



# PHOENIX

College of Australia PTY LTD



## Pre-departure and Pre-Arrival Guide

### **About us:**

On behalf of team at Phoenix College of Australia (PCA) we welcome you on board and wish you best luck for your career. PCA is a registered training Organisation (RTO). PCA has been delivering training and assessment to domestic students since 21 Aug 1998. PCA is a leading name in Industry.

PCA is also registered to deliver training and assessment to its international students. PCA has been listed on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

PCA is committed to Quality training and assessments to its students, within a comfortable and modern learning environment. The campus is close to transport, restaurants, supermarkets, parks and many other amenities. We have got dedicated staff who are ready to address all your concerns and queries. The Institute also provides access to employment opportunities through its extensive industry networks.

### **Campus details:**

Address: 2/11 Cordelia street, South Brisbane 4101

Email: Phoenix College of Australia

RTO code 45633

CRICOS Code: 03871F

Mobile: 0452209610

Website: [www.phoenixcollege.edu.au](http://www.phoenixcollege.edu.au)

Name of CEO: Karan Partap Singh

### **Emergency Contact Details:**

In case of emergency, students can contact on this number:

Mr Karan Singh

+61469399921 / +61452209610

### **Why Study in Australia?**

Australia is one of the most popular destinations for International students. Australia is famous for its fresh air and relaxed lifestyle and has among the most spectacular, beautiful natural features, forests and beaches in the world. Australia is safe from most world threats and environmental dangers such as earthquakes. Australia enjoys very low levels of pollution and has extremely clean air, roads, parks and beaches.

Our mixture of cultures, foods and religions makes Australia the most multicultural country in the world.

English is the national language and is well taught and understood throughout the country. The democratic government ensures people have the freedom to express their opinions. Australia has a very modern and progressive infrastructure, education and communications systems, services and lifestyle.

### **Learn about your Destination (Brisbane)**

Brisbane is one of the fastest-growing capital cities in Australia, where the residents are young and skilled, highly educated and culturally diverse. With 12 months of sunshine filled days and clear blue skies, it's no wonder our slogan is "Beautiful one day, perfect the next."

Brisbane City Council has a range of multilingual videos, visit their YouTube Channel and be amazed at the wonders of Brisbane. As one of the friendliest, most liveable and multicultural cities in the world, it's no wonder Brisbane was recently ranked in the top 50 best student cities in the world. \*

\*QS World University Rankings 2013/2014

Knowing more about your destination and preparing yourself for the cultural differences will help you settle into your new surroundings. Here are some ideas to get you started:

- Check out <https://www.smartraveller.gov.au/> and access their top tips on travel information and advice for your destination.
- Browse a guidebook on internet such as Lonely Planet and research their top tips of what not to miss in your city.
- Search your city centre, accommodation and campus locations on Google Maps to get a feel for distances;
- don't forget to locate the international airport too!
- Let's us know about your airport picks up and accommodation arrangements, if you want PCA to arrange it for you. Please speak to one of our representatives on the phone number provided above or email us on the given email id.
- Get familiar with the Weather at the time of arrival in Brisbane.
- If you have particular dietary requirements, research your options before you go so you know where to find a decent meal when hunger strikes.
- Take note of cultural norms and expectations before you touch down to prepare yourself for any surprising forms of address.

### **Study Brisbane:**

Brisbane's world-class universities, Private colleges and exciting career opportunities make it a great place to study and develop your career. Most of the education institutions are located in the city centre, giving students the opportunity to work near their place of study, meet the locals and learn new skills.

The wide range of student services on offer makes transitioning to Brisbane life a breeze. Services include academic counsellors, student clubs and societies and even international student ambassador events held by the Mayor himself!

Whether you're about to attend high school or would like to engage in further research in your field, Brisbane offers high quality learning environments that cater for every student. The seamless education and training framework in Australia also means you can access a wide range of education options, and transition smoothly between different levels of study and institutions.

### **Travel documents**

It is important to leave plenty of time to arrange your travel documents, such as your passport, visa and tickets for travel.

#### **Passport**

Before you arrive at the airport in Australia for your departure, make sure that your passport is current and that it will not run out for at least six months after the date that you return to Australia.

Make a copy of the ID page of your passport and ensure you always have access to that copy – scan it to your email account, leave a copy with your family or a friend in Australia, and have it hidden somewhere in your hand luggage.

If you lose your passport and you don't have access to your passport number, the renewal/replacement process will take much longer.

Be aware of where the nearest Australian consulate/embassy is to your host location in case of emergency.

