



Australian College of Vocational Studies

(RTO 90857) (CRICOS Provider 02474E)

Level 1 29 Cooper Street Surry Hills NSW 2010

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Student Pre-Enrolment Information

RTO REGISTRATION

Australian College of Vocational Studies Pty Ltd (ACVS) is a Registered Training Organisation (RTO), registered by the New South Wales Vocational Education and Training Accreditation Board under the authority of the Vocational Education and Training Act 2005. ACVS are also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) to offer courses to overseas students.

NATIONALLY ACCREDITED & INTERNATIONALLY RECOGNISED COURSES

All courses are nationally accredited and internationally recognised, fulfilling where appropriate the requirements of the Business Services, Hairdressing and Tourism, Hospitality and Events Training Packages.

Courses on our scope of registration are as follows:

- WRH30106 Certificate III in Hairdressing CRICOS Code: 060442K
- WRH40106 Certificate IV in Hairdressing CRICOS Code: 060443J
- BSB20107 Certificate II in Business CRICOS Code: 067203B
- BSB50407 Diploma of Business Administration CRICOS Code: 067204A
- BSB60207 Advanced Diploma of Business CRICOS Code: 067205M
- SIT30807 Certificate III in Hospitality (Commercial Cookery) CRICOS Code: 067461F
- SIT40407 Certificate IV in Hospitality (Commercial Cookery) CRICOS Code: 067462E
- SIT60107 Advanced Diploma of Tourism CRICOS Code: 067206K

ACVS CAMPUS LOCATIONS

ACVS have five different campus locations where a number of different courses are conducted. These locations are outlined below with the courses offered at each.

- Level 1, 29 Cooper Street Surry Hills – Business
- Level 6, 136 Chalmers Street Surry Hills – Business, Tourism and Hairdressing
- 55 High Street Harris Park – Business and Hairdressing
- Hurstville Function Centre McMahan Street Hurstville – Commercial Cookery

PROTECTION OF FEES

ACVS protect students' fees through membership of Australian Council for Private Education and Training (ACPET) and ensure the protection of student fees through the OSTAS and the ESOS Assurance Fund.

LEGISLATIVE REQUIREMENTS

ACVS follows all relevant Commonwealth and State laws covering OH&S, workplace harassment, victimisation and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: OH&S Act, EEO, Access & Equity and anti Discrimination and Harassment Acts and the ACVS Code of Practice.

ACCESS AND EQUITY

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the Director of Studies.

Some examples of our support include:

- We are able to offer Language and Literacy support of participants who have difficulty with written or spoken English.
- Equally so, we are able to support participants with numeracy issues.
- As the qualifications are largely self paced we are able to accommodate the unique needs of expectant or new parents or participants with other carer's responsibilities.
- The ability to modify learning and assessment tasks to accommodate the unique cultural or personal needs of participants.

The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

STUDENT SELECTION AND ENROLMENT

Student selection and registration into ACVS is based upon clients satisfying college entry criteria covering English proficiency (min. IELTS score of 5.5 or the equivalent), academic qualifications (min. completion of the HSC or the equivalent), work experience, age (min. 18 years) and visa status (as per assessment levels for the country of origin).

Original or certified copies of all documents must be submitted upon application. These requirements can be found at www.immi.gov.au.

FINANCIAL STATUS

Under current country assessment levels, students from Assessment level 1 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from Assessment level 2-5 countries must have evidence that they have funds totalling \$AU12000 per year of study in Australia. Students accompanied by a spouse should add 35% per annum.

STUDENTS WITH SCHOOL AGE DEPENDANTS

Students should add a further 20% per annum if they have at least 1 child (plus AUD\$8000 per annum or the cost of schooling) if the child is of school age and 15% per annum per additional child (plus AUD\$8000 per annum or the cost of schooling) if the children are of school age

INDUCTION

All registering students are required to undertake an induction procedure provided by appropriate ACVS staff. During this procedure students will be provided with a Student Handbook and all ACVS and course policies and procedures will be explained.

STUDENT SUPPORT, WELFARE AND GUIDANCE

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the college are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Administration Manager for free advice relating to study on:

Managing your time

- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

QUALITY TRAINING AND ASSESSMENT

All ACVS training and assessments comply with the standards of the AQTF and the requirements of the relevant national training package.

