



INTERNATIONAL STUDENT HANDBOOK

11238NAT Diploma of Christian Ministry and Theology
(CRICOS COURSE CODE: 114921M)

RTO Provider Number 2942
CRICOS Provider Number 01679M

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Welcome to Hope College Australia

Welcome to Hope College Australia. We have been equipping people to be a Voice of Hope to their local community for over 20 years. We specialise in training programs that will prepare you for ministry. Our nationally accredited courses provide you with the knowledge and skills to serve effectively within the area to which you have been called. As you launch out to learn more of God's Word, we pray you will grow in wisdom, grace, and maturity, empowered by the Holy Spirit to live out your God-given calling.

To assist you on your training journey and ensure your time with us is a productive one, we offer a full range of support services including an orientation program, language literacy and numeracy, academic and vocational support. While academic success is vital, your personal welfare is just as important to us.

Important information and Emergency Contacts

Hope College Australia

Hope College Australia Office: ph. 0755510269
m. 049 420 133
e. registrar@hopecollege.com

Emergency Numbers

Emergency Services: Dial 000 – police, fire, or ambulance
Policelink (non-urgent assistance): Ph 131444
Health Advice: Ph 13 HEALTH (13 43 25 84)
Lifeline: Ph 131114
SES (Flood & storm assistance): Ph 132500
Energex for emergencies: Ph 131962 (Power outage)

Government departments

Department of Home Affairs: ph. 131881 www.homeaffairs.gov.au

Behavioural Policy

Hope College Australia is committed to maintaining a safe, inclusive, and respectful learning environment for all students. As part of this commitment, the college expects all students to adhere to the Student Code of Conduct. Any form of misbehaviour that violates this code may result in serious consequences, including exclusion from class, suspension, or cancellation of a student's enrolment.

Student Code of Conduct

We are an adult learning environment with a diverse student cohort. It is our goal to provide you with a supportive and engaging learning environment.

Hope College Australia is a Christian college, and all staff and students are encouraged to maintain high ethical standards. Students are expected to practice and maintain a Christian lifestyle and be actively involved in a Christian church.

As a student we expect you to:

- Be respectful to all students, and staff, ensuring due consideration is given to the diverse cultural backgrounds of the campus attendees.
- Respect the safety, well-being and property of others.
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others.
- Respect Hope College Australia resources and facilities.
- Actively participate and contribute in all classes, discussions, tutorials, and chapel.
- Make every effort to meet assessment requirements and submit work on time.
- Meet academic progress and completion requirements for your study.
- Be proactive to ask for help from our student support services when needed.

In turn Hope College Australia commits to

- Provide you with accurate information about your program and enrolment processes and requirements.

- Treat you fairly and with respect.
- Provide a safe learning environment (through the implementation of WHS processes).
- Provide support services to assist you in your student journey.
- Provide assessment tasks and processes that are fair, flexible, valid, and reliable.
- Ensure that assessment feedback and outcomes are provided in a timely manner and are constructive.
- Treat your personal information confidentially and implement processes to protect your information against unauthorised access in compliance with government requirements.
- Deal with complaints and appeals promptly and objectively as outlined in our Complaints and Appeals policy.

International Services – our commitment

Our Registrar team and Student Support team are here to provide assistance with enrolment matters, orientation and is available to answer questions you may have about life and study in Australia. Our pastoral care officer is also available to attend to the welfare and needs of our students.

Orientation

A comprehensive orientation program is delivered to international students during the week prior to the commencement of the course. All new students will receive their CoE (Confirmation of Enrolment) and details for orientation via email. The program will cover all key aspects of living and studying in Australia; as well as information about your campus, facilities, ID card, course, timetables, work-based training, and student support.

USI (Unique Student Identifier)

If you are undertaking a nationally recognised program at Hope College Australia, you will need to have a Unique Student Identifier (USI). A USI gives you access to your own online USI account. Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. You can create your USI online at usi.gov.au. Once you've created your USI, you will need to email it to Hope College Australia along with your name.

Fees

At the beginning of each term an invoice will be emailed to you. This invoice outlines your course fees. You must pay term fees by the due date. If you don't pay your tuition fees you won't be able to commence or continue your course. Course fees can be paid by credit card, or cash in person at our Gold Coast campus. Direct Deposits must be referenced with the student's name and/or student number. While Hope College Australia endeavours to maintain its current fee schedule, it reserves the right to change the fee schedule at any time, due to circumstances beyond its control. Hope College Australia's fee schedule is reviewed on an annual basis. Current students will be notified in writing of the commencement date and changes of any new fee schedule.

Course delivery

Training is delivered face-to-face, and includes online tutorials, devotions, chapel, and work-based training (WBT). When you start you will be issued with a username, password and address for Hope College Australia's e-learning website, Moodle. From here you can access your course materials and submit your assessments. You will receive feedback on assessments from your trainer and via Moodle.

Overseas Student Health Cover

International students studying in Australia must have health and medical insurance for the length of their student visa. Hope College Australia can help you arrange this. Please contact our Registrar team for more information.

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

Hospital treatment in Australia can be expensive. International Students are not eligible for Medicare – the Australian Government's public health insurance system. Without access to the safety net of Medicare, International Students may have difficulty paying for medical treatment. As a result, Overseas Student Health Cover (OSHC) was introduced to ensure International Students have adequate health care arrangements during their stay in Australia.

OSHC ensures International Students can access appropriate health care without undue financial hardship. All student visa holders must have Overseas Student Health Cover (OSHC) which provides medical and hospital insurance in Australia. Students must not arrive in Australia before their health insurance starts. If student visa holders in Australia and do not have adequate health insurance, they are in breach of visa condition 8501.

Your rights and obligations

As an international student you have obligations that differ from your Australian classmates.

Visa Conditions

As an international student it is important that you understand the conditions of your visa. You must:

- maintain enrolment in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course and maintain satisfactory course progress and attendance.
- Satisfy the requirements of your student visa by ensuring your principal course of study matches your visa type, and that you still have financial capacity.
- Notify Hope College Australia *within seven days* of any change to your contact details, including residential address, mobile number, email address, and emergency contact details.
- Do not work more than 48 hours per fortnight while your course is in session (effective from 1 July 2023).
- Ensure that you maintain health insurance cover for the entirety of your stay in Australia.
- If you have dependent children accompany you to Australia, the children must be enrolled in school and international tuition fees will apply. Please refer to the Education Queensland International website eqi.com.au for more information.
- You can view a full list of visa conditions at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder>.

Academic progress

You must complete all class activities and assignments and pass all requirements of the course. If you are having trouble with your studies, please ensure you talk to your trainers so we can help.

Hope College Australia monitors the course progress of international students. Students who are at risk of not meeting satisfactory course progress requirements for the study period will be invited to attend an academic intervention meeting to discuss how we can best support you in your studies. An intervention strategy will be put in place to support you to maintain satisfactory course progress.

Hope College Australia is required to report students who have breached course progress requirements as required under Section 19 of the *Education Services for Overseas Students Act*.

Attendance

It is important that you attend all classes to ensure you are meeting course requirements. If you are late to class, please contact the College. If you are unwell, please inform the college as soon as possible. When you visit the doctor remember to request a medical certificate as you may need to provide proof of your illness to the College.

Student Contact details

Students must immediately advise Hope College Australia of any change to their personal contact details, including current address, phone number, email, and emergency contact details (within 7 days). Each Term all students are required to complete a "Confirmation of Student Details" form on Moodle even if the contact details have not changed.

Privacy and Personal information

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide your personal information to Hope College Australia correctly, Hope College Australia will not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact Hope College Australia.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Use of Personal Information

All students' personal information remains confidential. Securely stored personal information is only made available to staff of Hope College Australia and may be shared between Hope College Australia and the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the students of a student visa condition. Students have a right to access and challenge information held on file. Hope College Australia will only release a student's personal information to bodies or people other than those previously listed, with the student's written permission.

Contact information

At any time, you may contact Hope College Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled

- ask a question about this Privacy Notice

Contact us: Hope of the Gold Coast
 4/175 Varsity Pde, Varsity Lakes 4227 Q
 Ph: 0755510269
 Email: registrar@hopecollege.com

Our courses

Our Nationally accredited Christian Ministry and Theology Courses provide students with biblical knowledge and the skill to effectively operate as workers, leaders and pastors in churches, Christian ministries, and mission endeavours. We currently offer 1 qualification within our Christian Ministry and Theology courses for international student: Diploma of Christian Ministry and Theology.

Qualification: 11238NAT Diploma of Christian Ministry and Theology (CRICOS Course Code 114921M)

Delivery Mode: On Campus only for international students

Duration: 2 years full-time for international students. 3 Subjects are completed each term. There are 4 terms per year.

Intake: Term based intake for on campus students

Fees: Please see Schedules of fees

About: Do you want to be equipped for ministry? Do you desire to have a deeper walk with God and to serve others in ministry? This course is for you if you are preparing for entry into ministry, and service in your community, local church and mission field. You will be challenged to grow spiritually through biblical studies, theological discourse, and practical ministry opportunities, and you will develop the necessary skills to serve effectively in your local church, para-church organisation and other Christian ministries.

Entry Requirements: To be eligible to enrol an applicant must be:

- 18 years or over
- A person who is actively involved in a Christian Church
- Able to meet English language requirement for a Diploma level course, that is, IELTS 6.0 or equivalent.

Should any special needs be identified on the enrolment application, Hope College Australia will make reasonable adjustments to support individual needs.

Course Structure: The 11238NAT Diploma of Christian Ministry and Theology is a nationally recognised course consisting of 10 units of competency (2 core and 8 electives), delivered as 24 subjects. Upon successful completion of all course requirements, students will be awarded the qualification in which they enrolled. Students who do not complete all the requirements of the qualification will be issued a Statement of Attainment listing the units of competency for which all requirements have been satisfied.

Units of Competency (2 core and 8 electives):

- **NATI1238001** Apply advanced knowledge of the Bible
- **NATI1238002** Compare and explain Christian beliefs and practices
- **NATI1238003** Research and present a biblical theme
- **NATI1238006** Compare worldviews and religions
- **NATI1237002** Interpret biblical texts
- **NATI1238007** Explain and discuss the person and work of the Holy Spirit
- **CHCCCS017** Provide grief and loss support
- **CHCGRP002** Plan and conduct group activities
- **NATI1237012** Develop own leadership skills
- **CHCCCS016** