SECTION 1
Welcome
From the Principal

At St Aloysius College we have been welcoming international students from all over the world for more than 30 years.

Our international students have achieved outstanding results and go on to university study or other tertiary study.

We have modern facilities, a strong academic curriculum and a lively program of sport, music, drama and art. Our class sizes are limited and our teachers are friendly, professional and highly qualified.

Our school curriculum is based on the Australian Curriculum and the South Australian Certificate of Education (SACE). South Australian qualifications are accepted worldwide.

At senior secondary level, choices are made about subjects to suit a range of career pathways.

Teachers will give advice about programs and will also provide pastoral care support for all students. Teachers of English as an Additional Language give extra help to international students.

We celebrate significant festivals and cultural events with our international students.

After school sports and other activities are available to broaden students’ experiences.

I trust that you will enjoy your time at St Aloysius College, Adelaide.

Ms Paddy McEvoy
PRINCIPAL
Important Information and Emergency Contacts

Education Provider Main Contact Details:
St Aloysius College
P: +61 8 8217 3200
53 Wakefield Street
Adelaide, SA 5000

International Student Coordinator/Academic:
Ms Louise Tunney

Homestay:
Australian Homestay Network
Emergency:
P: 1300 69 7829

Emergency Telephone Numbers:
Police, Fire, Ambulance phone 000
1. Application form is e-mailed to registrar@sac.sa.edu.au. This must be accompanied by a copy of the transcript of the last school report translated into English and certified.

**Academic requirements:**
Students to have achieved 80% or over in subjects they will study in Australia. For direct entry into mainstream courses, satisfactory levels in either IELTS or AEAS tests will be considered.

2. An email will be sent from St Aloysius College advising whether there is a place for the student. A formal Letter of Acceptance/invoice is then sent to the Agent/student. It is a Student Visa, Subclass 500 requirement that full fee paying international students are required to have Overseas Student Health Cover for the duration of their visa grant period. St Aloysius College will organise this on behalf of the student and include the cost in the Letter of Acceptance/invoice.

3. Agent/student to transfer funds as set out in Letter of Acceptance/invoice. A copy of the remittance advice is faxed to registrar@sac.sa.edu.au.

4. Once payment is received St Aloysius College sends Agent/student the Confirmation of Enrolment and Welfare Letter (if applicable) and the AHN (Australian Homestay Network) homestay application form (if applicable). Students should access the International Student Handbook on the St Aloysius College website at: http://www.sac.sa.edu.au/enrolment/international-students

5. Visa documents required by the Department of Home Affairs are completed by the Agent/student and application sent to the Department of Home Affairs. The latest checklist of the documents required is available from website: https://www.homeaffairs.gov.au/trav/visa-1/500-

**Please note:** In the event that the student visa is not granted, St Aloysius College will immediately refund the full amount of tuition and other fees paid.

6. Agent sends tax invoice to St Aloysius College to enable Agent commission to be paid.

7. Agent/student sends confirmation of visa grant and flight details to St Aloysius College who will then confirm homestay accommodation (if applicable) and arrangements for airport meet and greet and pickup.

8. International student orientation with the SA College of English or St Aloysius College.

9. Student receives Overseas Student Health Card and sets up bank account, mobile phone, etc.
Things to do:

**Before Leaving Home:**
- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Confirm accommodation
- Arrange transport from airport to accommodation

**Pack bags being sure to include the following:**
- Enough Australian currency for taxis, buses, phone calls etc. in the event of an emergency
- This handbook!
- Passport
- Letter of offer
- eCoE
- Travel insurance policy

**NOTE:** Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

**Upon Arrival in Australia:**
- Call home
- Settle into accommodation
- Open a bank account
- Get textbooks
- Start classes
- Get involved in student life (eg music, sporting and cultural clubs).
SECTION 2
Pre-Arrival
Introduction to Australia

Australia is a modern and vibrant multicultural country. On your breaks from study, you will have a wide choice of activities to enrich your experience - from cultural festivals, concerts and museums, to major sporting events.

Australian education has a strong international reputation for excellence. Whether you study at a university, school, vocational or English language institute, you will receive a quality education that will form a strong foundation for your future success.

Useful links:

A vibrant, Catholic college for girls in the heart of the City of Adelaide

Our Reception to Year 12 College has a long tradition of excellence in both academic and creative pursuits and our students achieve high success rates for tertiary entrance.

St Aloysius College is renowned for fostering confident and compassionate girls who are equipped to take on the challenges of today’s world.

Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. If you are under 18 years of age you must have a completed CAAW (Welfare) form to ensure your accommodation and welfare is approved by your education provider.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE. Maintain satisfactory academic progress;
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia;
- Remain with the principal education provider for six calendar months, unless issued a letter of release from the provider to attend another institution;
- Notify your training provider of your Australian address and any subsequent changes of address within seven days;

For a full list of mandatory and discretionary student visa conditions please visit: https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students.
Department of Home Affairs


Department of Foreign Affairs and Trade (DFAT)

As well as links from the Home Affairs website the Department of Foreign Affairs and Trade website http://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with Home Affairs on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.
Arranging Travel

Your family will make travel arrangements to Australia. Please try to arrive at least 1-2 days before the start of your course to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Documents:

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter
- Confirmation of Enrolment (eCoE) issued by St Aloysius College
- Other personal identification documents, e.g. birth certificate, ID card
- Medical records and/or prescriptions
- CAAW (Welfare) document if you are under 18 years of age

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you’re in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Government Department of Agriculture and Water Resources homepage:


Read “Travelling to Australia”

Let your family and friends know “Mailing goods to Australia”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.
Seasonal Considerations

Summer in Australia is from December to February, Autumn from March to May, Winter from June to August, and Spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you will need to bring or buy winter clothing.

Clothing

During all of the School day students will be wearing School uniform which you will purchase during orientation.

Outside school hours students usually dress informally. Jeans or shorts with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

Electricity

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture below, the red dot indicates that the switch is on and power is flowing through that socket.
Bringing Your Electronic Devices

While studying at St Aloysius, you will be provided with a laptop for your studies.

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases.

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD$450 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don’t wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don’t be afraid to ask airline staff if you have any questions.

If you are carrying more than AU$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

For more information visit https://www.homeaffairs.gov.au/trav/ente/goin/arrival#. 
Entry to Australia

**Australian Immigration**

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

**Baggage Claim**

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

**Detector Dogs**

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.
Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn’t have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Department of Agriculture and Water Resources.


Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. You will need to look out for your name on a sign by the airport pickup service who is there to welcome you to Adelaide and take you to your host family.
Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post.

Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

You can have money sent to Australia easily if you have a bank account with any bank in Australia. Australia’s four largest banks are: NAB, ANZ, Commonwealth Bank and Westpac. There are many smaller banks too, including ING Direct, AMP Banking and HSBC Australia. Banking hours are usually 9.30am-4pm Monday to Thursday and until 5pm on Friday. Some branches open on Saturday mornings until 1pm. You can ask your parents to send money to Australia transferring directly from their bank to your bank account in Adelaide. This means that you do not have to have large amounts of cash that can get lost or stolen.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. You should bring most of this money as either Traveller’s Cheques or on an international credit card. Traveller’s cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller’s cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.
Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Adelaide you can also change money at any bank.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account if your card is part of an international network (Plus, Cirrus, MasterCard or Visa) allowing you to use ATMs, just look for ATMs displaying their logos (if your ATM card has international access). Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.
SECTION 3

Settling-In
Time Zone

Adelaide is GMT+8 hr 30 minutes

This is a useful link to set up a time to talk to your family if you are unsure of the time difference. [http://www.timeanddate.com/worldclock/meeting.html](http://www.timeanddate.com/worldclock/meeting.html)

Lifestyle

Adelaide has a generally relaxed lifestyle, with many weekend activities to participate in. There are many eating out places in Adelaide, and Gouger Street, near St Aloysius College, is very popular due to the very large range of international foods available.

Food in Australia

Australian food is very multicultural and will vary from one homestay to another. Australians generally eat together in the kitchen or dining room. You should not eat or keep food in your bedroom.

Here are some examples of what Australian’s eat for their meals:

Breakfast - cereal, bread or toast, fruit, yoghurt and juice. Sometimes on weekends families might have a cooked breakfast of eggs, bacon, tomato, sausage or pancakes.

Lunch – sandwich, fruit, snacks and water. On school days your homestay family will prepare a packed lunch for you or order your lunch from the school canteen. Lunch at school is eaten either in the classroom or out in the school yard. On weekends lunch may be part of an outing or a meal served at home.

Dinner (or tea) – meat, vegetables, noodles, salad and water. Generally families will sit down to eat together at the dining table or in the family room. Sometimes the food will be already served on your plate, sometimes it will be in the middle of the table to be served.

Australians like to talk about their day when eating dinner. Electronic devices are not used during mealtimes.
Telephones

Calling Emergency Services: DIAL  000
In Australia dial 000 from any phone for fire, police or ambulance services. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health - Emergencies) and work with the operators who are very experienced with all cultures.

Making Phone Calls within Australia
To make international phone calls:

- Dial - international access code (0011) + the country code + the area code (if required) + phone number
- When adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled
- To make domestic phone calls:

<table>
<thead>
<tr>
<th>Area Code</th>
<th>State</th>
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<tbody>
<tr>
<td>(02)</td>
<td>ACT, NSW</td>
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<td>(03)</td>
<td>VIC, TAS</td>
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<td>(07)</td>
<td>QLD</td>
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<tr>
<td>(08)</td>
<td>SA, WA, NT</td>
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</table>

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas
To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02) and then dial the required number.

Example: International access number +61 2 9999 3662
Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider.

Computer & Internet Access

On campus you are able to access the internet and email via your student login code and password.

Shopping

When shopping in Australia, you generally don’t bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible.

These may include: at garage sales, community markets, second hand dealerships, or at electrical goods’ stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by CASH and, if you are buying more than one item, you may have more bargaining power.

Purchasing an Item

The most common methods of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer’s discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.
Health

Emergencies - Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

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.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000 State Emergency Service

Lifeline

Lifeline’s 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Emergency Translation

For translation service in an emergency situation dial 1300 655 010
Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You have been asked for an OSHC payment in the education offer package you receive from St Aloysius College. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia. This cover will then extend for the length of your approved visa period.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.


If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. Please visit the website for further information: OSHC Allianz Assistance: [https://www.oshcallianzassistance.com.au/skins/oshc2/pdf/OSHC_Simple_Guide.pdf](https://www.oshcallianzassistance.com.au/skins/oshc2/pdf/OSHC_Simple_Guide.pdf)

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor’s fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.
Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the ‘schedule fee’ for the doctor but you will have to pay the difference if the doctor’s fee is higher than the ‘schedule fee’.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP - General Practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by Medicare or OSHC. You generally must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.
Medical Services
What do I do if I’m sick?
If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor’s surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor.

• Adelaide City General Practice
  29 King William Street Adelaide SA 5000
  Tel: 8410 1322

• Gawler Place Medical Practice
  49 Gawler Place Adelaide 5000
  Tel: 8212 7175

• Globe Medical Centre
  21 Hindmarsh Square, Adelaide SA 5000
  Tel: 8232 7372

• Gouger Street Medical Centre
  122 Gouger Street, Adelaide SA 5000
  Tel: 8231 5124

If you are under 18, the School Nurse or homestay parent can help you find a doctor and accompany you to the appointment.

Interpreter Services
We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit: https://www.tisnational.gov.au/ or phone: 131 450

General Health
Maintaining good health is of vital importance when studying abroad. While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, etc) not to expect a vacation from their problems.

Going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

Mental Health
Many students experience homesickness, anxiety and stress, especially when they are far from home. In these cases feel free to talk openly and honestly about your feelings with your teacher, a school counsellor, Homestay parents, your Year Level Coordinator, the International Student Coordinator, or any other adult or teacher in the School with whom you feel comfortable.
Well-being

Physical Health
A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [www.nutritionaustralia.org](http://www.nutritionaustralia.org)

- **Exercise:** do at least 30mins of moderate exercise a day
- **Sleep:** get at least 8-9 hours of sleep a night
- **Nutrition:** keep a balanced diet remembering to eat lots of vegetables and fruit everyday

Safety When Carrying Money

- **The first and fundamental rule of safety when carry money is:** Don’t carry large amounts of cash!
- **The second is:** Don’t advertise the fact that you are carrying money
- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.)
- Keep your wallet in one of your front pockets at all times.

- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag and never leave it open for someone to slip their hand inside.
Permission To Work

International students are permitted to work no more than 20 hours per week and they must be paid at the correct local award rate. You can visit the website for more details on rates of pay www.fairwork.gov.au

How students can apply for a Tax File Number

The Australian Taxation Office in partnership with Australia Post is making it easier for individuals to apply for a TFN. http://auspost.com.au/travel-id/tax-file-number-applications.html

Students can now apply for a TFN online and have their identity verified through an interview at a participating Australia Post office.

Applying online is the fastest and most convenient way for students to get a TFN. More information on applying online can be found at http://www.ato.gov.au by searching for ‘QC27248’.

Students who are unable to visit a participating Australia Post office will need to complete the application form Tax file number - application or enquiry for individuals form (NAT 1432). More information about lodging this form can be found at http://www.ato.gov.au

Finding Work

Your first priority whilst you are at St Aloysius College is to make the most of your study opportunities. We do not encourage students to look for part time work, and even then only to take short shifts - say about 3 to 4 hours per week.

If you do wish to begin looking for a small part-time job you should discuss this with your Homestay family before doing so, as they will need to let you know whether these arrangements would fit in with their usual routines.

Earning an Income

Taxes:
Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number:
You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.
Personal Safety

When you are out and about it is important to be alert and aware of your personal safety. If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposively and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.

If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- Always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.
Bicycles

If ever riding a bicycle in Australia you must wear an approved helmet whilst doing so.