These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

TERMS AND CONDITIONS

ACVS require all students to access and understand all ACVS and course information available on the website, at reception and included in the college application and marketing material. Students will be required to sign a declaration that they have read and understood all terms and conditions before registration and will be bound by these conditions once registration is complete.

FLEXIBLE DELIVERY AND MEETING STUDENT DELIVERY NEEDS

All courses are delivered on site as modified lecturers in English as competency based training following the guidelines of the relevant training packages.

Trainers will establish the training needs of the students at the start of each delivery unit and use different strategies to meet these learning needs including presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations and exercises, tutorials, audio visual, individual learning, library use, magazines and newspapers.

All training is designed to maximise student access and participation and hence the opportunity to achieve competency.

FLEXIBLE ASSESSMENT AND MEETING STUDENT ASSESMENT NEEDS

All assessment tasks are designed to allow students to demonstrate that they can satisfactorily complete all tasks as required by the competency units comprising the subject being assessed.

Trainers will assess student assessment needs at the start and assessment tasks may include formal exams, research assignments, presentations, demonstrations, reports, simulations, computer based productions, group and individual work. Assessment tasks are constructed upon the principles of validity, reliability and fairness and follow an Assessment Moderation Policy

RECOGNITION OF PRIOR LEARNING

ACVS offer vocational courses at different levels and recognise that student may already possess the skills and knowledge in areas of the training.

Thus enrolling students can apply for recognition of prior learning (RPL) for whole competencies of the course they enrol in prior to the commencement of studies or during the first term in the chosen course. It should be noted that a shortening of overall course duration does not change the requirement for students to be enrolled in full-time study.

For further information on recognition of prior learning please refer to the student handbook.

COMPLAINTS AND APPEALS PROCEDURES

ACVS follows a Complaints/Appeals Policy and Procedure ensuring that all student complaints and appeals are considered confidentially with expediency and to the satisfaction of all parties involved.

COURSE DEFERRAL

Students not on CRICOS are able to defer their course commencement date upon application to ACVS. Course deferral may incur a management fee.

Students on student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the students control i.e. bereavement. Weddings, pregnancy, festive occasions are not acceptable.

Students must specify the duration and reason for the deferral and visa cancellation may be initiated by DIAC if the deferral is for more than one semester. ACVS will enter a Student Course Variation to DIAC.

STUDENT LEAVE

It is not recommended that any student take extra leave outside the official college breaks. Student Visa students must study for 36 weeks per year to maintain a fulltime status.

If there are exceptional circumstances students who are on Student Visas may apply for a maximum of 4 weeks 'exceptional leave' outside the official college breaks so long as the min. of 36 weeks is maintained.

FEES

Student deposits, fees and any refunds are recorded into the financial management software. Student deposits are held in a separate trust account and are not released until the student enrolls. Fees are only allocated as income when the student has enrolled and commenced studies.

ACVS course fees cover all tuition costs excluding learning handouts, use of products, tools and equipment.

Current ACVS Fees

Course	CRICOS Code	Total Course Fee	Duration
Business Courses			
BSB20107 Certificate II in Business	067203B	\$2,750	20 weeks
BSB50407 Diploma of Business Administration	067204A	\$4,050	26 weeks
BSB60207 Advanced Diploma of Business	067205M	\$4,050	26 weeks
Tourism Courses			
SIT60107 Advanced Diploma of Tourism	067206K	\$11,550	104 weeks
Hospitality Courses			
SIT30807 Certificate III in Hospitality (Commercial Cookery)	067461F	\$17,250	62 weeks
SIT40407 Certificate IV in Hospitality (Commercial Cookery)	067462E	\$9,750	86 weeks

- SIT40407 Certificate IV in Hospitality (Commercial Cookery) is 26 weeks in length if SIT30807 Certificate III in Hospitality (Commercial Cookery) is completed first.

Hairdressing Courses			
WRH30104 Certificate III in Hairdressing	060442K	\$15,850	52 weeks
WRH40104 Certificate IV in Hairdressing	060443J	\$9,050	26 weeks

Other Fees

Overdue tuition fee – 7 days	\$200
Overdue tuition fee – 14 days	\$400
Change of COE details	\$100
Re-enrolment fee	\$500
RPL fee per unit	\$150
Theory Assessment Re-sit	\$180
Practical Assessment Re-sit Business and Tourism	\$220
Assessment Re-sit Hairdressing and Commercial Cookery	\$300
Interim academic transcript	\$20
Interim attendance letter	\$20
Re-issue of final documents	\$100
Refund processing fee	\$150

\$250 application fee applies before enrolment for all courses is mandatory and this fee is non-refundable.

All students at ACVS make fee payments in advance on a term by term basis.

At the time of enrolment students are required to pay the following fees: Application fee (also referred to as the enrolment fee), course materials fee, OSHC fee and the first term of tuition fee. From this point students will receive written notice of their next fee due date five weeks before the completion of the existing term.

If the tuition fee is not paid on time then a late payment fees will apply as follows:

- 7 days overdue \$200

Form 127– Student Pre Enrolment Information
Version 1.1

Implemented: November 2009

Review date: November 2010

Responsibility: The Principal

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- 14 days overdue \$400

Should fees remain overdue for more than 14 days ACVS will inform the student of their intention to report them for non-payment of fees to DIAC via PRISMS.

Whilst student fees are outstanding students will not be permitted to attend their scheduled class until such time as the outstanding fees have been paid.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

It should also be noted that any college aged dependants accompanying you to Australia will be required to pay full fees if they are enrolled in either a government or non-government college.

Fees Refund Policy

In the unlikely event of default by ACVS, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the circumstances of provider default where the refund option is chosen by the student, ACVS must refund the student all course fees. Refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- 1) The course does not start on the agreed starting date which is notified in the Offer Letter
- 2) The course stops being provided after it starts and before it is completed
 - The course is not provided fully to the student because the college has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the college's expenses, then the college is relieved of its liability to make the payment. The student must advise the college in writing whether they agree to the alternative arrangement.

International Students

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	90% refund
Withdrawal at least 5 weeks prior to agreed start date	70% refund
Withdrawal less than 4 weeks prior to agreed start date	No refund
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Visa extension is refused	Return of unused tuition fees
Withdrawal from study - current students	Refund of unused tuition fees (of the following term/s) (<i>Notification of Withdrawal</i> form must be received 4 weeks prior to term commencement by Student Administration)
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider
Airport Pick-up	Full Refund if service cancelled prior to flight arrival

Tuition fees **will be not refunded** under the following circumstances:

1. Student whose enrolment is terminated for failure to comply ACVS's policies and procedures and the requirements of their Student Visa by DIAC.
2. Student cancels the enrolment less than two weeks prior the course commencement date.
3. Does not commence (i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)

Requests for refund should be made in writing to the Principal with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 day of receipt of the claim. A documented administrative fee \$150 will be charged for processing refunds. The \$250 enrolment fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the Principal.

BREACHES OF VISA REQUIREMENTS

Students registered under CRICOS are subject to DIAC attendance, academic and financial warning and reporting requirements and therefore to the ACVS Warning and Reporting Policy and Procedure.

Students who have been absent for 5 consecutive days without approval, who have not been consistently attending their course or whose academic results are unsatisfactory will be contacted by Administration to arrange an interview to discuss these matters.

Students below the 80% average course attendance rule, with unsatisfactory academic performance on a semester basis and with fees outstanding will be reported to DIAC. You will be advised in writing and required to attend a meeting with a DIAC official within 28 days after the day specified in the letter. Students must continue to attend college until requested by DIAC to attend a meeting.

SICK DAYS AND OTHER ABSENCES

Students registered under CRICOS should be advised that ACVS is not permitted to enter sick days or any other days absent (unless granted Exceptional leave) on attendance records. All unofficial absences, sick or otherwise will be recorded as absences and subject to the above rulings.

CHANGE OF CONTACT DETAILS

All students are required to maintain current and accurate contact details with ACVS at all times. In the event of a change in contact details students are required to complete a change of details form and submit to the Registrar.

DISCIPLINARY PROCEDURES

All ACVS students are subject to Australian civil and criminal laws and to the ACVS Disciplinary Policy and Procedure. ACVS reserve the right to expel students who break these conditions. In such circumstances students will be reported immediately to DIAC and the depending on the seriousness of the incident the Police involved.

CODE OF PRACTICE

The college has a Code of Practice, which covers all its activities. Students will be provided with a copy of the code on request or at orientation to their course.

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the participant to discuss their requirements.

STUDENTS RIGHTS and RESPONSIBILITIES

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;

- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the College's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within five days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions

Students have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - Following reasonable directions from a member of staff;
 - Not behaving in any way that may offend, embarrass or threaten others;
 - Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - Taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not to smoke in non-smoking areas;
- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

ACVS RESPONSIBILITIES

As an RTO (Registered Training Organisation), ACVS is required to meet various obligations under the Australian Quality Training Framework, the Education Services for Overseas Students (ESOS) legislation and the National Code of Practice 2007.

These can be described broadly as:

- Being registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Meeting quality assurance standards and continuously reviewing and improving upon all aspects of the college's training and assessment systems
- Complying with tuition and financial assurance requirements; and
- Encouraging overseas students recruited to study in Australia to comply with the conditions of their visas, and reporting those who do not.

For further information on the ESOS Act 2000 and the National Code of Practice 2007 can be found at: aei.dest.gov.au/AEI/ESOS/default.htm

Further information on the Australian Quality Training Framework can be found at: www.training.com.au/AQTF2007

CHANGE OF LOCATION OF PREMISES

If the College changes its location, students will be notified in writing at least three weeks before the re-location is to take place

OVERSEAS STUDENT HEALTH COVER

It is the responsibility of all students to ensure that they are members of a provider of Overseas Student Health Cover during their stay in Australia. Such cover is provided by either Medibank Private or AHM Australia.

ESOS FRAMEWORK

Training organisations that appear on the Commonwealth Register of Colleges and Courses for Overseas Students (CRICOS) register are governed by the Education Services for Overseas Students (ESOS) framework.

This includes a number of legislative pieces, including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These regulations are in place to protect overseas students and to uphold high quality standards within Australian education colleges

Further information on the ESOS Framework can be found at aei.dest.gov.au/AEI/ESOS/default.htm

LIVING IN SYDNEY

ABOUT SYDNEY

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a variety of things you can do and see in Sydney when not studying.

The ACVS is only 5 minutes from Central station (Devonshire exit), 10 minutes from Sydney airport, only 5 - 10 minutes by train from the Harbour Bridge, Opera House, Circular Quay, The Rocks and 15 minutes from Bondi Beach.

We're also a short stroll from Darling Harbour and Chinatown. Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy

GETTING TO ACVS

ACVS are the most conveniently located close to Central Station, the ACVS are easily accessible by train, bus and even ferry. From Sydney Airport, you can catch the Airport Line to Central – the journey takes 10 minutes – or the Airport Express bus service 300. Buses from around Sydney stop at Devonshire Street and Elizabeth Street (directly outside our building).

At Central Station, take the Devonshire Street exit; turn right and walk straight up Chalmers Street about 500 meters to the AMWU Building if you are proceeding to the Chalmers Street Campus.

GETTING AROUND SYDNEY

The ACVS is two minutes walk from Central Station with a direct train service to the airport plus train and coach services to most parts of the country. For weekends away, we can recommend the Blue Mountains and Jenolan Caves to Sydney's west, the Central Coast of NSW to Sydney's north, the South Coast of NSW to Sydney's south and the Hunter Valley wineries to Sydney's North West. Sydney and its surrounding areas also contain 37 National Parks (including the world's second-oldest National Park – the Royal National Park) with fantastic walking tracks and campsites, containing plants and animals you won't see anywhere else in the world.

TRANSPORT

Overseas students cannot travel on a concession fare and have to pay full fare. However, Weekly, Monthly, or Yearly Tickets are cheaper. You can also buy a ten-ticket pass called a Travel ten ticket for bus or ferry. Failure to pay the correct fare may result in a hefty fine of \$100 or more

TRAINS

There are frequent suburban train services leaving from Central station, which is a few minutes' walk from ACVS. Return train tickets are cheaper after 9:00 am and before 3pm. Weekly rail tickets are cheaper than daily tickets. For further information on Sydney Trains including timetables and fares go to www.cityrail.info

BUSES AND FERRIES

Sydney has many bus services between the suburbs and the city centre. Many bus services travel along George St. or Pitt Streets. Fares start from \$1.50 and depend on the travelling distance. Ask the bus driver for the exact fare. There are many ferry services from Circular Quay to suburbs around Sydney. You can use weekly travel passes or Ferry tens to make ferry travel cheaper. For further information on Sydney Bus Services go to www.sydneybuses.info and Sydney Ferries go to www.sydneyferries.info

TAXIS

It is usually easy to find a taxi in Sydney. Prices vary depending on the distance travelled. If you take a taxi on a toll-way you will have to pay the toll for the taxi's return journey. You can take a taxi from a taxi rank, book one by telephone or you can 'hail' a taxi from the street.

