

KING'S
INTERNATIONAL
COLLEGE



KING'S INTERNATIONAL COLLEGE
Providing Quality Adult Education

CRICOS
PROVIDER No.
01740M

INTERNATIONAL STUDENT ORIENTATION MANUAL



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Introduction

Welcome to King's International College (KIC). The purpose of this Manual is to introduce you to the services available to you here at the College, and provide you with some general information about life on the Gold Coast. If you have any particular questions or requests, the educators and staff at the College are available to assist in whatever way they can.

Student Visa Information for International Students

The Australian Government manages the overseas student program. This allows a student to apply for a student visa to undertake a program or part of a program in Australia. A student visa is issued for full-time study purposes. It is also granted on the understanding you will have the financial ability to meet tuition and living costs whilst in Australia.

The process of obtaining your visa is different in each country. Please contact your nearest Australian Diplomatic Post (Embassy, High Commission, Consulate or Consulate-General) or Australian Education Centre for further information.

Student Visa Applications

To apply for a student visa you must meet specified evidentiary requirements. Your visa assessment level is determined by the passport you hold and the education sector you are applying for.

Assessment Levels

Student Visa applications are assessed depending on the Assessment level. The criteria used to determine the Country Assessment Level is dependant on the following:

- Passport a student holds
- Student Visa subclass (Educational Sector)

Assessment levels vary from Level 1 through to Level 5. Assessment Level 1 represents the lowest level whilst Level 5 is the highest. The higher an assessment level is, the greater evidentiary documentation is required to be demonstrated such as i.e. financial capacity, English Language requirements and other relevant documents.

Student Visa Conditions

All Student Visas granted are subject to a number of mandatory and discretionary conditions. Whilst you are studying in Australia you are required to comply with these conditions. All students should be familiar with their visa label which outlines the visa conditions attached.

Guardianship

If a student has not turned 18 years of age at the time of the visa application, students wishing to study will be required to have appropriate care arrangements in place before an eCOE for Student visa purposes can be issued. These arrangements must be in place until the student turns 18.

The two options for guardianship arrangements available to prospective students are:

- The student lives in Australia with a parent or legal custodian or with a relative over 21 years of age who have been nominated by the students parent (s) or legal custodian
- The student enters into care arrangements with a service provider approved by the College

Visa Renewals

Students may apply for a further student visa whilst in Australia, provided current student visas are not subject to a 'no further stay' condition. Students are required to apply for a new visa before their current student visa expires. Students with a student visa from a previous Provider must notify DIAC of their change.

Academic performance

It is a requirement of your student visa that you maintain satisfactory academic performance. The College must report unsatisfactory academic performance to Department of Immigration and Citizenship (DIAC) and you will be advised in writing that you are required to attend an interview with DIAC. Your student visa may be cancelled as a result of this interview.

Attendance

It is requirement of your student visa that you maintain satisfactory attendance. A student's attendance is considered unsatisfactory by DIAC if it is below 80 percent. It is the College's policy to monitor attendance and students are expected to attend all classes. If a student's attendance falls below 80 per cent the College may be required to report this to DIAC. Please refer to the International Attendance Policy and Procedures. A copy can be requested from Administration.

Change of Details

If you change your residential address or telephone number during your study at the College you must advise the College of the new details.

It is a requirement of your student visa that you advise the College immediately if you change your Australian contact details

The staff there will then ensure that your Overseas Student Health Cover OSHC provider and Immigration are advised of your correct details.

Overseas Student Health Cover (OSHC)

If you're an international student studying in Australia, it is a condition of your student visa that you have private health insurance for the duration of your stay, as you are not covered by Australia's national health system, Medicare.

OSHC fees are paid to the College at the time of enrolment. The cost of the OSHC differs depending on the duration of your course. At the time of printing, the cost of single cover for one year is around \$315 and for a family for one year is around \$630, however you should check with the College for the most up-to-date information.

Government regulations state that all International Student visa holders and their dependants must maintain OSHC during their stay in Australia. Your OSHC card may take some weeks to be issued but please note that you are covered from the day you arrive in Australia. For continuing students OSHC is not included in your tuition fee invoice. You are required maintain your coverage annually.