Public Transport

Adelaide is accessible with a large public transport network of buses, trains and trams. Visit adelaidemetro.com.au to find out routes and timetables. They also provide a journey planner so you can plan your trip.

To travel on public transport, purchase an Adelaide Metrocard from the Adelaide Metro Info Centre, the Adelaide Railway Station or from Metrocard Agents. Remember to always carry your student ID card so you can travel on a concession fare (available to full-time students).

Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don’t open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.

Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver
Alcohol

Alcohol use is illegal for those aged under 18 years. In addition you can be expelled from St Aloysius College for being in possession of or under the influence of alcohol or illegal drugs at school or on any school related activity.

This will have immediate and long term impacts on your right to study in Australia and means you can be asked to leave the country immediately. We therefore strongly advise that you do not consume drugs or alcohol during your stay in Australia.

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person’s drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.

(Source: Australian Drug Foundation)
Making New Friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. Be kind to yourself - remember that making friends takes time. If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, remember to be careful. When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don’t give them any of your personal details like your full name, your phone number or your address. With people you don’t know well; always arrange to meet them in a public place, like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time socialising with other students and people from their own country and culture while they’re in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, you need to be careful at first, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them. Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your International Student Advisor.
Sexual assault is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say “No!” loudly and with conviction.

**What do I do if I am assaulted?**

1. From a public phone or mobile phone, ring the police on 000.

2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.

3. Don’t drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.

4. Try to remember everything you can about your attacker.

5. Remember, you are the victim. You have nothing to feel guilty or ashamed about.

**Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.**
SECTION 4

Studying at St Aloysius College, Adelaide
SECTION 4

Studying at St Aloysius College, Adelaide

To Begin:

**Arrive early**

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2000. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

**Academic Policies & Procedures**

A detailed set of academic policies and procedures is available in the St Aloysius College Student Diary. You will receive a copy at orientation and at the beginning of each school year.

**Academic**

At St Aloysius College we believe that teaching and learning is our core purpose. We believe that the achievement of enhanced academic outcomes and personal best performance is a product of shared values, practices and commitment to excellence.

We believe that:

- Excellence is a product of personal best effort.
- Academic honesty and integrity are not negotiable.
- Students must accept responsibility for their own performance.
- Teachers play a pivotal role in the management of optimal student learning experiences.
- Engaging and authentic teaching and learning practices will integrate learning technologies to enable our students to be more fully prepared for life beyond school.
- Host families play a key role in enhancing student learning outcomes.
- The School accepts responsibility for reporting to parents in a manner that is both timely and meaningful.
- The School accepts responsibility for promoting an academic culture where learning and scholastic achievement are highly valued.
Some tips on how to Study well at St Aloysius College

Education in Australia may be different from education in your home country in a number of ways. When you first begin studying at this school, you may find things very strange and quite difficult, as well as having difficulties understanding and speaking English. It is important to ask for help.

Teachers in this school are aware of this and will try to help you if they can see that you are trying to do your best.

- If you do not understand part of the lesson, speak to the teacher after the lesson and try and explain your problems and difficulties.
- In Australia it is expected that students will ask for help when they need it. This may be different from the procedure in your own country.
- If you cannot understand the teacher’s handwriting on the board or in tests, ask the teacher to print clearly or type tests.
- Teachers in Australia often set research assignments where the information is not in your textbook. You may need to go to the library and find information for yourself or do an interview or go out into the community to find information. This may be quite difficult for you to do because you are not familiar with this kind of learning. It is important not to copy from the Internet and from books. Our Librarians can advise you.
- Always ask for help. Approach your subject teacher or your ESL teacher and ask for help. You can also ask a teacher-librarian. People will help you if they know you need help.

In Australia you are expected to be an independent learner and in charge of your own learning:

- You may have a lot more freedom than you do in your own country but you will need to use the time wisely.
- When you do not have a scheduled lesson, you must organise your own study.
- Your Australian textbooks may not contain all the information you will need to know to do well in a particular subject. Use books in the Resource Centre and the Internet.
- Teachers often write notes on the whiteboard about topics which may not be in your textbooks.
- You often need to copy the information. If you are not sure if you should do this, you should check with other Australian students or ask the teacher.
- Electronic dictionaries are small and easy to carry but often do not give the correct translation. It is a good idea to buy a good bilingual dictionary and keep in your bag for use in class.
St Aloysius College has a Complaints and appeals process which complies with commonwealth and state requirements. Access to this process is available to international students at any time, but is has prescribed conditions under Standards 10, 11 and 13. If the School’s Complaints and appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the School has approved accommodation, support and welfare arrangements.