#### **Visa and College**

- Check the location of host country consulate/embassy or ask your Registered Migration agent/Education agent/travel agent to find out about the visa requirements and costs.
- If you require evidence of study from the college, you can request Confirmation of enrolment from the college for your visa application.
- Don't leave your visa until the last minute as it can take up to 4 months to process. You should apply for a student visa as soon as you have received your Confirmation of Enrolment.
- The college is unable to provide visa advice as we are not the visa issuing authority. Please contact the consulate/embassy of your host country if you have any specific questions about getting a visa.

### **Education Services**

#### **Education System in Australia**

Education in Australia for visitors from overseas is highly regulated by the Australian government to ensure the highest possible level of quality and service.

***The ESOS Framework*** – The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and

training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

***National Code 2018*** – The Australian Government has released the revised National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) which is part of the ESOS legislative framework and it provides nationally consistent standards for the conduct of registered providers of international education and the registration of their courses.

***The National Vocational Education and Training Regulator Act 2011*** – has established a new approach to national regulation of the vocational education and training (VET) sector in Australia. The Act also provides for Standards for VET Accredited Courses.

### **The Overseas Students Ombudsman**

The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman  
The Commonwealth Ombudsman:

- can investigate complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishes reports on problems and broader issues in international education that we identify through investigations.

### **Universities**

There are forty-three world class Australian universities. A full range of academic and professional disciplines are offered with awards ranging from associate diploma to doctorates. Typically, an undergraduate degree takes at least three years to complete, longer for honours or double degrees.

### **Vocational (technical & further) education**

Vocational Education and Training (VET) / Technical and Further Education (TAFE) institutions provide courses with a strong vocational focus. Fees are charged for these courses and vary between institutions and states. Some VET/TAFE courses are offered at degree level with the majority being at diploma or associate diploma level.

### **Private Colleges**

Private colleges deliver an excellent range of award and non-award courses throughout Australia including English language. These colleges are required to meet the same quality assurance standards as government institutions and universities. Most private colleges are members of one of the following industry organizations.

### **Student Visa Subclass 500:**

All international students must obtain a visa before travelling to Australia. For a full-time course, you will need a student visa which will cover the duration of your academic program.

If you have entered Australia on a temporary resident visa or another category of visa that allows you to study, you can enrol into the course.

### **Before applying for a student visa**

You can apply for a student visa after you have received a Confirmation of Enrolment from the Institute.

The institute will issue you with a Confirmation of Enrolment after you have formally accepted an offer of a place, returned your signed Offer letter and Enrolment Acceptance Agreement and paid your fees as stated on the Offer letter and Enrolment Acceptance and arranged overseas student health cover.

### **Applying for a student visa**

The student visa application process is handled by the Department of Home Affairs (DHA) in Australia. PCA encourages the students to take professional advice from Registered Migration Agents.

The registered migration agents can be found on <https://www.mara.gov.au/search-the-register-of-migration-agents/>

Student visa holders are covered by the Education Services for Overseas Students (ESOS) legislative framework. It is important that you understand your rights and responsibilities under this framework, particularly the student visa conditions including course progress requirements and attendance requirements.

You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a student, visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the DHA. You must ensure to allow enough time for processing between lodging your application and the start of your course, as it may take upto 4 months to process your process.

Department of Home Affairs Home Affairs (DHA) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Link to the website: <https://immi.homeaffairs.gov.au/>

### **Department of Foreign Affairs and Trade (DFAT)**

Department of Foreign Affairs and Trade website [www.dfat.gov.au/embassies](http://www.dfat.gov.au/embassies) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

link to the website: <https://www.dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas>

### **Migration Agents**

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

Check out the website for further details: <https://www.mara.gov.au/search-the-register-of-migration-agents/>

### **Education Agents**

Note: Most overseas agents will take care of your visa process.

If you are handling this individually, please read on. 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.

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

### **Visa Conditions**

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

#### **Student responsibilities:**

- Aware of course requirements, unit requirements and academic progress.
- Complete the conditions of your student visa: you must assure your course requirements and maintain a valid enrolment.
- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Do not work more than 40 hours in a fortnight.

Please refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500> for all possible conditions attached to your visa.

Once you get the visa you must read the information on the following link:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#When>

### **Costs involved in student visa application**

Primary visa applicant cost: AUD 620.00

Additional Applicant Charge 18+ (over 18 years of age): AUD 460.00



Additional Applicant Charge U18 (under 18 years of age): AUD 150.00

The cost has been retrieved from the Department of Home Affairs website on 26 April 2020.

