



Australian City
Design College®

Student Handbook 2023

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1.1. Welcome

Welcome to Australian City Design College! Melbourne City Institute Pty Ltd trading as Australian City Design College (ACDC) is a Nationally Recognised Training Organisation. We are proud to provide services to students from all over the world and to enhance their experience living and studying in Melbourne. ACDC programs ensure your career moves in the right direction and we at ACDC are committed to providing you with the best possible learning experience.

This handbook contains important information about Australian City Design College and advice on living in Melbourne and succeeding in your studies. We will assume you have read this material before your decision to study with us.

1.2. About Australian City Design College (ACDC)

ACDC places great emphasis on attracting and rewarding the most competent Trainers and Consultants. Our learners are the beneficiaries of this policy. ACDC is also committed to ensuring a safe and productive training and work environment for all our learners, clients and others with whom we associate.

ACDC Provides:

- Learning that is workplace relevant and improves career opportunities
- Trainers and assessors with recent and relevant industry expertise
- Innovative and responsive training delivery
- Inclusive, integrated and flexible training delivery models
- Learning programs that make sense in the work environment
- Learners with the required skills for the present and, importantly, the future
- Where appropriate, hands-on practical skills linked to underpinning knowledge
- Learning environments that adapt to change and the demands of the day
- Learning that leads to career advancement

As a Registered Training Provider, ACDC strives to ensure quality in all aspects of its training service delivery whilst meeting the requirements of the Vocational Education and Training (VET) Quality Framework.

The management and staff of ACDC are committed to ensuring that access and equity considerations are incorporated into the provision of training delivery and assessment. This means that all of our learners have the best possible training delivery and learning experience. We achieve this by employing qualified and vocationally experienced staff and offering our learners the best training options.



2. GENERAL STUDENT INFORMATION

2.1. Student support services

If you have any problems with your course then please speak to the Academic Manager who is available to discuss in confidence any problems you might have in relation to your study or other matters.

The Academic Manager's role is to provide information, advice and assistance to all students in a wide range of areas such as:

- Orientation
- Student Enrolment
- Academic progress
- Further study options
- Study problems
- Financial issues
- Health matters.

Students who are experiencing any difficulties in their study are requested to speak to Academic Manager. Any discussions will be treated in confidence.

2.2. Year Planner and Timetable

Your personal timetable showing scheduled classes and holiday breaks will be emailed to you together with your Orientation notice or can be requested from Administration.

2.3. Moodle

Moodle is ACDC's Learning Management System (LMS), where you can find all of your course content and resources. Moodle allows you to download course material, take assessment tasks, view and submit assignments and receive your grades and feedback.

Access to Moodle will be organised prior to orientation. You will learn how to use Moodle on Orientation day.

2.4. Student ID Card

After enrolment you will be issued with a photo student ID card. This card will identify you as an ACDC student and will allow you to access services and facilities at ACDC and will also act as your library card. If you lose your ID card then you will need to request a new card from Administration staff in writing. Please be aware that you will be required to pay a \$10.00 replacement fee.

2.5. Personal Details

If for any reason your personal details change during the year, such as a change in contact or account details, please advise ACDC in writing within 7 days of the change.

2.6. Student survey

ACDC is committed to facilitating a learning process that both benefit the client and the employer. Throughout the course students will have the opportunity to complete student surveys via Moodle, our Learning Management System. Student feedback will be used to enhance training resources and the student learning experience.

In addition, the national regulator, the Australian Skills Quality Authority (ASQA) responsible for registering training providers in Australia, will utilise an electronic survey tool to administer a survey to students that have enrolled in or completed training. The student survey collects information from students about their study experiences including their enrolment, training, support received, assessment experiences, and completion of training.

ASQA will require ACDC to:

- complete a template with a list of student details, and
- inform these students they may receive a survey from ASQA.

2.7. General Housekeeping

- After each class has finished ensure that:
 - All rubbish has been cleared and put in the bins provided.
 - All class materials and work have been removed from the desk area.
- No smoking in any of the buildings including the ground floor entrance area.

2.8. First Aid

A First Aid kit is available from the Administration area.



3. INFORMATION AROUND ENROLMENT

3.1. Orientation and Induction for New Students

An orientation program will be emailed to you prior to course commencement. For more information about ACDC's orientation, visit ACDC's website <http://acdc.edu.au/admissions/policies-and-procedures/>

3.2. Recognition of Prior Learning

Prior learning is knowledge, skills or competencies that students have already acquired. Students may have acquired them through life experience, on the job training, previous study or just a hobby.

If students think they are eligible for Recognition of Prior Learning (RPL) then they need to discuss this with the Academic Manager. They will be required to complete an RPL/Credit Transfer Assessment Form along with the supplementary Form for each RPL application.

There is a fee charged for processing RPL applications. There is no guarantee that the RPL will be approved.

3.3. Credit transfers

If you have studied the same subject or a similar subject at another institution then you can receive a credit transfer. There is no tuition fee attached to credit transfers; an administration fee does apply. Please complete an RPL/Credit Transfer Assessment Form, attach any evidence you have such as an award or Statement of Attainment and submit to Administration.

3.4. Amending your Enrolment or Withdrawal

In order to amend your enrolment in any way such as application for an extension or withdrawal please complete the ACDC Change of Enrolment Form and include any supporting evidence where applicable.

If students are in arrears with their tuition fees and leave ACDC then they will continue to be charged fees until such time as they give formal notification that they are withdrawing. Fees will be charged to the date of notification of withdrawal. Please see Refund Policy.

3.5. Fees

Enrolment and Material fees

A non-refundable administration fee must be paid prior to commencement to secure your place at ACDC. This fee is only paid once. If you do enrol in a second course at ACDC there is no additional charge.

An additional fee for materials will be charged, this fee varies from qualification to qualification. Please refer to your Letter of Offer for applicable fees.

Tuition fee

These fees cover the cost of the tuition throughout the year and are refundable in accordance with the Refund Policy.