St Aloysius College Complaints and Appeals Policy

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed and again within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

a) The purpose of St Aloysius College’s Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

Grievances brought by a student against another student will be dealt with under the school’s Behaviour Policy/Code of Conduct.

3. Informal Complaints Resolution

a) In the first instance, St Aloysius College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

b) Students should contact the Year Level Coordinator in the first instance to attempt mediation/informal resolution of the complaint.

c) If the matter cannot be resolved through mediation, the matter will be referred to a Deputy Principal and St Aloysius College’s internal formal complaints and appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure

a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.

b) The student must notify the school in writing of the nature and details of the complaint or appeal.

c) Written complaints or appeals are to be lodged with the Principal.

d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.

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Complaints & Grievances

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e) Complaints and appeals processes are available to students at no cost.

f) Each complainant has the opportunity to present his/her case to the Principal.

g) Students and/or the School may be accompanied and assisted by a support person at all relevant meetings.

h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal/other.

i) Once the Principal/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student’s file.

j) If the grievance procedure finds in favour of the student, St Aloysius College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

k) St Aloysius College undertakes to finalise all grievance procedures within 10 working days.

l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

5. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress within 2 weeks through an external body at minimal or no cost.

b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Aloysius College, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students.

Please see:
www.oso.gov.au
or phone
1300 362 072 for more information

6. Other legal redress

Nothing in the School’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

a) Working Day - any day other than a Saturday, Sunday or public holiday during term time

b) Student - a student enrolled at St Aloysius College or the parent(s)/legal guardian of a student where that student is under 18 years of age

c) Support person - for example, a friend/teacher/relative not involved in the grievance.
International Student Visa Conditions

For a full list of mandatory and discretionary student visa conditions please visit:
www.immi.gov.au/students/index.htm

Academic Progress & Attendance

1. Course Progress

   a) The School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   b) The course progress of all students will be assessed at 5 weekly intervals.

   c) Students who have begun part way through a semester will be assessed after one full period of attendance.

   d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 60% of units in any study period.

   e) If a student does not achieve competency in at least 50% of units studied in an assessment period, a Deputy Principal will meet with the student to develop an intervention strategy for academic improvement. This may include:
      i) additional supervised study periods
      ii) tutorial assistance
      iii) other intervention strategies as deemed necessary

   f) A copy of the student’s progress reports will be forwarded to parents regularly.

   g) The student’s individual strategy for academic improvement will be monitored over the following semester and records of student response to the strategy will be kept.

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

   i) The school will notify the Department of Education via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
      i) the student does not access the complaints and appeals process within 20 days, or
      ii) withdraws from the complaints and appeals process, or
      ii) the complaints and appeals process results in favour of the school

2. Completion within expected duration of study (course progression)

   a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

   c) The School will only extend the duration of the student’s study where the student will not complete their course within the expected duration due to:

   Continued next page...
International Student Visa Conditions

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   i) compassionate or compelling circumstances
   ii) student participation in an intervention strategy as outlined in 1.e.
   iii) other intervention strategies as deemed necessary

   d) Where the School decides to extend the duration of the student’s study, the school will report via PRISMS and/or issue a new COE if required.

3. Course attendance

   a) Satisfactory course attendance is attendance of 90% of scheduled course contact hours.

   b) Student attendance is:

      i) checked and recorded daily
      ii) assessed regularly
      iii) recorded and calculated over each semester.

   c) Late arrival at School will be recorded and will be included in attendance calculations.

   d) All extended absences from School should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Principal.

   e) Any absences without approval will be investigated.

   f) Student attendance will be monitored by Year Level Coordinators to assess student attendance using the following method.

   g) Students at risk of breaching St Aloysius College’s attendance requirements will be counselled and offered any necessary support.

   h) If the calculation indicates that the student has failed the attendance requirement for the study period, St Aloysius College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.j.

   i) The school will notify the Department of Education via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

      i) the student does not access the complaints and appeals process within 20 days
      ii) withdraws from the complaints and appeals process
      iii) the complaints and appeals process results in a decision for the school.

   j) Students will not be reported for failing to meet the 90% threshold where:

      i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate

   k) If a student is assessed as having nearly reached the threshold for 90% attendance, the Principal or a Deputy Principal will assess whether a suspension of studies is in the interests of the student as per St Aloysius College’s Deferment, Suspension and Cancellation Policy.

   l) If the student does not obtain a suspension of studies under the St Aloysius College Deferment, Suspension and Cancellation Policy, and falls below the 90% threshold

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for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h. - 3.i

4. Course credit

Students in the senior years undertake the South Australian Certificate of Education (SACE). Course credit may be available if studies undertaken interstate or overseas are at a level equivalent to Year 11 or Year 12 in South Australia. St Aloysius College will assist the student to jointly lodge an application for status with the SACE Board.