The latest information can be retrieved from <https://immi.homeaffairs.gov.au/visas/visa-pricing-estimator>

### **Documents and financial requirements required for Student Visa subclass 500:**

The documents required for student visa application can vary from person to person as it depends on various factors such as origin of the student and the education provider.

The document checklist tool can be accessed on <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>.

### **Living cost in Australia**

Students should be aware that the costs of studying in Australia will depend on your education provider, the level of study you choose and your study location in Australia.

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only and don't take into account your budget and spending habits.

### **Accommodation**

Hostels and Guesthouses - \$90 to \$150 per week

Shared Rental - \$95 to \$215 per week

On campus - \$110 to \$280 per week

Homestay - \$235 to \$325 per week

Rental - \$185 to \$440 per week

Boarding schools - \$11,000 to \$22,000 a year

### **Other living expenses**

Groceries and eating out - \$140 to \$280 per week

Gas, electricity - \$10 to \$20 per week

Phone and Internet - \$15 to \$30 per week

Public transport - \$30 to \$60 per week

Car (after purchase) - \$150 to \$260 per week

Entertainment - \$80 to \$150 per week



### **Cost of living for Student visa subclass 500 application:**

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019 the 12-month living costs are;

For students or guardians - AUD\$21,041

For partners coming with you - AUD\$7,362

For a child coming with you - AUD\$3,152

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia [www.insiderguides.com.au/cost-of-living-calculator/](http://www.insiderguides.com.au/cost-of-living-calculator/).

If you experience financial trouble while in Australia, talk to student support officers for assistance.

Use the Course Search on the link <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> to find courses and see details such as their tuition fees. There may be additional costs for your course, including course materials and access to institution facilities.

Students should refer to their provider's payment conditions for specific advice.

### **Education costs**

The list below gives you a broad indication of the range of course costs (yearly) for different types of qualifications.

School - \$7,800 to \$30,000

English language studies - Around \$300 per week depending on course length

Vocational Education and Training (Certificates I to IV, Diploma and Advanced Diploma) - \$4,000 to \$22,000

Undergraduate Bachelor Degree - \$20,000 to \$45,000\*

Postgraduate Masters Degree - \$22,000 to \$50,000\*

Doctoral Degree - \$18,000 to \$42,000\*

\* Note: This does not include high cost of delivery courses such as veterinary and medical. Please visit institution websites directly to see costs for these courses.

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>

### **Useful links:**

Cost of living calculator

<https://insiderguides.com.au/cost-of-living-calculator/>

Student Visa how to apply:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

Currency Converter:

<https://www.xe.com/>

Study and live in Australia information

<https://www.studyinaustralia.gov.au/>

### **Document tips**

- It is risky to pay for your tickets before you have been accepted into your program and secured a visa if required.
- Keep your Confirmation of Enrolment in a safe place, and ensure that you have a copy with you in your hand luggage when entering your destination.

### **Bringing my Family**

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home affairs See: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>).

Family members include your spouse, and your dependent children.

Before bringing your spouse or children to Australia, you will have to prove that you can support them financially.

The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family. Consider rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them. Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information, visit: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Overview>

### **Arranging for Family (things to bring)**

- Family members' birth certificates
- Marriage certificate
- Children's immunisation records
- Education records transcripts (if children are aged 12 years or over)
- Spouse's qualification certificates and transcripts—may assist in obtaining
- Employment or training
- Spouse's work references and personal references—may assist in obtaining employment or training

### **Arranging Travel**

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jetlag.

### **Required 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 from [institution/school]
- Confirmation of Enrolment (eCoE) issued by [institution/school]
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- Current academic transcripts of tertiary studies (Study Abroad/Exchange Students)
- Prescriptions for any regular medication
- Driver Licence & International Drivers Licence (from Home Country)

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

### **What to Bring in to Australia**

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 Department of Agriculture, water and Environment on <https://www.agriculture.gov.au/travelling>.

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.

### **Mobile Phones & Laptops**

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

### **Standard voltage**

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. Other items you might need to include (most can also be purchased in Australia)

- Alarm clock
- Bath towels, bed sheets, pillow cases
- Dictionary (bilingual) Music CDs or iPod
- Sporting equipment
- Toiletries
- Umbrella
- Scientific or graphics calculator
- Camera
- Micro recorder for lectures
- Swimming costume
- Small gifts from home
- Spare spectacles
- Your optical prescription
- contact lenses
- Photos of friends and family

### **Seasonal Considerations**

**Climate in Brisbane (Ref: <https://www.climatestotravel.com/climate/australia/brisbane>)**

The climate of Brisbane, the capital of Queensland, lying on the east coast of Australia, is subtropical oceanic, with very mild, relatively dry winters and hot, rainy summers.