Overdue Fees

Once fees are overdue by twenty-eight (28) days and no arrangement has been made with ACDC regarding late payment then the matter may be sent to a debt collector for settlement.

You are now given prior and reasonable notice of penalties that you may incur for late payment. Should the matter of any unpaid fees require referral to a debt collector or solicitor, you will become liable for a debt recovery penalty (which may equate to up to 30% of the debt sum) as the costs of recovery. You acknowledge your liability for payment of these additional costs should you fail to pay fees within our accepted trading terms or should you withdraw from the course without providing adequate notification to ACDC (see Refund Policy).

3.6. Payment of Fees

Initial deposit, and application fee will be required prior to enrolment.

Individual payment plans will be designed. If there is any reason for late payment then this needs to be discussed with the Accounts Manager.

If fees are in arrears by 7 days, they may attract a late payment fee as per your Student Agreement. Non-payment of fees can result in you being refused access to the teaching facilities. Results will not be released until the total fees are paid.

Dishonoured and stopped cheques will incur an additional fee to cover administrative and bank charges.

Fees can be paid via EFTPOS, credit card, cheque or money order. Please contact Administration for further information. Note: Some credit cards attract surchargers.

3.7. Refund Policy

ACDC reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be deemed necessary. In such circumstances where the course is postponed by more than four weeks, and if a student is unable to enroll in a similar course at ACDC all fees will be refunded. Refund of the fees will only be granted in accordance with the refund information set out below.

Full Fee Refund

ACDC will make a full refund of course fees paid in the following circumstances:

- Application for a student visa is unsuccessful. In this case ACDC, reserves the right to retain the administration fee. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to ACDC upon visa refusal. In this case full refund of course tuition fees will be made in accordance with ACDC refund policy.
- If for any reason ACDC is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed, a full refund of the course tuition fees paid less the administration fee will be made within 14 days of the specified starting date, or from the time the course ceases to be delivered in accordance with the refund requirements of the ESOS Act 2000.

Partial Fee Refund

ACDC will make a partial refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received from a candidate at least 28 days prior to the initial course commencement, 50% of the unspent tuition fees are refundable, less administration fee.

No Fee Refund

- If written notice of withdrawal is received from a candidate less than 28 day prior to the initial course commencement or at any time after course commencement, no refund will be applicable.
- Refunds for any monies received by ACDC on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective companies refund policies.
- In the event that an extension to your student visa is not granted and the course has commenced a refund will not be issued. **You are advised not to enroll if you believe your visa will not be extended.**
- In the event that the student seeks and is granted approval by ACDC to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted.
- In the event that your enrolment is cancelled because of infringement with ACDC disciplinary Policy or breach of student visa conditions, no refund of any course money paid in advance will be granted.

Requests for Refund of Tuition Fees

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the Request for Refund Form, stating reasons and relevant details. This must be submitted to the Accounts Manager at ACDC Level 8, Suite 802, 343 Little Collins Street, Melbourne VIC 3000.

Or by email, with attached supporting documents to accounts@acdc.edu.au

Approvals

All refunds must be approved by the Accounts Manager.

Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds as determined by the Accounts Manager.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in their nominated bank account. ACDC will provide the student with a statement detailing the calculation of the refund.

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.



4. ASSESSMENT INFORMATION

4.1. Course information

Each qualification is made up of a number of units of competency. In order to obtain your qualification, all units must be passed; in other words, you must demonstrate you are competent in the knowledge and skills described in each of the units to be awarded the qualification.

Each qualification will be different in terms of the number of weeks of study and break periods. Refer to your individual timetable for the course you are enrolled in. This is provided to you during orientation and will include dates for scheduled classes and scheduled holiday breaks.

Due to rolling enrolments, students may start and finish their studies in the middle of a study period.

4.2. Assessment

All work must be handed in by the due date. Your trainer will advise you of due dates for assessments and they are also published on Moodle.

If you believe there are special circumstances then you can request an extension or deferred assessment. This request must be made in writing via the Special Consideration Form and submitted to your Teacher. Please check the ACDC Assessment Policy and Procedure for application details. The policy and procedure is available on Moodle.

Note that requesting a deferred assessment does not automatically grant you late submission. Your request will be considered according to the policy and procedure and you will be advised of the outcome by email.

Results awarded:

Grade	Description
C	Competency Achieved/Pass
CNA	Competency not Achieved/Fail
CA	Continuing Activity
W	Withdrawn/Discontinued
CT	Credit Transfer
RPL	Recognition of Prior Learning
NYS	Not Yet Started

A result of “W” will be given to a student who has withdrawn from a unit enrolment by requesting withdrawal in writing. In such a case, the student’s academic transcript will reflect withdrawal in good standing.

NCA result

Any student receiving NCA will be provided with feedback on their assessment and given an opportunity to resubmit. Refer to the ACDC Assessment Policy and Procedure for details.

A student who has not handed in the assessment by the specified due date or has submitted insufficient work and does not have the approval of the trainer to hand in late work, the students result will also be given a Competency not Achieved/Fail (NCA) result.

4.3. Plagiarism

All work you submit, whether assignments, projects, short answer responses to questions, animations, designs, reports, presentations, must be written in your own words.

Plagiarism is the submission of work, created by another person (an author, a blog, a webpage, a news- paper article etc) as though it is your own. It is a form of cheating and is a very serious academic offence.

Plagiarism occurs anytime you use material of any kind that:

- Is not of your own original creation
- Has not been properly cited (referenced etc.) as not being of your own creation.

Examples of plagiarism include:

- Copying sentences or paragraphs word-for-word from any source including the internet
- Closely paraphrasing sentences or paragraphs
- Having another student help you directly with major assignment material
- Submitting whole or parts of computer files that contain work created by another person;
- Copying designs or works of art and submitting them as your original work
- Copying a whole or any part of another student's work; and
- Submitting work as your own that someone else has done for you.
- Enabling Plagiarism - the act of assisting or allowing another person to plagiarize or to copy your own work.

Penalties

If you are found to have plagiarised any work while studying, it may lead to one or more of the following (at the discretion of ACDC):

- Reprimand the student
- Resubmission of any assessment task/s
- Academic failure of a particular assessment/s
- Academic failure of a particular competency or competencies
- Expulsion from the Academy (termination of enrolment with ACDC).

4.4 Getting your Qualification or Statement of Attainment

Transcript of results are issued at the end of each unit. On successful completion of your course you will be issued with your course completion certificate. Students unsuccessful, withdrawing, cancelling or transferring from their course are entitled, at no extra cost, to a formal Statement of Attainment.

4.5 Attendance and being late for class

Being late for class will result in you being marked absent.

It is up to you to keep us informed of any illness. If you are unable to attend classes for any reason or will be late to class, please contact student support.

Also, if you are having any difficulty with your work or experiencing subject difficulties please speak to your trainer, or to the Academic Manager.

For the complete and current policies, procedures, documentation relating to the information contained in this handbook, please refer to ACDC's website <http://acdc.edu.au/admissions/policies-and-procedures/> or see our Administration staff.



5. POLICIES AND PROCEDURES

5.1. General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Institute's property or the property of others; alters/defaces ACDC documents or records; prejudices the good name of ACDC, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- Contravenes any rules or acts;
- Prejudices the good name or reputation of ACDC;
- Prejudices the good order and governance of ACDC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of ACDC;
- Fails to comply with conditions agreed in the contract;
- Willfully disobeys or disregards any lawful order or direction from ACDC personnel;
- Refuses to identify themselves when lawfully asked to do so by an officer of ACDC;
- Fails to comply with any penalty imposed for breach of discipline;
- Misbehaves in a class, meeting or other activity under the control or supervision of ACDC, or ACDC premises or other premises to which the student has access as a student of ACDC;
- Obstructs any member of staff in the performance of their duties;
- Acts dishonestly in relation to admission to ACDC;
- Knowingly makes any false or misleading representation about things that concern the student as a student of ACDC or breaches any of ACDC rules;
- Alters any documents or records;
- Harasses or intimidates another student, a member of staff, a visitor to ACDC, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Breaches any confidence of ACDC;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Institute premises while acting as an ACDC student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of ACDC or for which ACDC is responsible; or
- Is guilty of any improper conduct.

Where a student has been identified of Academic or General Misconduct the Academic Manager shall be informed and will make a decision on the penalty and the severity of the penalty. The Academic Manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Where a student has been identified with Academic or General Misconduct ACDC shall ensure the following:

- Students are treated fairly, with dignity and with due regard to their privacy
- Students are regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the Academic Manager to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalized more leniently than subsequent instances of misconduct.

Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

The penalties ACDC can impose are:

- Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NC in the unit, or suspension of enrolment
- A charge for any costs that the general misconduct may have caused - Temporary exclusion from the Institute in the form of suspending enrolment for a period of time.

Additionally, for international students the Department of Home Affairs policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

In some cases where the student's misconduct is severe, ACDC has the right to cancel the enrolment.

- Where ACDC has decided the misconduct is severe enough for cancellation the following must occur:
 - The student must be informed in person (where possible), and in writing of the decision of the Institute to cancel the student's enrolment
 - They must be informed of the fact that they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 days of the notification
 - International Students must also be informed that ACDC is obliged to inform DET/ Home Affairs via PRISMS after the 20-day period and that they will be at risk of having their Visa cancelled

5.2. Access and Equity

ACDC's commitment to the principles of access and equity in vocational education and training gives practical expression to the VET Quality Framework goal of improving the knowledge, skills and quality of life for Australians, having regard to the particular needs of target groups.

In keeping with this commitment ACDC will strive to ensure that its training and assessment programs are relevant, fair and inclusive by promoting Training Programs to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective clients are well informed on the options available to meet their individual training needs.

ACDC will implement fair educational programs and resource allocation practices to maximise the participation of target groups.

ACDC will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

5.3. Sexual Harassment

ACDC is firmly committed to providing equal employment opportunities and educational outcomes for all staff and clients. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

ACDC recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and clients are not subject to sexual harassment.

5.4. Racism

ACDC is firmly committed to providing a working, teaching and learning environment which is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

ACDC recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

ACDC recognises the community's racial and ethnic diversity and acknowledges that people from a non-English speaking background and indigenous people, in particular, have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

ACDC expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs which are equitable, accessible and culturally inclusive.

5.5. Disability

ACDC is committed to ensuring that people with a disability have the same rights and responsibilities as other members of the community to:

- Respect for their human worth and dignity as individuals;
- Live free from abuse, neglect or exploitation;
- Realise their individual capacity for physical, social, emotional and intellectual development;
- Exercise control over their own lives;
- Participate actively in the decisions that affect their lives and have information and be supported where necessary, to enable this to occur.
- Access information and communicate in a manner appropriate to their communication and cultural needs;
- Services which support their quality of life.

5.6. Charter of Human Rights and Responsibilities Act 2006

Essentially as the name suggest, this enshrines human rights and is more appropriate to public authorities. But as far as staff is concerned, the following rights need to be protected and can be implied into staff responsibilities:

Privacy and reputation

A person has the right:

- Not to have their privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
- Not to have their reputation unlawfully attacked.

Freedom of thought, conscience, religion and belief

- Every person has the right to freedom of thought, conscience, religion and belief, including: the freedom to have or to adopt a religion or belief of their choice; and
- the freedom to demonstrate their religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.

A person must not be coerced or restrained in a way that limits their freedom to have or adopt a religion or belief in worship, observance, practice or teaching.

Freedom of expression

Every person has the right to hold an opinion without interference.

Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether:

- Orally; or
- In writing; or
- In print; or
- By way of art; or
- In another medium chosen by them.

Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary:

- To respect the rights and reputation of other persons; or
- For the protection of national security, public order, public health or public morality.
- Peaceful assembly and freedom of association
- Every person has the right of peaceful assembly.

5.7. Working with Children

All ACDC staff are required to have a working with Children check if they come into contact in the course of their duties with young people under the age of 18. It is an offence to work with children without an assessment having been made. Staff must notify the authority if there is a change in their circumstances which may affect the validity of their current check.

ACDC currently does not enroll students under the age of 18.

5.8. Complaints and Appeals Policy Overview

Student complaints and appeals are taken seriously by ACDC and will be actioned within 10 working days of receipt. Any complaint found to be substantiated will be acted upon by Management.

If a student wishes access the internal appeals process for any decision made by ACDC, they must be lodged within 20 working days of the decision, which will then be re-evaluated by the Academic Manager.

If the student is still unsatisfied with the result of the internal appeal, they may choose to access an external appeals process. ACDC will provide the details for the Overseas Students Ombudsman - Victoria. Their services are free of charge and at no cost to the student.

The student must notify ACDC within 5 working days upon receiving written notice of decision regarding the appeal outcome if they wish to access an external appeals process. If no notification is received during that timeframe, ACDC will finalize the case accordingly.

The purpose of the external appeals process is not to review the decision previously made by ACDC, but rather, if the complaints and appeals process was conducted correctly.

- All complaints and appeals will be handled professionally and confidentially in order to achieve
- a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the procedure.
- Students will be provided with details of external authorities they may approach, if required.
- At any stage during the complaints or appeals process, students are entitled to have a nominated person of their choice to support them.
- All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
- ACDC will attempt to resolve any complaint or appeal fairly and equitably within a reasonable period of time.

The Complaints and Appeals Policy includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the resolution proposed by ACDC.

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation

Amendment Act 2011, passed by the Australian Parliament on 21 March 2011. The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively and publishes reports on problems and broader issues in international education identified through investigations. You can contact Overseas Student Ombudsman via their website at

<http://www.oso.gov.au>

5.9. Privacy Policy Overview

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007 to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager.

ACDC as part of its privacy requirements will ensure that all student details are kept confidential and will not be made available to any other person without written permission.

ACDC will not provide student details to parents/guardians or any other person where the student is 18 years or over. Parents/guardians with students that are 18 years or over who wish to have access to this information will need the students' permission.

Students will be provided a photocopy of any information that is kept in their files by the administration officer.

**FILES ARE NOT TO BE TAKEN OUT OF THE
ADMINISTRATION AREA FOR ANY REASON.**





6. International Student Requirements Overview

6.1. Student Visa Conditions Update

Student visas are granted subject to a number of conditions. Your student visa conditions are listed on your student visa. Check your condition requirements.

For more information please refer to the Department of Home Affairs website:

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

6.2. Change of address (VISA Condition 8533)

You must tell your education provider:

- The address where you live in Australia within seven days of arriving in Australia
- If you change the address where you live within seven days of the change
- If you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

6.3. Academic Performance and Attendance (VISA Condition 8202)

You must satisfy the following program requirements:

- Remain enrolled full time in a registered program.
- Have satisfactory academic results for each Study Period. Please refer to the ACDC's P16 Course Progress Policy & Procedure available on Moodle.

Note: ACDC will not keep copies of medical certificates for you. Students must retain them for themselves in the event they need to produce them for visa purposes.

**Your visa maybe subject to mandatory cancellation
if you do not meet the above requirements.**

6.4. Overseas Student Health Cover- OSHC (VISA Condition 8501)

Government regulations state that all international students, and their dependents, must maintain OSHC during their stay in Australia. Your OSHC card may take some weeks to be issued but please note that you are covered from the day you arrive in Australia. This is important in case you require medical attention.

It is your obligation to ensure that you continue to maintain OSHC while you are on a student visa.

6.5. Work Rights Permit (VISA Condition 8101)

If you have Condition 8101 listed on your visa, you will not be able to work in Australia unless you apply for permission to work. Applications for a permit can only be made in Australia after you have commenced your studies. Once your permit is approved you will be granted one of these conditions:

Condition 8105

You cannot work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course). *A fortnight begins on any Monday and ends on the second following Sunday and means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

Note: No work limits apply during recognised periods of vacation offered by your education provider. When your program is not in session you can work an unrestricted number of hours.

You cannot undertake work until you have commenced your course in Australia.

If you are applying for a work permit it is recommended that you apply for a tax file number. Forms are available from Australian Taxation Office or Accounts Manager.

6.6. Deferral or suspension of enrolment

Deferral or suspension of enrolment requests must be submitted in writing to Admin. Requests can be made only on the grounds of compassionate and compelling circumstances:

- Serious illness or injury, where a medical certificate states that the student was unable to
- attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death
- certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime,
 - And this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

A student who defers or suspends their studies on any other grounds will be reported by ACDC as not complying with visa conditions to Department of Home Affairs.

6.7. Cancellation of Enrolment

If you cancel your enrolment you must leave Australia within 4 weeks of cancellation or contact Home Affairs to discuss visa options. Note that cancellation of your enrolment will result in cancellation of your student visa.

6.8. Change in Enrolment

If you defer, cancel or suspend your studies due to compassionate or compelling circumstances or on any other grounds, ACDC will notify DET through PRISMS.

NOTE: Refer to P17 - Deferring, Suspending or Cancelling a Student's enrolment Policy & Procedure for details on deferring, suspending or cancelling enrolment. This document is available on Moodle.





7. LIVING IN AUSTRALIAN CITIES



Melbourne is the capital of the State of Victoria and Australia's second largest city. It is famous for its parks and gardens, historic buildings, theatres, galleries, restaurants, multicultural precincts, festivals and internationally recognized sporting events.

Adelaide is the capital of the State of South Australia, and is medium sized relative to Australia's other cities. It is famous for many of the same features as Melbourne, in addition to having a distinct and thriving art culture.

Both are well-planned cities and are very easy to get around, with plenty to do in either location, please check

- <https://whatson.melbourne.vic.gov.au> for Melbourne
- <https://www.experienceadelaide.com.au/visit/whats-on/> for Adelaide

7.1. General help for international students

If you have a problem, the first place you should go for help is the reception at the ACDC Campuses, addresses listed on page 41. ACDC staff will be able to assist you or refer you to a person who can help you.

7.2. Climate

Melbourne and Adelaide have four distinct seasons. Summer is dry with warm to hot daytime temperatures averaging 28 degrees C (82 degrees F). Winter is cold, crisp and wet with daytime temperatures averaging 14 degrees C (57 degrees F).

The weather in either city can be highly unpredictable and is known to occasionally provide ‘four seasons in one day’. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne or Adelaide. The following table provides the lowest, average and highest temperature in Melbourne:

Source: Web Climate, Data Services, National Climate Centre

Month	Extreme Lowest °C	Average °C (Min)	Usual Average °C (Max)	Extreme Highest °C
January	6	14	26	46
February	5	15	26	43
March	3	13	24	42
April	2	11	20	35
May	-1	9	17	29
June	-2	7	14	22
July	-3	6	13	23
August	-2	7	15	27
September	-1	8	17	31
October	0	9	20	37
November	3	11	22	41
December	4	13	24	44

7.3. Accommodation

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

When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

Some useful real estate websites are:

- <http://www.domain.com.au>
- <http://www.realestateview.com.au>
- <http://www.realestate.com.au>

7.4. Renting your own apartment, flat or house

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months).

Make certain that the accommodation is suitable for your needs and that you can afford it. Always check that there are smoke alarms installed. Contact real estate agents close to the area in which you want to live to check availability and prices.

The average apartment, house or flat ranges from \$200 - \$300 per week (one bedroom) or \$250 - \$400 per week (two bedrooms). You will also pay a bond or security deposit equal to one month's rent. A bond is a security deposit that is held until the end of your tenancy by the landlord or real estate agent in case you don't fulfil your responsibilities. It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

Renting through a real estate agent may appear more expensive but this will offer you the security and civil rights that cannot be guaranteed when renting privately.

7.5. Student apartment complexes

These are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised.

Some places will provide meals for an additional cost. Utility costs are not usually included in the rental price. Rental can vary from AU\$150-AU\$300 per week.

7.6. Sharing an apartment, flat or house

This type of rental accommodation is usually only arranged after you arrive in Melbourne or Adelaide. In a shared apartment, flat or house each person usually has their own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying their own food (approximately \$85 to \$130 per week). In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$70 per week). You will normally record and pay for your own telephone calls. Long distance and international calls are itemized on the telephone bill that is they are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$140 to \$220 per week. You will also be asked to pay a bond or security deposit.

7.7. Hostel accommodation

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

There are many private hostels in Melbourne and Adelaide, offering a furnished bedroom, shared bathroom, living and leisure areas. Computer facilities may also be available weekly prices range from AU\$220- AU\$350. Extra costs may include payment of a bond.

7.8. Other accommodation issues

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

You can get most of this information from a booklet called *Renting: Your Rights and Responsibilities*, this booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time.

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

When you move into a place you need to make sure that you understand all of the papers that you sign. Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign you can ask the Welfare Officer for help.

7.9. Living costs

When calculating your budget, you must remember to include your:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g. full school fees for children, child care etc.)
- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

Note: The following information has been compiled based on a single student with no dependents. Should a husband/wife and/or child accompany you to Australia you must be realistic about the additional expenses they will incur.

Typical living costs for an individual student

Sample of Expenses	Apartment/Flat/House (Unfurnished, 2 people sharing)		Home Stay (Some Meals Included)		Hostel (Some Meals Included)	
Establishment Costs (A\$):	Per Week	Per Year	Per Week	Per Year	Per Week	Per Year
Placement/ arrangement fee				\$160*		
Accommodation establishment costs (rental bond, furniture, etc.)		\$1,802*				\$825*
Recurrent Costs (A\$):						
Rent for accommodation	\$155	\$8,060	\$230	\$11,960	\$230	\$11,960
Overseas Student Health Cover (OSHC)		\$345		\$345		\$345
Telephone, gas, electricity, water	\$60	\$3,120	\$30	\$1,560	\$30	\$1,560
Travel (up to 10km from city)	\$30	\$1,560	\$30	\$1,560	\$30	\$1,560
Books and stationery		\$400		\$400		\$400
Food	\$100	\$5,200	\$50	\$2,600	\$50	\$2,600
Personal expenses	\$80	\$4,160	\$80	\$4,160	\$80	\$4,160
Total Estimated Costs		\$24,654		\$22,752		\$23,417

NOTE: These figures are strictly estimates only, based on average situations for an individual student

7.10. Communications

A private telephone can be connected quickly and local calls are not metered and cost between 25 - 40 cents per call. Cheap phone cards for overseas calls can be purchased in newsagents or corner stores. Mobile (cell) phones are easily available and networks are extensive. Internet access is convenient and easily available. Overseas and local language newspapers are also readily available. At post offices you can post letters, make international phone calls and send faxes.

7.11. Part-time work

If you are holding a student visa and thinking of looking for part-time work, helpful websites are:

- <http://www.seek.com.au>
- <http://www.mycareer.com.au>
- <http://www.careerone.com.au>

Your visa allows you to work for up to 40 hours fortnightly during study periods and full-time during semester breaks. You should not rely on income earned in Australia during your studies as sometimes jobs may be difficult to find.

7.12. Employment Rights

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

Work Cover Authority & Occupational Health

The Victorian Work Cover Authority is the manager of Victoria's workplace safety system and provides information on Work cover and workplace occupational health & safety issues. For more information, please visit the website: <http://www.workcover.vic.gov.au>

Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: <http://www.eoc.vic.gov.au>

Australian Taxation Office

Provides information on taxation and superannuation issues. For more details, please visit: <http://www.ato.gov.au> or contact these Victorian Taxation Offices: Phone 13 2861 for an appointment.