5. Definitions

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:
   i) serious illness, where a medical certificate states that the student was unable to attend classes
   ii) bereavement of close family members such as parents or grandparents
   iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
   iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
   v) where the school was unable to offer a pre-requisite unit
   vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

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

School day - any day for which the school has scheduled course contact hours.

Current Address Details

Students on an International Student Visa no longer need to keep Home Affairs informed of their home address in Australia, as Home Affairs will check these details with your education provider if required. Therefore you MUST maintain a current residential address on your school’s student file AT ALL TIMES.

If you change address, telephone number or any other details please come to the SAC Office and collect and complete a “Change of address” form.
Accounts and Administration

Terms and Conditions of Enrolment

Fees
Fees are paid one semester in advance. There are 2 semesters per year. Fees are set annually. Families are issued a statement of account. Fees are sent out in March and September of each year. A due date appears on all statements.

Outstanding fees constitute a debt payable to the School. Overdue fees may be placed in the hands of a collection agency. If necessary the School may take legal action to recover debts to preserve the viability of the School.

Absences During Term
No allowances against fees will be made for late returns to School or absence during the term, including those due to disciplinary suspensions, or for the early completion of Year 12.

Cancellation of Enrolment
The School reserves the right to cancel a student’s enrolment for non-payment of School fees. Enrolment will be cancelled at the end of a term if fees for that term or prior terms have not been paid, unless an approved payment arrangement has been made.

Notice of Withdrawal
One semester’s notice in writing is required in the event of a student’s withdrawal, otherwise one semester’s fees will be payable.

Payment of Accounts
1. The following methods of payment are available:
2. Over the counter at the School office, by cash, cheque, credit or debit card
3. By mail or facsimile using a completed statement of account remittance advice for card payments or by enclosure of cheque or money order
4. By telephone for card payments
5. By BPAY and Internet banking
6. By direct deposit:
   Account Title: St Aloysius College Inc
   Bank: Commonwealth Bank of Australia
   Address: Gouger Street, Adelaide, South Australia 5000
   Account number: 06-5005 0090 0828
   Swift Code: CTBAAU2S

ID Cards
After the annual school photo sessions, students will receive a Student ID card. A replacement fee is charged if the ID card is lost.
Refund & Cancellation Policy

This policy outlines refunds applicable to course fees paid to the School.

Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

The enrolment application fee is non-refundable.

Payment of Course Fees and Refunds

a) Fees are payable according to the School’s International Students Application Form.

b) An itemised list of school fees is provided in the school’s written agreement [as per NC Standard 3.1.b]

c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.

d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the School Principal.

Student default because of visa refusal

a) Students will receive a refund of the tuition fees if certified evidence from Australian Immigration Authorities is provided to the College within 14 days of the student receiving notification of a visa application rejection

b) Students will receive a refund of the tuition fees paid, less 20%, if, more than 28 days before the commencement of the course, a student provides written notification of cancellation for any reason other than the rejection of visa application

c) With the exceptions listed in (a) and (b) above, one semester’s notice in writing is required prior to students withdrawing from St Aloysius College. Failure to do so will incur the payment of one semester’s fees.

d) Refunds are made by telegraphic transfer or bankdraft in Australian dollars with any bank charges being deducted from refunds. Refunds cannot be made directly to students in Australia. Course fees are not transferable to another person or institution. The refund will be paid within six weeks after notification by the student of withdrawal from the course. No refund is due if a student is required to leave the College because of a break of visa conditions, unsatisfactory attendance or a break of College rules

No refund of tuition fees will be made where a student’s enrolment is cancelled for any of the following reasons:

Continued next page...
i) Failure to maintain satisfactory course progress (visa condition 8202). (Please see International Student Handbook)

ii) Failure to maintain satisfactory attendance (visa condition 8202).

iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).

iv) Failure to pay course fees.

v) Any behaviour identified as resulting in enrolment cancellation in St Aloysius College’s Behaviour Policy/Code of Conduct.

Provider Default

a) If for any reason the School is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the School will be made within 14 days of the agreed course starting day.

b) If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the School will be made within 14 days of the course School’s default day.

c) In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: https://tps.gov.au/StaticContent/Get/StudentOverview.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Definitions

a) Non-tuition fees – fees not directly related to provision of the student’s course, including Homestay fees, textbooks and uniforms

b) Pre-paid fees - tuition fees received by the School for a study period of the student’s course before the student begins the study period.

c) Tuition fees – fees directly related to the provision of the student’s course

* Unspent pre-paid fees – in the case of the school not being able to provide the course in which the student is enrolled, unspent prepaid tuition fees will be calculated according to a Legislative Instrument: https://www.legislation.gov.au/Details/F2014L00907.

Transfer

Students wishing to transfer to or from St Aloysius College should consult the Registrar and be aware of the School’s Transfer Policy. A full copy of the Transfer Policy is available in the Appendix of this booklet.

Deferring, Suspending or Cancelling Enrolment

Once a student has been accepted into a course at St Aloysius College they can defer their course, or it is possible that they will be suspended or have their enrolment cancelled for a number of different reasons.

A full copy of St Aloysius College’s policy for deferring, suspending or cancelling enrolments is available in the appendix of this handbook.
Subject Selection

Prior to or upon arrival, students can make their subject choices, in conjunction with the subject information available in the relevant Subject Selection Handbook, and in consultation with a Deputy Principal.

Reports

Formal Reports are sent home at the end of each term for Year 7 to 12 students. For Reception to Year 6 students, three formal reports are issued each year. Additionally, there is a mid-Term 1, mid-Term 2 and mid-Term 3 report for each international student.

Informal Reporting is an on-going process and parents are encouraged to make use of this format. The School has a clear commitment to sustained academic monitoring of student performance and is constantly comparing this to student potential. Parents are encouraged to request a written or verbal report on their child’s progress at any time. Parents should approach the Year Level Coordinator, Deputy Principal or class teacher when requiring an informal report on their child.

Parent-Teacher Interviews are held in Term 2 and Term 3 and booking arrangements will be communicated to parents prior to scheduled evenings.

Information Technology

St Aloysius College provides computers, laptops and printers for student use. Students must abide by the Communications Technology Policy, a copy of which is in the Student Diary.

Each student is issued with a login name which allows them to use the network software applications and printers. Students also have space on the network where they may store their work. It is important that a backup is kept either at home on other media such as a USB flash drive. If passwords are forgotten students may request a new one from the Information Technology staff.
SECTION 5
Social & Cultural
Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. 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. This advice may help:

**Listen, observe and ask questions**

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don’t be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

**Become involved**

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

**Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place, Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.
Maintain some of the routines and rituals you may have had in your home country

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

Keep lines of communication open with those at home

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Their work. It is important that a backup is kept either at home on other media such as a USB flash drive. If passwords are forgotten students may request a new one from the Information Technology staff.

Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help

Don’t be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

Finally, relax and enjoy the journey!

(Source: Macquarie University)
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 different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. Recognition: First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

2. Be objective: Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

3. Set goals: Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV programme in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. Share your feelings: Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)
Social Customs

Greeting People
When meeting someone for the first time, it is usual to shake the person’s right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not 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 use 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 that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

Some people from other countries choose to wear their national dress. They may be religious or customary items and include monks’ robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.
Australian Culture

Polite Behaviour

‘Please’ and ‘thank you’ are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, ‘Yes please’, or just ‘please’ if you would like it, or ‘no, thank you’ if you do not. When you receive something, it is polite to thank the person by saying ‘thank you’. Australians tend to think that people who do not say ‘please’ or ‘thank you’ are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say ‘sorry’, it is too hard to explain’ than to ignore a question.

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 or belch in public or a person’s home.

You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, ‘Bless you’ when you sneeze. This phrase has no religious intent.

Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.
Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is it can be prevented. By minimising your exposure to the sun’s damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

**Sun Protection**

Skin cancer and skin damage are caused by being exposed to the sun’s harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours. There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection and covers your arms and legs
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ or higher broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun. Remember to really every 2 hours.

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<td>Routinely check skin and report changes</td>
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<td>E</td>
<td>Educate yourself and others</td>
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Appendices
St Aloysius College approves the following accommodation options for overseas students:

1. School approved accommodation options for full fee paying 500 visa subclass students under 18 years of age include:
   - Homestay Program operated by Australian Homestay Network (AHN)
   - Private accommodation arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

2. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students under 18 years of age:
   - Student returns home to parents
   - Student continues to live in / is placed in Homestay arranged and approved by the school
   - Student may spend vacation with friend’s family or relatives if all requirements are met in order to attain school approval.
   - Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

3. If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to Home Affairs and the student will need to contact Home Affairs to ensure visa implications are understood. (See the Home Affairs office addresses at: [http://www.homeaffairs.gov.au/about/contact/offices-locations](http://www.homeaffairs.gov.au/about/contact/offices-locations).

4. Accommodation options for full fee paying 500 visa subclass students 18 years and older include:
   - Homestay Program
   - Private accommodation arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

5. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students 18 years or older:
   - Student returns home to parents
   - Student continues to live in / is placed in Homestay, details of which are recorded by the School
   - Student may spend vacation with friend’s family or relatives if all requirements are met in order to attain school approval.
   - Student may attend a supervised excursion, camp, etc., provided details are given and approved by student’s parents
   - Student may travel unaccompanied during vacation periods, provided details are given and approved by student’s parents.