WEATHER

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Each day may be a combination of seasons, so be prepared for rain, heat, or cold, wind and sunshine all in the one day. Perhaps you should carry an umbrella and something warm. Listen to the weather forecasts carefully

TRADING HOURS

Post Offices are open from 9:00 am to 5:00 p.m., Mondays to Fridays and in some shopping centre Post Offices are open on Saturday mornings from 9.00am till 1.00pm.

Banks are open from 9:30 am to 4:00 p.m., Monday to Thursday. They stay open till 5:00 p.m. on Friday and are closed on Saturdays and Sundays. There are a number of banks near the college.

Shops are usually open from 9:00 am to 5:30 p.m. during the week, and many big stores stay open till 9:00 p.m. on Thursdays. They are open from 9:00 am until 4:00 p.m. on Saturdays and from 10.00 am and 5.00pm on Sundays as well. Most Coles and Woolworths supermarkets are open till midnight during the week and till about 10.00pm on the weekends.

BANKING

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards.

An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks

MEDICAL PROBLEMS

If you get sick, you may have to go and see a doctor. In Australia you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. If you cannot leave the house, you can ring the doctor's receptionist and make an appointment for the doctor to visit you. In this case the cost will be greater.

If you cannot come to college, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to the college or the time you are away will affect your attendance.

Overseas students pay 15% of the cost of a visit to the local doctor and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are staying in a private hospital. When you get a bill or a receipt for a medical service, take it to the Medibank Private office, together with your medical card and apply for a refund. Normally you have to pay for medicine at the pharmacy. This expense is not usually refunded.

Please note: Medibank Private does not cover medication. If you are hurt in an accident or need urgent medical attention in an emergency go to the Emergency Department of a hospital

ACCOMMODATION

Rental Accommodation

Initial establishment costs for a shared apartment or house, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD1500. Estimates of average rental accommodation costs per week are as below:

Type of Accommodation	Estimated Cost per week
	Apartment/ Flat
1 bedroom	AUD180-250
2 bedroom	AUD250-400
	House
2-3 bedrooms	AUD350-550

Cost of Utilities

Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial cost of connecting these basics is as follows:

Utility	Cost of initial connection
Gas	AUD120
Electricity	AUD120
Telephone	AUD60

Boarding Houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens.

Full board, room with use of facilities, or room only is available. You can expect to pay about AUD120-180 per week for a single or shared room in a boarding house.

Full board arrangements consist of a single room in a private house where the householder provides meals for you and you share in the life of the family. The cost on average for accommodation and three meals a day is AUD250 per week. This is a good way for international students to improve their English and learn about Australian culture quickly.

SERVICES

The following services may be useful to know during your studies in Sydney.

Service	Phone Number/Contact
Police, Ambulance or Fire (call in a life threatening or emergency situation)	000
State Emergency Service (SES)(call for help in floods or storms)	132 500
Directory Assistance	12 455
Immigration and business, student and visitor visas (DIAC)	131 881 13 32 20
Department of Fair Trading	Mc Kell Building 2-24 Rawson Place Sydney NSW 2000
Salvation Army (general advice and support services)	1300 36 36 22
Smith Family (general advice and support services)	9085 7222
St Vincent de Paul Society (general advice and support services)	9560 8666
ABC Taxis	132 522
RSL Taxis	9581 1111

TELEPHONE NUMBERS

All landline telephone numbers can be found in the White Pages (residential) or Yellow Pages (business). These are also available on the internet:

www.whitepages.com.au

www.yellowpages.com.au

USING PUBLIC TELEPHONES

You can buy phone cards from \$5 to \$50 in value from newsagents and chemists. If a phone accepts coins, it will take 10c, 20c, 50c and \$1 coins only. A local call cost is 40c.

To call a Sydney telephone number from overseas, you need to include the country code for Australia (61) and the area code for Sydney (2). For example, to call the college (9280 4338) from overseas you would have to dial the international code relevant for your country and then 61 2 9280 4338.

To dial an overseas telephone number from Sydney, you need to dial 0011 + the country code + the area code + the telephone number.