Fair Work Ombudsman.

The Fair Work Ombudsman is an independent statutory office. Our jurisdiction is set out in the Fair Work Act and our services are free to all workers and employers in Australia.

Its main role is to:

- Promote harmonious, productive and cooperative workplace relations
- Ensure compliance with Australian workplace laws
- Monitor certain 457 subclass visa arrangements.

Free services include:

- A single point of contact for reliable and timely information about Australia's workplace relations system
- Educating people working in Australia about fair work practices, rights and obligations
- Assessing complaints or suspected breaches of workplace laws, awards and registered agreements and some Fair Work
- Commission orders
- Litigating in some circumstances to enforce workplace laws and deter people from doing wrong in the community
- Building strong and effective relationships with industry, unions and other stakeholders.

For more information, please visit <https://calculate.fairwork.gov.au/findyouraward>

7.13. Opening a bank account

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

If you apply for a bank account within six weeks of arriving in the country, you need only supply your passport. There are two basic types of accounts:

- An everyday account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- Investment accounts -these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees.

It is best to shop around for a bank that suits you. Find a bank that has offices near your home and ACDC for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged. Banks operating in Victoria:

- | | |
|-----------------------|--|
| • ANZ | • The Commonwealth Bank |
| • Bank of Melbourne | • Hong Kong and Shanghai Bank of China |
| • Bendigo Bank | • National Australia Bank |
| • CitiBank | • St George Bank |
| • Colonial State Bank | • Westpac |

When you open your bank account the bank will ask you for your Tax File Number (see following).

Australian banks such as ANZ, Bank of Melbourne, Commonwealth, National Australia Bank and Westpac Bank have services located in both the city and suburban centres.

7.14. Applying for a tax file number

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have

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

You can apply for a Tax File Number by going to the local post office and asking for an application form. Follow the instructions on the form and you will be issued with a Tax File Number. Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

In Australia you will be required to submit a taxation return showing the amount you have earned each year. Tax file numbers (TFNs) are issued to each taxpayer and this must show on your taxation return. To find out more about the Australian taxation system, employment, payment and tax file numbers see the section for individuals, including families, on the Australian Taxation Office website.

7.15. Entertainment

Many international events are held in Melbourne/Adelaide, and their surrounding towns in their respective states, including:

In Melbourne:

- Comedy festivals
- Antipodes (Greek) Festival
- The Australian Tennis Open
- World Series Cricket
- Melbourne Fashion Festival
- Formula 1 Grand Prix.

In Adelaide:

- Fringe Festival
- WomAdelaide
- OzAsia
- Barossa Medieval Festival
- Clipsal 500
- Groovin the Moo

Visit www.thatsmelbourne.com.au, or www.experienceadelaide.com.au/visit/whats-on/ and follow the links to find out what events including sports are on in Melbourne and Adelaide. You can purchase tickets to events through Ticket Master www.ticketmaster.com.au

7.16. Beaches Nearby

For those attending our Melbourne Campus, the city is also close to Port Phillip Bay - take the No 96 tram from Bourke St (City) to St Kilda - so it is easy to enjoy the beach and water sports too. Be careful while at the beach, some Victorian beaches can be quite dangerous for inexperienced swimmers. Always swim between the flags at beaches that are patrolled by Lifesavers.

Our campus in Central Adelaide is a convenient 30 minute bus or tram trip away from the lovely Glenelg beach area, to unwind after a day of study to enjoy the clear, safe shoreline and seaside stores and events. Just take the 200B/200C bus or Glenelg tram route for a small fee on the Metrocard.

For helpful hints on water safety visit www.watersafety.vic.gov.au
Or <https://www.sa.gov.au/topics/emergencies-and-safety/types/water-safety>

7.17. Sport and Recreation

There are many places to play and watch all sorts of sport in either city.

The Melbourne Sport and Aquatic Centre in Albert Park is only a short tram ride away from ACDC for a reasonable fee, you can play basketball, volleyball, table tennis, badminton and swim in the pool

www.msac.com.au

For South Australian students, the Adelaide Oval in the Northern Parklands hosts various sporting events from the AFL playoffs to Cricket test matches, along with the Accessible North Adelaide Aquatics Centre, featuring pools for sport, fitness, and recreational use, and a gym under the same roof.

7.18. Out of Town

There are many tourist attractions a few hours' drive from both cities

Near Melbourne: The Yarra Valley, Mt Buller snow fields, Torquay surf beach, Healesville Sanctuary, The Grampians etc. Check out www.visitvictoria.com to see what this wonderful state has to offer.

Day tour buses are easily accessed on Swanston Street between Little Bourke and Bourke Street.

Near Adelaide: The Barossa and Clare Valleys and their artisanal qualities, the fascinating historically Cornish Mining Town of Moonta in the Yorke Peninsula, the extensive Murray River, and the carefree oceanic suburbs South of Adelaide from Noarlunga to Moana.

The resources at <https://tourism.sa.gov.au/> regions are a great source for what SA has to offer.

7.19. Shopping

Both Central Melbourne and Adelaide along with their suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

A wide range of goods, meals, and services can be accessed within the cities, typically in close proximity to each other.

Some suburbs of each city tend to have higher amounts of specific stores that appeal to the local community and demographic of the area.



7.20. Some places to visit in The City

Melbourne

Bourke St Mall: the heart of Melbourne's shopping area with large department stores, Myer, David Jones and many shopping arcades. Docklands for a range of designer factory outlets and seconds shops.

QV: a shopping complex in central Melbourne (Elizabeth St, Latrobe St, Russell St block) super market, food court, restaurants and many top-quality shops and designer outlets. GPO - the old post office building has been redeveloped, to include shopping, cafes and night clubs - corner of Bourke and Elizabeth Streets Bridge Rd., The inner suburb of Richmond: for a range of designer factory outlets and seconds shops.

Chapel St., South Yarra: a marvelous shopping strip with shops selling all the fashion labels, good food, bookshops etc. Brunswick Street, Fitzroy a marvelous mix of shopping and eating opportunities. Camberwell Markets Clarendon Street shops in South Melbourne Coventry Street shops, also in South Melbourne

For more information: <http://www.visitvictoria.com>

Adelaide

Rundle Mall: an Open Street Mall in the Adelaide city centre a short walk away from the campus, that offers not only a great selection of unique stores and services in multi-floor sections, but artistry from street performers of many kinds from musicians to dancers to magicians frequently throughout the year, especially during late summer in the Fringe Festival season.

Westfield Tea Tree Plaza: a popular mall located in the Modbury suburb, about 25 minutes away from the campus by public transport with shops of many varieties from books, to fashion, to a food court that expands all the way to an outdoor area. The mall also hosts a HOYTS Cinema playing all the latest films, and has the nearby Teatree Plus centre with just a few more shops, including a large thrift shop.

The Parade: located just East of the city centre in Norwood, the Parade houses a collection of Eclectic stores focused around hobbies and aesthetics; bicycle goods, boutique fashion, Vintage/ Antique goods, Florists and Decor, Cafes, Bakeries, Gelato, and a particularly lovely gift store named after the historic short film "*A Trip to the Moon*."

The Central Market: this historic feature of Adelaide opened in 1869 is a fantastic source of homegrown and handcrafted goods and foodstuffs from many cultures, open from Tuesday to Saturday, 9am - 5:30pm most days at the dedicated market hall on Gouger street.

For more information: <https://southaustralia.com/travel-blog/the-ultimate-adelaide-shopping-guide>

7.21. Transport

Melbourne and Adelaide have extensive public transport systems and the ACDC campuses are located in the centres of each city.

Before you get onto any public transport, whether it is a train, tram or bus, you are required to purchase a Myki in Melbourne, or a Metrocard in Adelaide. These can be purchased at all train stations and at some newsagents. Please be aware that on trams and buses, physical cash payments have been phased out as of 2021. It is recommended that you purchase your tickets in advance. Unfortunately, at this stage International students are not eligible for concessions. On trains it is important to validate your ticket before you board the train. If you are found without a valid ticket you may be required to pay a transport infringement fine.

As Melbourne and Adelaide are well-planned cities, it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country licenses for three months from the date of entry to Australia. An international license can be used providing the license from the country of origin is also valid.

7.22. Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Melbourne and Adelaide's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

7.23. Clothing

Australian students dress casually. Australians are generally relaxed when it comes to clothes, but they do tend to dress up at night. If you are planning to buy warm clothing, shopping in the cities will provide you with a large range at a very competitive price.

7.24. Computers & Laptops

If you intend to bring your laptop or PC to our ACDC Campuses, you need to ensure that it is compatible with Australia's power supply (240W, 220W, 50HZ). Your modem will also need to be compatible with Australia's telephone system (Austel certified).



7.25. Mobile Phones

If you intend to use your existing handset and service provider in Australia ('international roaming'), you will need to contact your home provider to determine the necessary steps in making this arrangement. Alternatively, you may wish to use your current handset whilst in Australia but connect to a local service provider. There are a variety of mobile phone services operating in Australia which offer short-term (pre-paid) or long-term (contract) plans.

You should be aware, however, that because different countries operate under different cellular systems it is possible that your existing handset may not be compatible locally. In this instance you may be required to purchase a local handset.

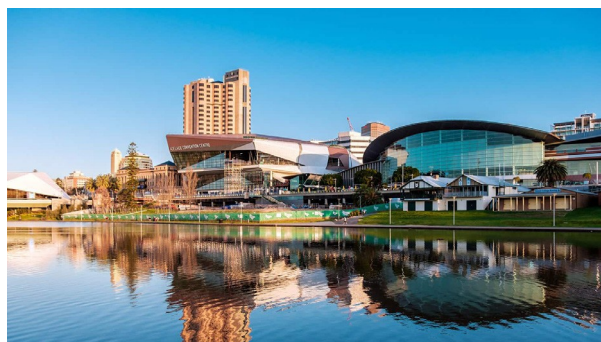
7.26. Adjusting to Your New Campus & City

Plan to arrive early before the Orientation and Enrolment period. This will allow you to explore the campus location and new city or town.

Choose a good housing option that suits your budget, needs and lifestyle.

Consider physical aspects like location and travel time to your campus and household amenities.

Talk to ACDC if you have questions or concerns.



7.27. Student Safety

Melbourne and Adelaide are multicultural and tolerant societies and although a relatively safe city it is not immune to crime. However, there are some common-sense steps you can take to ensure a safe and enjoyable stay

Be aware of what is happening around you. Should you feel alarmed or suspicious head to a well-lit area or where there are other people.

Do not use ATM's alone in isolated areas.

Choose to walk in well-lit areas and be especially vigilant at night, where possible stick to main roads and avoid parks and dark laneways.

Do not wear headphones when walking alone at night as this will restrict your awareness.

At train stations stay in well-lit areas and stand near security cameras.

Call 000 for police, fire brigade or ambulance.

7.28. Cultural Adjustment

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. Some may feel excited to see and learn new things or meet new people. Some may feel lonely, stressed, frustrated and homesick. These are all very normal feelings.

However, it is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. Institute staff are available to assist and discuss any concerns.

7.29. Culture

Learning more about Australian Culture can help you feel more settled.

It is common in Australia to call a person by their first name when meeting and addressing new people. You do not need to preface it with Mr., Miss, Dr or Professor (i.e. John instead of Mr. John's Surname);

Punctuality is very important in Australia.

If you are delayed for your appointment, for example 10-15 minutes, apologies for being late at the first convenience. However, if you feel that you will be significantly late, 30 minutes or more, it is recommended that you get in touch to apologies and let the other person know as soon as possible. However, punctuality is more relaxed when it comes to social occasions including parties and dinners;

Australians believe in equality and that all people deserve respect regardless of their gender, ethnic and racial background, occupation or economic circumstances.