General help for international students

The first place any student with a problem should go is the King's International College Administration Located on Campus at 68 Gemvale Road Reedy Creek Qld 4227. The College staff will be able to help you or refer you to a person that can help you. If you have money problems, personal problems, problems with school or anything else the staff will be able to help you out with advice and getting you in touch with the right people.

Living costs

When calculating your budget, you must include your:

- Annual tuition fees
- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Textbooks, study excursions and study equipment
- Entertainment
- Airfares
- Emergency expenses

Typical living costs for a single student

Sample of Expenses	Apartment/Flat/House (Unfurnished, 2 people sharing)		Home Stay (Some meals included)		Hostel (Some meals included)	
	Per week	Per year	Per week	Per year	Per week	Per year
Establishment Costs (A\$):						
Placement/ arrangement fee				160*		
Accommodation establishment costs (rental bond, furniture, etc)		1802*				825*
Recurrent Costs (A\$):						
Rent for accommodation	155	8060	230	11960	230	11960
Overseas Student Health Cover (OSHC)		352		352		352
Telephone, gas, electricity, water	41	2132	21	1092	21	1092
Travel (up to 10km from city)	28	1456	28		1456	
Books and stationery		412		412		412
Food	60	3120	32	1664	32	1664
Personal expenses	77	4004	77	4004	77	4004
Total Estimated Costs		A\$21,338		A\$21,100		A\$20,309

Accommodation



The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called “share accommodation”).

You can look for rental vacancies and share accommodation in the Local Newspaper, *The Gold Coast Bulletin*.

Alternatively you can contact various local real estates for rental properties or browse their website for vacancies. The following list represents some of the popular local real estates.

Robina Reedy Creek Realty	55220538	www.rrcrealty.com.au
Professionals	55933891	www.professionals.com.au
First National	55205122	www.propertygoldcoast.com.au
PRD	55354544	www.prd.com.au
Raine & Horne	55762000	www.raineandhorneburleigh.com.au

Renting your own apartment, flat or house

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture.

The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the accommodation is suitable for your needs and that you can afford it. Contact real estate agents close to the area in which you want to live.

The average apartment, house or flat ranges from \$250 - \$350 per week (two – three bedrooms). A bond or security deposit equal to one month's rent is also required. A bond is money you pay to the landlord or real estate agent in case you don't fulfill your responsibilities.

It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfill your obligations under the lease.

Sharing an apartment, flat or house

This type of rental accommodation can only be arranged after you arrive on the Gold Coast. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people. Costs depend on the size of the residence and the number of people sharing.

Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$80 to \$110 per week). In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$50 per week). You will normally record and pay for your own telephone calls. Long distance and international calls are itemized on the telephone bill, that is they are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$120 to \$180 per week (without food and utility bills). You will also be asked to pay a bond or security deposit.

Hostel accommodation

Hostels usually have a bathroom and living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others you cook for yourself. You can have your own room at most hostels but this is more expensive than if you are sharing a room with another student. Prices vary from \$150 to \$250 per week. There may be other charges, such as a bond (security deposit) and appliance charges.

Other accommodation issues

If you choose to rent or live in share accommodation or organise a share accommodation house you should be aware of your legal rights and responsibilities.

You can get most of this information from a booklet called *Renting: Your Rights and Responsibilities* or from <http://www.rta.qld.gov.au>. This booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time.

You may also be responsible for paying for the cost of the reconnection of the utilities, that is to have gas, electricity, water and telephone turned on. When you leave a rental property it is your responsibility to notify the electricity, telephone and gas companies that you have left and are no longer responsible for the bills.

When you move into a place, you need to make sure that you understand all of the papers that you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign, you can visit the College for help.

Climate



The Gold Coast experiences a mild sub-tropical climate. There are around 290 days of sunshine per year with an average temperature throughout the year of 25 degrees centigrade. In summer the temperature ranges between 28 and 31 degrees centigrade. During the cooler winter months from June through to September the maximum temperature ranges between 20 and 25 degrees centigrade.

The rainfall average is 1371 millimetres annually, and the average seawater temperature throughout the year is 22 degrees centigrade.

Communications

At post offices you can post letters, make international phone calls and send faxes. A private telephone can be connected quickly and local calls are not metered. Mobile (cell) phones are easily available and networks are extensive. Internet access is convenient and easily available. Overseas and local language newspapers are also readily available.

Entertainment and Recreation



The Gold Coast is regarded as the tourist capital of Australia, and it offers many opportunities for entertainment and recreation. In addition to over 500 restaurants, a casino and a number of multi-screen movie theatres, several large theme parks are located on the Gold Coast. They are:

- Seaworld
- Warner Bros Movie World
- Dreamworld
- Wet'n'Wild Water Park

The Gold Coast Arts Centre is Australia's largest regional arts and entertainment complex, and hosts many national and international performers and productions.

The Gold Coast is also a venue for international events such as the Australian Honda Indy 300 and the Gold Coast Marathon.

The College is located only a few kilometres from the famous beaches of the Gold Coast which offer opportunities year-round for swimming, surfing, fishing and boating. Golfers have the choice of over 30 golf courses, and the nearby Gold Coast hinterland has sub-tropical rainforests where visitors can hike, picnic or camp out. Also nearby is Currumbin Sanctuary and Fleay's Wildlife Sanctuary where visitors can view Australia's unique animals such as koalas, wombats and kangaroos.

Employment

Part-time work

If you are holding a student visa and thinking of looking for part-time work, please note, you must have work permission from the Department of Immigration and Multicultural and Indigenous Affairs (DIAC) to work up to 20 hours per week.

Employment Rights

There is a range of external agencies where you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

1) WorkCover

The Queensland WorkCover Authority is the manager of Queensland's workplace safety system, and provides information on work cover and workplace occupational health & safety issues. For more information, please visit the website:

<http://www.workcover.qld.gov.au/> or contact Queensland WorkCover Authority :

14 Edgewater, Court, Robina Qld 4226
PO Box 906, Robina Qld 4226
(off Robina Town Centre Drive)
Phone: 1300 362 128

2) Anti-Discrimination Commission

The Anti-Discrimination Board receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit:

<http://www.adcq.qld.gov.au/> or contact:

Enquiries line:

1300 130 670 or TTY 1300 130 680

Level 1, RAMS House
189 Coronation Drive (cnr Cribb Street) Milton
P O Box 2122, Milton Q 4064 or Brisbane DX 44037
Fax: (07) 3247 0960

Office hours: 9am to 5pm Monday to Friday
Phone enquiries: 9am to 2pm Monday to Friday

3) Australian Taxation Office

The Australian Tax Office Provides information on **taxation and superannuation** issues

For more details, please visit: <http://www.ato.gov.au/> or contact the Taxation Office:

Phone **13 28 61** for an appointment

4) Wageline

Wageline provides information on rates of pay and conditions of employment, award information, employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit <http://www.wageline.qld.gov.au> or contact:

Telephone: 1300 369 945

5) Legal Aid Commission

The legal aid commission offers free telephone advice service and can assist with applications for legal assistance. Please visit <http://www.legalaid.qld.gov.au> for more information or contact any of the following Queensland Legal Aid Office:

1st floor, 100 Scarborough Street, Southport
PO Box 1275, Southport, 4215
Phone 1300 65 11 88

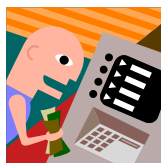
6) Australian Industrial Relations Commission (AIRC)

AIRC functions broadly to facilitate agreement making between employers and employees or organisations of employees about wages and conditions of employment and to ensure that a safety net of fair, minimum wages and conditions is established and maintained. For more information, please visit: <http://www.airc.gov.au/> or contact the Commission and registry :

Australian Industrial Registry
Level 14, Central Plaza Two
66 Eagle Street, Brisbane, QLD 4000
Ph: (07) 30000399
Fx: (07) 30000388

Finance

Banking



The four main Australian banks are the Commonwealth Bank, ANZ Bank, National Australia Bank and Westpac. Branches of these banks, as well as several regional banks and building societies, are located close to the College in the shopping centres or town centres (e.g. at Mudgeeraba, Robina, Burleigh Heads).

Normal trading hours of banks are 9.30 am to 4 pm Monday to Friday, although this may vary between some banks. Most banks also offer extended banking facilities by way of automatic teller machines (ATMs). These machines can be used for withdrawals and deposits 24 hours a day.

Major department stores, supermarkets and petrol stations also have electronic transfer terminals (EFTPOS) where withdrawals can be made when purchasing goods.

Bank charges can vary considerably, and it is advisable to check what fees are involved before opening an account, changing money or arranging any transaction.

Opening a bank account

In Australia there are two types of Banking organisations banks and credit unions.

Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union.

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

There are two basic types of accounts:

- an every day account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- investment accounts - these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees. It is best to shop around for a bank that suits you. Find a bank that has offices near your home for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged.

Major Banks operating in Queensland:

- ANZ Bank
- Westpac Bank
- The Commonwealth Bank
- National Australia Bank

When you open your bank account the bank will ask you for your **Tax File Number**.

Applying for a tax file number

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one.

However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to the local post office and asking for an application form. Follow the instructions on the form and you will be issued with a Tax File Number.

Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

General help for International Students

The first place any student with a problem should go is the Administration Office. The College staff will be able to help you or refer you to a person that can help you. If you have money problems, personal problems, problems with school or anything else the staff will be able to help you out with advice and getting you in touch with the right people.

Government Services



The College is located within the area covered by the Gold Coast City Council which is responsible for local and municipal services such as the provision of water, refuse collection and libraries. The Council-published "Community Services Guide and Events Calendar" contains a listing of services provided by the Gold Coast City Council, together with the phone numbers of the relevant departments. The phone number of the Administration Centre at Nerang is 5582 8211. (Website www.goldcoast.qld.gov.au)

The Queensland State Government and the Australian Commonwealth Government maintain offices on the Gold Coast for many of their departments. The *White Pages* index near the front of the Gold Coast telephone book has a comprehensive listing where you can find contact information about the various government services available.

Also, the Queensland Government has a freecall number to call during business hours (9.00am to 5.00pm Monday to Friday) for inquiries about its services. The number is 1300 130 854. Staff will assist you with your inquiry and provide you with a number for the correct State Government Department or Organisation.

Grievance Resolution

The college wants to provide you with the best education that it can. If you are not happy with the educational service you receive from the College and you wish to make a complaint or lodge a grievance, you can seek to resolve the problem by following the steps described below.

Step 1. Arrange to meet with the Student Registrar to discuss the grievance. You may also want to make your complaint in writing. If the complaint involves the Student Registrar then you can make an appointment with the General Manager of Adult Education. The grievance will be dealt with as quickly as possible. If the problem is not resolved, then;

Step 2. Ask for the grievance to be looked at by the Equity Officer of the College. You may arrange to speak to the Equity Officer by yourself, or you may prefer to have a third party contact him / her on your behalf. The Equity Officer will investigate your grievance by talking to the people concerned, and will try to resolve it for you. If the problem is not resolved, then:

Step 3. You can contact in writing or by telephone the Department of Employment and Training which takes care of complaints and grievances by students concerning the school or college they attend. The staff there will investigate your grievance and will make a decision on what action, if any, needs to be taken by the institution to resolve it. The mailing address and telephone number is:

**Department of Employment and Training
Telephone: (07) 3247 5257**

Or forward a letter to
**Training Quality and Regulation
Department of Employment and Training
Locked Mail Bag 527
GPO Brisbane Q 4001**

Overseas students should be aware:

1. that he/she may nominate a support person to accompany him/her at any stage of the dispute resolution process
2. if it is not possible to resolve the dispute internally, via the process above, the College will arrange for independent mediation to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six free of charge Dispute Resolution Centres throughout Queensland:

Brisbane Centre, Floor 13 Central Courts Building, 170 North Quay, QLD. 4000.

Telephone: +61-7-3239 6269, Toll Free: 1800-017 288 Facsimile: +61-7-3239 6284
3. that nothing in the College's Student Discrimination, Harrassment, and Grievance Policy negates the right for any overseas student to pursue other legal remedies.
4. If a student is concerned about the actions of the College they may approach the State Authority for CRICOS Registration, Queensland Department of Education (QDE). The Director-General of the QDE, has the power to suspend or cancel the College's registration if a breach of the requirements of registration provision is proved. Concerns about the conduct of the College should be made in writing to:

Senior Education Officer

PO Box 33, Brisbane Albert Street, QLD. 4002.