Because of its location, in winter, the city is more sheltered from the cold than the southern cities (Perth, Melbourne, Sydney), and also from wind and rain. In addition, it is also sheltered from heatwaves coming from the desert, since the ocean currents prevail in summer. However, in summer, it can sometimes be affected by tropical cyclones, or at least by their remains, which in any case are able to bring heavy rains.

Being in the Southern Hemisphere, like the rest of Australia, it has reversed seasons in comparison with Europe or North America.

Here are the average temperatures.

#### **Brisbane - Average temperatures**

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Min (°C)	21	20	19	16	13	11	9	10	13	16	18	19
Max (°C)	29	29	28	26	23	21	20	22	24	27	28	29
Min (°F)	70	68	66	61	55	52	48	50	55	61	64	66
Max (°F)	84	84	82	79	73	70	68	72	75	81	82	84

Precipitation is quite abundant: in an average year, 1,200 millimeters (47 inches) of rain fall, of which more than 100 mm (4 in) fall per month from December to March, while the driest period is winter, together with early spring. Here is the average precipitation.

#### **Brisbane - Average precipitation**

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Prec.(mm)	160	170	140	90	80	70	60	40	30	90	90	120
Prec.(in)	6.3 44.9	6.7	5.5	3.5	3.1	2.8	2.4	1.6	1.2	3.5	3.5	4.7
Days	13	15	13	12	11	9	7	7	8	10	13	13

Winter, from June to August, is very mild: the average daytime temperatures are about 20 °C (68 °F). At night, it can sometimes be cold, in fact, the temperature can drop to around 3/5 °C (37/41 °F), but during the day, it remains mild. There are many sunny days, and the rains are quite rare.

Spring, in September and October, is pleasantly warm, but the rains start to increase.

Summer is long, going from November to March, and it's hot and muggy, but tempered by sea breezes, which regularly blow, especially in the afternoon. The weather is often good, but thunderstorms can break out quite often, sometimes accompanied by hail and wind gusts. In La Niña years, the rains may be particularly abundant, as happened in January 2011, when the Brisbane River flooded the city.

Every now and then, a tropical cyclone can reach the city, although this rarely happens because cyclones usually pass over the area more to the north, beyond the Tropic. Sometimes, cyclones can pass over the ocean at some distance, causing storm surges that can reach the coast.

Autumn, in April and May, is pleasantly warm, and it is quite rainy, although the rains are generally less intense than the summer thunderstorms. In May, sometimes at night, it can get a little cold, with minimum temperatures below 10 °C (50 °F).

### **How Much Money to Bring?**

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport. 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 insurances 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.

### **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.

#### **Contact Details**

Address: 2/11 Cordelia street, South Brisbane 4101

Email: Phoenix College of Australia

RTO code: 45633

CRICOS Code: 03871F

Phone: 0452209610

[www.phoenixcollege.edu.au](http://www.phoenixcollege.edu.au)

Name of CEO: Karan Partap Singh Saini

#### **Emergency Contact Details:**

In case of emergency, students can contact on this number:

Mr Karan Singh

+0452209610

#### **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, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. 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 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.

### **Duty free concession**

If you are aged 18 years or over, you are allowed to bring up to \$900 worth of general goods into Australia duty free. Personal items such as clothing, footwear and toiletries (excluding fur and perfume) are free from duty and tax. If you intend to bring a new laptop or other electrical goods which are less than 12 months old, you may be liable for customs duty and sales tax on arrival.

Alternatively, you may be required to pay a security deposit, which is refundable when you take the laptop out of the country on your departure.

### **Important things to remember:**

- Use a large, strong suitcase with wheels or trolley and a good piece of hand luggage.
- Make sure that your baggage does not exceed the airline's limit, as excess luggage charges can be expensive.
- Note items to be declared, and pack them separately in a bag so that customs declaration and checking is easier. Failure to declare items can result in a fine.
- Carry important documents, valuables, some extra clothing and personal items in your hand luggage, but make sure it is small enough to fit in the aircraft's mover head
- cabin compartment or under your seat.
- Remember to label all your bags with your name and address.

### **Entry into Australia**

#### **Immigration Check**

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 Claims**

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. At the airport you may see dogs wearing crimson coloured jackets and working together with their handler. Please do not be alarmed, and do not pat them. They are working to protect Australian borders.

### **Customs**

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, Water and the Environment . For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <https://www.agriculture.gov.au/travelling>. On entering Western Australia, you must declare any food, plant material or animal products that you are carrying. Heavy penalties and on-the-spot fines will apply if you do not declare quarantined items. If in doubt, declare it.

### **Arrivals Hall**

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

If requested, PCA's representative will come to receive you at the Airport. If you are not able to meet the person **contact Mr. Karan Singh on 0452209610**.

### **Getting from the Airport**

For those who haven't requested Airport Pickup there are number of other transport facilities available which include:

- Train

- Public buses
- Shuttle buses
- Taxis
- Airport Reception Service

For more Information about Brisbane airport : <https://www.bne.com.au/>

### **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 Brisbane, you can also change money at any bank or at currency exchanges in Brisbane city.

### **Electronic Transfer**

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction. ATMs Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (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.

### **Temporary Accommodation**

#### 1. AHN Homestay

International Students can utilise the services provided by AHN Homestay. It can be good start for the students to get familiar with accommodation and living in Australia. For details visit <https://www.homestaynetwork.org/>

#### 2. Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option. You can also visit the following sites for arranging accommodation

<https://www.student.com/au/brisbane>

<https://www.studyqueensland.qld.gov.au/>

#### 3. Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

### **Study and Work in Brisbane**

Once you have started your course in Australia, you're permitted to work a maximum of 40 hours per fortnight during the study semester, and unlimited hours on the study break.

### **Start your search online**

A lot of jobs will be posted online, so get to know the websites that can offer up opportunities. Sites such as seek.com.au, careerone.com.au, gradaustralia.com.au and adzuna.com.au are a good place to start, and more short-term casual positions can be found on gumtree.com.au.

The bigger hospitality and retail chains have online application processes, so check out their websites on how to submit your resume. You should also keep up to date with any noticeboards used by college, as job opportunities can be posted there. Just ask college's admin team to point you in the right direction.

If you find a job you think might suit, make sure you act quickly – casual jobs are a hot commodity, so apply fast.

### **Apply in person**

Many casual or part-time jobs in smaller hospitality or retail outlets won't always be advertised online. Sometimes a sign in the window saying "Staff wanted" is all the advertising they do, which is a great opportunity for you to show up in person with your resume and make a good impression. Here are a few tips:

- Don't be shy: Walk into the business and ask to talk to the manager. Brisbanites are a friendly bunch!
- Have your resume ready: Take at least two copies of your resume with your contact details to give to the manager. Even if they don't have a job available right now, they could phone you later down the track.
- Ask the right questions: If there is a job opportunity, be upfront and ask about the expected hours, the pay rate, a start date and any special requirements (uniform costs, training, who your manager will be).
- Get contact details: Don't forget to store your new boss's phone number and email address in your phone.
- Pick the right time: Avoid going into the business during busy hours. For restaurants, forget about meal times, and retailers can get hectic at lunch-time on weekdays and on late-night shopping (Thursday in the suburbs, Friday in the city).
- Always show your eagerness: If no work is available, ask if they know of other businesses that may be looking for work. You never know your luck!

Online link: <https://www.choosebrisbane.com.au/Study/News-and-Events>

### **Tax file number**

You should obtain a Tax File Number (TFN) if you are going to work part-time in Australia. You may also need a TFN to open a bank account. To apply, complete a form available from the Australian Taxation Office (ATO) website or an Australia Post office.

You will also need to lodge an income tax return, either through a registered tax agent or by completing it yourself. If you complete your own income tax return, ATO's e-tax is the fastest way to obtain a refund.

For more Info:

[www.ato.gov.au](http://www.ato.gov.au)

[www.australiapost.com.au](http://www.australiapost.com.au)

### **Child Care & Schools**

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm).

Children who need these programs must be registered with the school. Costs for Long Day Care can be \$60 to \$125 per day. To register your child for schooling or child care, you must bring the appropriate documents for your child.

The following websites could be considered for more information, or admission of the children.  
<https://www.childcarefinder.gov.au/>

### **Schools**

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (e-CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - Hold a higher institution or approved non-government scholarship.
- These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

### **EMERGENCY PROCEDURE**

It is most important that you are aware of the correct procedures to follow in emergency situations. If you are attending classes, or present at PCA location and anything happens to you, or to a fellow student, or to anyone, please follow the steps detailed below.

