips to consider when going into a national park or other remote area:

- travel with other people
- make sure someone knows where you are at all times
- stay on the road or walking track
- never dive into a river or lake, instead, enter the water gradually
- don’t touch or feed wild animals, even ‘cute’ animals may have claws they might use if they’re startled.

Additional safety tips if you live or travel to North Queensland:

- during certain times of the year, jellyfish (commonly called marine stingers) can be found at the beach. To avoid being stung, swim between the flags, swim in stinger nets, wear a stinger suit, or swim in the man-made lagoon.
- crocodiles can live in rivers, freshwater lagoons, swamps and other waterways up to hundreds of kilometres from the sea. Do not enter water where crocodiles may live and look out for crocodile signs around waterways in this area.

IDENTITY SECURITY

Never give your personal details such as full name, date of birth, address, telephone number, or passport number to anyone except an official authority such as the Department of Home Affairs. People who ask for this information may be trying to commit identity fraud or scam you out of money. Remember, your bank will never ask you to verify your banking details by email or text message.

CYCLONES AND SEVERE STORMS

Useful safety information and tips on cyclones and severe storms are available at qld.gov.au/emergency/dealing-disasters/disaster-types/cyclone-severe-storm

STATE EMERGENCY SERVICE

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. For emergency assistance in a flood or storm call 13 25 00.

FIRE

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.
ADJUSTMENT TO A NEW COUNTRY AND CULTURE IS A PROCESS THAT OCCURS GRADUALLY AND TAKES TIME.

The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

It’s not unusual to experience culture shock. Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when you’re faced with different cultural expectations and challenges.

Dealing with these challenges can result in feelings of frustration and a longing for home.

HOMESICKNESS

Most people who travel experience homesickness at some stage. These feelings are normal and are often caused by simply missing your lifestyle, family or friends.

Homesickness can affect your studies and how you interact with your classmates. If you feel homesick, it’s a good idea to talk to somebody about your feelings. There are associations and clubs for particular cultures or religions that you might like to join. This may help you find support from people who have experienced the same challenges.

Make sure you give yourself some time to adjust to your new surroundings and cultural environment. It’s important to maintain contact with your family and friends at home particularly during the adjustment period.

Remember that you are here to experience and enjoy a new and different culture.

GREETING PEOPLE

When meeting someone for the first time, it’s usual to shake the person’s right hand with your right hand. People who don’t know each other generally don’t kiss or hug when they meet.

Many Australians look at the eyes of the people they’re talking with as a sign of respect, and an indication that they’re listening. However be careful not to stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or if they used it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

CLOTHING CUSTOMS

The types of clothing people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, however most workplaces and schools have dress standards.

Clubs, shopping centres and other places often have dress codes that require customers to be in neat, clean clothes and appropriate footwear.

People are also free to wear religious clothing including burqas, hijabs and turbans.

POLITE BEHAVIOUR

Australians use ‘please’ and ‘thank you’ a lot. When asked if you would like something, like a cup of tea, it’s polite to say, ‘yes please’ or ‘no, thank you’. When you receive something, it’s polite to say ‘thank you’.

Australians often say, ‘excuse me’ to get a person’s attention and “sorry” if we bump into them. We also say, ‘excuse me’ or ‘pardon me’ if we burp in public. You should always try to be on time for meetings and other visits. If you’re going to be late, contact the person to let them know. This is very important for visits to professionals such as doctors or lawyers, as you may be charged for being late or missing the appointment.

Australians blow their nose into a handkerchief or tissue, not onto the footpath. Many people will also say, ‘bless you’ when you sneeze, although this phrase has no religious intent.

USEFUL TIPS

Listen, observe and ask questions

Give yourself time to observe those around you. Notice the verbal and non-verbal communication that people use. Don’t be afraid to ask questions if you don’t understand something. Australians are generally very friendly and approachable people.

Become involved

Make an effort to meet people and get involved in campus activities and in the wider community. Have an open attitude as you meet new people and try new experiences.