Contacts

Training Operations Manger, KIC:
Administration Manager, KIC:
QLD Department of Employment & Training:
QLD Department of Education:

Suzanne Neeson
Brian Ludlow
Kerry Albert (Grievances)
Pam Edwards (Grievances)

Health Services (including Private Health Insurance)

The Gold Coast is served by two general hospitals (at Southport and at Tweed Heads) and by a number of private hospitals. Medical specialty services and 24-hour medical clinics are available. The area also has a variety of paramedical services, such as physiotherapy, occupational therapy, community health and alternative and holistic practitioners.

Doctors throughout the Gold Coast are listed in the *Yellow Pages* telephone book under "Medical Practitioners." Also included is a Medical Practitioners Locality Guide which lists doctors and medical centres according to suburb or area on the Gold Coast.

Should you require emergency medical assistance, call **000** on the telephone. The Queensland Ambulance service is able to respond to emergency calls within just a few minutes. This number should not be used for non-emergency health problems.

If you're an International Student studying in Australia, it is a condition of your student visa that you have private health insurance for the duration of your stay, as you are not covered by Australia's national health system, Medicare.

Overseas Student Health Cover fees (OSHC) are paid to the College at the time of enrolment. The cost of the OSHC differs depending on the duration of your course. At the time of printing, the cost of single cover for one year is \$329, however you should check with the College for the most up-to-date information. OSHC is provided by Medibank Private or Worldcare.

Why are International Students required to maintain Overseas Student Health Cover?

Hospital treatment in Australia can be expensive. The average cost for a bed in a public hospital in Australia is \$240 per day. International Students are not eligible for Medicare - the Australian Government's public health insurance system. Without access to the safety net of Medicare, International Students may have difficulty paying for medical treatment. As a result, Overseas Student Health Cover (OSHC) was introduced to ensure International Students have adequate health care arrangements during their stay in Australia. OSHC ensures International Students can access appropriate health care without undue financial hardship.

Additionally, the Department of Immigration and Multicultural and Indigenous Affairs (DIAC) requires all holders of a student visa to maintain OSHC. DIAC advises that International Students who do not maintain their OSHC may have their visas cancelled.

Local Transport



The College can be accessed by using public transport. The King's Christian Centre is located along Surfside Buslines Route 25. An up-to-date timetable is available from the College Reception.

Police



The Queensland Police Service has stations located nearby to the College at the following locations:

- Mudgeeraba – 18 Railway Street, phone 5530 6455
- Burleigh Heads – 4 Matilda Street, phone 5535 1171
- Police Beat – Robina Town Shopping Centre, phone 5578 8988

To call for emergency police assistance on the telephone, dial **000** from anywhere in Australia. This ensures that your call will be responded to quickly and efficiently.

Shopping



The Gold Coast has several major shopping centres and many smaller shopping complexes. Shopping centres located close to the College are:

- Robina Town Shopping Centre
- Treetops Shopping Centre
- Burleigh West Shopping Centre
- Mudgeeraba Shopping Centre
- The Pines Shopping Centre

Shopping centres usually include a supermarket for buying food and household items, clothing and shoe stores, travel agents, banks, restaurants and coffee shops, pharmacies, book and photographic shops, jewellers, a medical centre, and other such amenities.

Credit cards and charge cards are widely accepted when purchasing goods and services. The most commonly accepted cards are Visa, Mastercard, American Express, Diners Club International and Bank Card.

Use of Personal Information

In accordance with the ESOS Act 2000 and the National Code the information provided by students may be made available to the Commonwealth and State agencies, and the Fund Manager of the ESOS Assurance fund, The College is also required to inform the relevant agency of any breaches of the student visa conditions relating to attendance or satisfactory academic performance.

Acronyms, Terms and Definitions

CRICOS Commonwealth Register of Institutions and Courses for Overseas Students
DIAC Department of Immigration and Citizenship