If you are NOT attending classes and/or are NOT present at any PCA location and an emergency situation arises, please telephone 0452209610 (after business hours) and advise an PCA member of staff of the situation.

### **1. Medical Emergency:**

- Make sure there is no danger to you or to the victim(s);
- If possible, advise PCA member of staff of the emergency;
- If necessary, you may be required to:
  - CALL an AMBULANCE – DIAL 000, POISONS 13 11 26
- Someone will ask what service you need – tell them “AN AMBULANCE”. They will then put you through to the ambulance service who will ask you some questions;
- Check that you know the address where you are so you can tell the ambulance officer;
- Keep the victim calm and get help;
- If the person is conscious, ask questions and get information such as:
  - How did this happen?
  - Are they in pain and where is the pain?
  - Has it happened before?
  - Are they on medication?
  - Who is their next of kin or is there someone they should notify?
  - AND ANY OTHER INFORMATION you can get
- If the patient is NOT conscious:
  - Do not disturb or move the patient unless the injured person is in further danger. Call for help.
  - Check if the person has a medical bracelet or locket with information, e.g. diabetes, heart condition, epilepsy, etc.

All of the above helps to ensure that the sick or injured person receives the most appropriate treatment from the ambulance officers and the hospital staff.

### **2. Chemical spills and toxic fumes:**

If there is a large spill of chemicals or you are experiencing strong fumes:

- Tell a staff member of PCA about the emergency.
- You may be required to dial 000. Someone will ask what service you need – tell them what the problem is – either toxic fumes or a chemical spill. They will usually put you through to the fire service who will ask you some questions, give them all the information you can:

- Address of the spill location
- Type of chemical (if known)
- Is there a risk of fire?
- Is anyone hurt and how many?
- Evacuate the area.
- Ask everyone to move to a safe area in an orderly fashion. Keep people together so that you can account for everyone.
- Most chemicals have toxic fumes. Depending on the amount of chemical spilled, you may need to evacuate the whole building or just the affected area.
- If possible open the windows and doors to allow the fumes to escape.
- If there is a danger of fire, evacuate and leave it to the professionals to deal with.

### 3. Gas leaks are also toxic

- Contact a member of staff. If possible turn the gas off at the mains and open the doors and windows to allow the fumes to escape.
- DO NOT SMOKE OR CREATE A FLAME. This can cause an explosion.
- If there is a risk of fire, or explosion, evacuate immediately.

### 4. Small spills

Contact a member of staff. These should be cleaned up immediately to avoid the chemicals getting into drains. Follow the supplier's directions.

#### IN CASE OF EMERGENCY

##### EVACUATION TIPS

- DIAL 000 or notify PCA staff.
- Check that no one else is in the area.
- If there is no danger to you, assist any injured people.
- Leave via the nearest emergency exit.
- Do not use the lifts.
- Go direct to the designated meeting point.
- Remain there until a staff member has checked that everyone is present.
- Do not leave this area until you are told to leave by a staff member, or the police.
- Do not go back into the building until the police or fire brigade tell you it is safe to do so.

#### Orientation Program:

Before the start of the course, the student will be required to attend the orientation session. Orientation programs help familiarise overseas students with the PCA's expectations, rules and

facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia.

PCA will give all overseas students access to an age and culturally appropriate orientation program. This includes making the program available to late arrivals or overseas students who begin at different entry points.

The orientation program will provide information about:

- support services available to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance programs;
- any relevant legal services;
- emergency and health services;
- the registered provider's facilities and resources;
- complaints and appeals processes;
- requirements for course attendance and progress, as appropriate;
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

#### **Useful links:**

#### **Fact sheets: National Code of Practice for Providers of Education and Training to Overseas Students 2018**

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

#### **Department of Foreign Affairs and Trade**

[www.dfat.gov.au](http://www.dfat.gov.au)

#### **Australian Taxation Office**

[www.ato.gov.au](http://www.ato.gov.au)

#### **Tuition Protection Scheme**

[www.tps.gov.au](http://www.tps.gov.au)

#### **Overseas Ombudsman**

[www.oso.gov.au](http://www.oso.gov.au)

#### **Study in Australia**

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

#### **Australian Post office**

[www.australiapost.com.au](http://www.australiapost.com.au)

#### **Overseas Student Health Cover**



<https://www.nib.com.au/overseas-students>

<https://www.bupa.com.au/health-insurance/cover/overseas-visitors>

**Australian Skills Quality Authority**

<https://www.asqa.gov.au/>

**Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**

<https://cricos.education.gov.au/>