Sense of perspective

Remind yourself that living and studying abroad is a challenge and it is normal to feel stressed and overwhelmed at times. Many of your classmates are probably feeling the same as you. Make a list of the reasons why you initially wanted to study in Australia which will help you to get back on track.

Maintain some routines and rituals from your own country

This can include small things like eating the same types of food as you did at home. You can also get involved in celebrations of your national day or develop links with your own cultural group.

Ask for help when you need it!

The most useful tip is to always ask for help if you need it. TAFE Queensland has a number of support services available, including our professional counsellors who offer a free and confidential service to students. We can also put you in touch with support groups in the wider community. Contact the International Student Support Officer at your location for further information.

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AUSTRALIAN SLANG

AUSTRALIANS ARE FAMOUS FOR THEIR ‘SLANG’ AND ABBREVIATIONS. IF YOU’RE UNSURE WHAT AN EXPRESSION MEANS, IT’S ALRIGHT TO ASK.

Some common expressions are:

BRING A PLATE - bring a dish of food to share.

BYO - stands for ‘bring your own’ and usually refers to alcoholic drinks.
If you don’t drink alcohol, it’s fine to bring juice, soft drink or soda, or just water. Some restaurants are BYO which means you can bring your own drinks (usually bottled wine only) although there is usually a charge for providing glasses called ‘corkage’.

CHOOK - chicken.
A ‘BBQ chook’ or barbequed chicken is often sold at supermarkets and served on fresh bread rolls at a barbeque.

CUPPA - a cup of tea or coffee.

LOO OR DUNNY - toilet.
If you’re a guest in someone’s house for the first time, it’s polite to ask to use their toilet e.g. ‘may I use your toilet please?’ Some Australians might ask, ‘where’s the loo?’

TO BE CROOK - to be sick or ill.

FLAT OUT - busy.

BLOKE - a man. If you ask for help, you may get told to ‘see that bloke over there’.

HOW YA GOIN? ‘HOW ARE YOU GOING?’ means how are you, or how do you do?

ARVO - short for afternoon.
For example, ‘drop by this arvo,’ means please come and visit this afternoon.

BBQ, BARBIE - outdoor cooking, usually of meat over a grill or hotplate using gas or coals. Barbeques are very popular in Australia. It’s polite for a guest, when invited to a BBQ, to ask if they should bring anything.

SHOUT - to buy someone a drink.
At a bar friends sometimes ‘shout a round’, meaning buy everybody a drink. Each person then takes a turn at buying a ‘round’.

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OBEYING THE LAW
AND LEGAL INFORMATION

AS A VISITOR TO AUSTRALIA, YOU ARE SUBJECT TO THE SAME LAWS AS AUSTRALIAN CITIZENS. BREAKING THE LAW CAN RESULT IN FINES, IMPRISONMENT OR DEPORTATION.

EQUALITY

IN AUSTRALIA ALL PEOPLE ARE EQUAL AND SHOULD BE TREATED EQUALLY UNDER COMMONWEALTH ANTI-DISCRIMINATION LAW.

No one should be treated differently because of their gender, race, country of origin, marital status, pregnancy, political and religious beliefs, disability, or sexual preference.

SEXUAL HARASSMENT

Laws about sexual discrimination also make sexual harassment unlawful. A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person’s behaviour that is sexual in nature.

It may be sexual harassment when someone:
- stares or leers at a person
- persists in asking a person out after they have said no
- tells dirty jokes or displays offensive print material in a person’s presence
- makes unwelcome comments about a person’s sex life
- touches or brushes against a person on purpose
- tries to force a person to have sex.

A student who believes that he or she is experiencing sexual harassment should contact the TAFE Queensland counsellor.

PROTECTING THE ENVIRONMENT

Native plants and wildlife in Australia are protected by law. Collecting or capturing native wildlife or plants can result in fines or imprisonment. Australia has a high risk of bush and forest fires, especially during summer and/or drought conditions. As such, lighting fires in outdoor areas is banned at certain times of the year.