6. All students are required to notify the School of a change of address while enrolled in the course, and students who live in school approved accommodation must not change agreed arrangements without prior approval of the School.
**Transfer Request Assessment Policy**

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
   a) If the student’s course or school becomes unregistered.
   b) The school has a government sanction imposed on its registration.
   c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests.
   d) If the student is granted a Letter of Release.

2. Students can apply to the Principal for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.

3. St Aloysius College will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
   a) It has been agreed by the school the student would be better placed in a course that is not available at St Aloysius College.
   b) Any other reason stated in the policies of St Aloysius College.

4. Students under 18 years of age MUST also have:
   a) Written evidence that the student’s parent(s)/legal guardian supports the transfer.
   b) Written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative.
   c) Evidence that the student is always in Home Affairs approved welfare and accommodation arrangements.

5. St Aloysius College will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
   a) The student’s progress is likely to be academically disadvantaged.
   b) St Aloysius College is concerned that the student’s application to transfer is a consequence of the adverse influence of another party.
   c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer.
   d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
   e) School fees have not been paid for the current study period.
St Aloysius College Accommodation and Welfare policy

6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.

8. All applications for transfer will be considered within 10 school days and the applicant notified of the decision.

9. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with St Aloysius College's complaints and appeals policy. The complaints and appeals policy is available in the International Student Handbook.

Deferment, Suspension and Cancellation Policy

1. Deferment of commencement of study requested by student

a) St Aloysius College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
   i) illness, where a medical certificate states that the student was unable to attend classes.
   ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
   iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
   iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).

b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.

c) Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student

a) Once the student has commenced the course, St Aloysius College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
   i) illness, where a medical certificate states that the student was unable to attend classes.
   ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
   iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
   iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).

b) Suspensions will be recorded on PRISMS within 14 days of being granted.

c) The period of suspension will not be included in attendance calculations.

d) The final decision for assessing and granting a suspension of studies lies with the Principal.

3. Student initiated cancellation of enrolment

a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see St Aloysius College's Refund Policy for information regarding refunds.
4. Assessing requests for deferment or suspension of studies
   a) Applications will be assessed on merit by the Principal.
   b) All applications for deferment or suspension will be considered within 7 working days.

5. School initiated exclusion from class (1-28 days)
   a) St Aloysius College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in St Aloysius College’s Behaviour Policy/Code of Conduct.
   b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
   c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
   d) Exclusions from class will not be recorded on PRISMS.
   e) Periods of ‘exclusion from class’ will be included in attendance calculations as per St Aloysius College’s Course Progress and Attendance Policy.

6. School initiated suspension of studies (28 days +)
   a) St Aloysius College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in St Aloysius College’s Behaviour Policy/Code of Conduct.
   b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
   c) Students who have been suspended for more than 28 days may need to contact Home Affairs. (Please see contact details at: http://www.homeaffairs.gov.au/about/contact/offices-locations.)
   d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the [insert position].
   e) Suspensions will be recorded on PRISMS.
   f) The period of suspension will not be included in attendance calculations.

7. School initiated cancellation of enrolment
   a) St Aloysius College will cancel the enrolment of a student under the following conditions:
      i. Failure to pay course fees
      ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
      iii. Any behaviour identified as resulting in cancellation in St Aloysius College’s Behaviour Policy/Code of Conduct, such as use of illicit drugs, illegal activities such as theft, or any behaviour which brings the School into disrepute.
   b) St Aloysius College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Home Affairs, which may impact on a student’s visa.
School initiated cancellation of enrolment is subject to St Aloysius College’s Complaints and Appeals Policy. Please see 8), below.

8. Complaints and Appeals

a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to St Aloysius College’s Complaints and Appeals Policy.

b) Exclusion from class is subject to St Aloysius College’s Complaints and Appeals Policy.

c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Aloysius College’s Complaints and Appeals Policy.

d) For the duration of the appeals process, the student will remain enrolled and must attend is required to maintain enrolment and attendance at all classes as normal. The Deputy Principal or Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

e) If students access St Aloysius College’s complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

f) Extenuating circumstances include:
   i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
   ii. the student is missing
   iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing
   iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
   v. is at risk of committing a criminal offence, or
   vi. the student is the subject of investigation relating to criminal matters.

g) The use of extenuating circumstances by St Aloysius College to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

h) The final decision for evaluating extenuating circumstances lies with the Principal.

9. Student to seek advice from Home Affairs

a) Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students will be informed to contact the Department of Home Affairs for advice. Please see: http://www.homeaffairs.gov.au/about/contact/offices-locations.

10. Definitions

a) Day - any day including weekends and public holidays in or out of term time.