A casual "thank you" to a shop assistant, ticket seller etc. when you are served, is all that is required.



7.30. Miscellaneous Social Customs

If an Australian is invited to a meal, they may take a small gift, chocolates or a bottle of wine, to the host. As a student you are not expected to do this. If Australians tell you to “**bring your own plate**”, they mean bring a plate with some food to share;

Do not push ahead of others who are waiting in a **queue** and always wait for people to exit lifts or trains before entering.

It is not polite to ask a person who you have recently met about their income, marital status or **religion**, however after you have formed a friendship this may be acceptable as part of the friendship building process.

Australians generally stand about an arm’s length from each other when in conversation. In general people will feel uncomfortable if you invade this “**personal space**”

You are not generally expected to **tip for services**. If the service has been very good, especially in a restaurant, you may wish to do so;

Goods in retail shops are sold at a fixed price, though it is becoming common to ask if a discount is available on large and expensive items, like electrical goods. A little **bargaining** is commonly used in the open-air markets.

Clearing your throat or blowing your nose noisily in front of others, and not using a handkerchief or a tissue paper are not considered acceptable public behaviour.

Medical face masks and some cloth face masks with filters have become more common among the Australian public as of 2020 as a form of protection against the spread of viral illnesses, worn to completely cover the mouth and nose, and washed or discarded after 3 days maximum of usage.

As of mid-2022, masks are **no longer mandatory** to wear in public spaces in Australia, with the exception of medical centres and health care sites where they are still required. It is highly recommended that they are still worn on public transport, and in crowded public indoor spaces.



7.31. Appropriate and Inappropriate Behaviour

Unacceptable behaviour - in many places there are laws against unacceptable behaviour including spitting in public, swearing, talking indecently, behaving in a sexually indecent way, sexual harassment, urinating in public and drinking excessively.

Alcohol – alcohol can be legally served to any person aged 18 or over. It is also a common part of Australian students' parties. Do not feel pressure to drink if you do not want to. Driving under the influence of alcohol in Australia is a crime, and drinking excessively is considered socially unacceptable;

Gifts – Gifts are not usually given to trainers/teachers or others in official positions. Offering gifts in these situations can be interpreted as an effort to gain favourable consideration;

Humour - Australians value a person's ability to laugh at themselves. Comments that might seem disrespectful or inappropriate are usually intended to be humorous icebreakers. These are signs that the person feels comfortable with you, rather than intended to hurt you.

7.32. Developing Independent Living Skills

Manage your time effectively. Plan ahead what you have to do and what you want to do in a week or a month. Balance your study and social life. Studying and living overseas generally happens only once in a life time. Learn how to achieve your academic goals and enjoy your experience in Australia at the same time. Do not be afraid to ask questions.

Discuss your concerns within your peer support network. Keep records of your expenses to manage your budget.

Think about your future. Work out what you want to achieve (both professionally and personally), and how you are going to achieve this.

Consider developing additional skills that you do not have or want to further develop (i.e. joining a cooking class, a time management workshop etc).

Be familiar with as many support services and facilities as possible.

Come and talk to us, you do not need to come with a problem.

We are happy to simply listen to your experience or share our experience with you.

7.33. Support

Student Administration – provides support with settling in to ACDC and Australian Cities and provides advice and assistance on meeting people in the community, cross-cultural adjustment, study progress, visa concerns and social activities, personal issues, your rights and responsibilities, accommodation needs, issues related to sexual harassment and equal opportunity, and is generally there to listen when you need to talk to someone.



8. Emergency Service and Contact Details

Phone: Police 000
Phone: Ambulance 000
Fire Brigade 000

1. Dial 000 and request the service you need
2. Remember to remain as calm as you can
3. Speak clearly and give the details as requested

Useful authorities

Victorian and South Australian State Emergency Service 132 500
Abortion Grief Counseling 1300 363 550
Pregnancy Counseling Link. 1800 777 690
Australian Search and Rescue
Aviation 1800 815 257
Maritime. 1800 641 792
Centre Against Sexual Assault 1800 806 292
Child Protection 1300 1278
Crisis Care 1800 177 135
Women's Domestic Violence Crisis Service 1800 015 188
Family Drug Support 1300 368 186
Lifeline 13 11 14
Poisons Information Centre. 13 11 26
Crime stoppers. 1800 333 000 www.crimestoppers.com.au

ACDC LOCATIONS

Melbourne Campus: Level 8, 343 Little Collins Street Melbourne VIC 3000

Adelaide Campus: Level 7, 118 King William Street Adelaide SA 5000

Both ACDC campuses are centrally located in the cities, just a short walk from the main train stations of each city;

The Flinders Street Railway Station at the corner of Flinders Street, Melbourne
and The Adelaide Railway Station at 125 North Terrace, Adelaide.



9. ACDC Contacts

Student Support: student.support@acdc.edu.au

Information/Enquiries: info@acdc.edu.au

Academic Manager:

michael.fenemore@acdc.edu.au Accounts:

accounts@acdc.edu.au

Website: www.acdc.edu.au

Emergency Contact: Mrs. Bo

Chao Email:

bo.chao@acdc.edu.au

Phone: +61 452 289 958

Phone:

Melbourne Campus Reception Desk: 0386 409 958

Adelaide Campus Reception Desk: 0882 200 096

Locations:

Melbourne: Level 8, 343 Little Collins Street Melbourne VIC 3000

Australia Adelaide: Level 7, 118 King William Street Adelaide SA
5000 Australia

City Language Centre

Phone: +61 3 8639 0184

Website: www.cityenglish.edu.au

Location: 343 Little Collins Street, Melbourne VI 3000 Australia

**We hope you enjoy your experience
studying with us here in Australia,
and have the opportunity to...**

Let Your Dreams Fly!