LITTERING

It is illegal to litter and pollute the environment. Make sure you dispose of your rubbish in a bin and place any recyclable items in a recycling bin.

SMOKING, DRINKING AND DRUGS

Smoking is banned on all TAFE Queensland campuses and many places in Australia including airports, government offices, health clinics and work places, restaurants and shopping centres, and within five metres of non-residential building entrances. Smokers must also dispose of their cigarette butts in garbage bins – not on the ground. tafeqld.edu.au/about-us/policy-and-governance/policies-and-procedures/smoke-free-campuses

The legal drinking and smoking age in Australia is 18 and it is illegal to supply people under 18 with alcohol or tobacco products. You can drink alcohol in a bar, restaurant or at your home, however it is illegal to drink in most other public places. You may be required to show proof of age when purchasing alcohol or cigarettes. All other drugs, other than those prescribed by a doctor or general practitioner, are illegal in Australia. qld.gov.au/health/staying-healthy/atods/smoking/laws

PETS AND ANIMALS

It is illegal to keep native Australian animals as pets and there are local laws on what domestic animals can be kept at home. In Queensland, some animals need to be registered – go to your local city council website for information about how to register your pet. Australia has laws to protect animals from cruelty or neglect including suffering, injury and distress. The Royal Society for the Prevention of Cruelty to Animals (RSPCA) inspectors have the power to enter the premises of a person who mistreats their animals, confiscate animals, and lay charges which could result in fines and/or imprisonment.
VISA CONDITIONS

All students need to understand the conditions of their visa:

- Maintain enrolment in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course and maintain satisfactory course progress and attendance.
- Continue to satisfy the requirements of your student visa by ensuring your principal course of study matches your visa type, and that you still have financial capacity.
- Notify TAFE Queensland within seven days of any change to your contact details, including residential address, mobile number and email address.
- Must not work more than 40 hours per fortnight while your course is in session.
- Maintain health insurance cover for the entirety of your stay in Australia.
- If dependent children accompany you to Australia, the children must be enrolled in school and international tuition fees will apply. Please refer to the Education Queensland International website eqi.com.au for more information.

ARRANGING A NEW VISA

If you need to apply for a new visa, allow two to three months for the entire visa process. Make sure your current visa does not expire by applying for any visa changes well before the expiry date. All enquiries should be made directly to Department of Home Affairs. TAFE Queensland staff are not permitted to provide specific visa advice to students.

STUDENTS UNDER THE AGE OF 18

Australian Migration Regulations require international students under the age of 18 to have adequate arrangements for your accommodation, support and general welfare for the length of your stay in Australia.

This either means you must stay in Australia with:

- your parent or legal custodian
- a Department of Home Affairs approved relative who has been nominated by your parents or custodians who is aged over 21 and is of good character

Note: You must not change these arrangements without the written approval of TAFE Queensland.

Once you start your studies with TAFE Queensland you must meet with the International Student Support Officer in the first week and on a regular basis as requested by International Student Support Office.


YOUR RIGHTS AND OBLIGATIONS

As an international student you have legal obligations that are different from your Australian friends/classmates.

FOR MORE INFORMATION

For a full list of mandatory and discretionary visa conditions visit:

immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study
**STUDENT RULES**

You must take the time to read and understand the rules. A copy of the TAFE Queensland student rules can be found online: [tafeqld.edu.au/current-students/student-rules](http://tafeqld.edu.au/current-students/student-rules)

The Student Rules outline your responsibilities and apply whether you are on campus or undertaking a related activity off campus. If you break the Student Rules, disciplinary action may be taken against you. When you accepted your offer to study with TAFE Queensland you agreed to comply with the TAFE Queensland Student Rules.

**CLASS ATTENDANCE**

If you are late to class your attendance may be affected. If you’re sick, you need to inform TAFE Queensland as soon as possible. When you visit the doctor, ask for a medical certificate as proof of your illness as you may be required to provide one to TAFE Queensland.

**ACADEMIC PROGRESSION**

You must complete all class activities and assignments and pass all requirements of the course. If you are having trouble with your studies, talk to your teachers to arrange help. TAFE Queensland monitors the course progress of international students and utilises an intervention strategy to help students who are ‘at risk’ of not successfully completing their course. TAFE Queensland is required to report students who have breached attendance (this is only for ELICOS students) to have available for staff.

**DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT**

Deferrals and suspensions of enrolment can only occur in very specific circumstances and these are explained in the International Student Deferral, Suspension, Withdrawal and Cancellation of Enrolment Procedure ([tafeqld.edu.au/about-us/policy-and-governance/policies-and-procedures/student-rules-and-policies/further-information-for-international-students](http://tafeqld.edu.au/about-us/policy-and-governance/policies-and-procedures/student-rules-and-policies/further-information-for-international-students)).

**COARSE COMPLETION**

International students must complete their course within the time specified in their Confirmation of Enrolment (CoE). TAFE Queensland may offer elements of a course through distance or online delivery. However, online learning units cannot exceed more than a third of the total course and students must enrol in at least one face-to-face unit on campus in any given study period/semester. TAFE Queensland will only extend the study duration for a course through the issuing of a new CoE in limited circumstances.

**TERMS AND CONDITIONS OF ENROLMENT AND REFUND CONDITIONS**

Every student receives a Letter of Offer, that includes terms and conditions and a Refund Policy prior to enrolment. On accepting your offer you have agreed to the conditions contained within these documents.

**APPLICATION FOR RELEASE**

Students wishing to apply for a release from TAFE Queensland before they have completed six months of their principal course must read the [International Student Deferral, Suspension, Withdrawal and Cancellation of Enrolment Procedure](http://tafeqld.edu.au/about-us/policy-and-governance/policies-and-procedures/student-rules-and-policies/further-information-for-international-students). Students are to arrange their own transport to and from placement.

**STUDENT COMPLAINTS OR FEEDBACK**

If you have a complaint, compliment or suggested improvement about the services, decisions or actions of TAFE Queensland, we would like to hear about it. [tafeqld.edu.au/current-students/student-policies/feedback](http://tafeqld.edu.au/current-students/student-policies/feedback)

**STUDENT APPEALS**

International students can appeal decisions they think are unfavourable and/or unreasonable; or where TAFE Queensland has advised intention to cancel the students’ enrolment as detailed in the [International Student Deferral, Suspension, Withdrawal and Cancellation of Enrolment Procedure](http://tafeqld.edu.au/about-us/policy-and-governance/policies-and-procedures/student-rules-and-policies/further-information-for-international-students). Students are to arrange their own transport to and from placement.

**CREDIT TRANSFERS**

Credit transfer is where your previous studies in Australia or overseas are recognised and credit is given towards your TAFE Queensland course. A credit transfer can only happen if ‘equivalence’ has been determined, i.e. the courses are found to cover the same knowledge and skills.

**VOCAATIONAL PLACEMENT/WORK EXPERIENCE**

Mandatory – students MUST attend Vocational Placement (VP/VPC), it is a unit required to pass your course and is a condition of your Visa. May include weekdays and school holidays. Hours may be between 6am – 10pm. Students are expected to be able to meet their own travel and placement costs and have strategies to manage family and work commitments to meet Vocational Placement shifts. Students are to arrange their own transport to and from placement.

**CRITICAL INCIDENT MANAGEMENT**

Support and counselling services are available to students and appropriate training and information resources are available for staff.

**FOR MORE INFORMATION**

- [international.tafeqld.edu.au](http://international.tafeqld.edu.au)
- +61 7 3244 5100

**TAKE THE TIME TO READ AND UNDERSTAND THE RULES.**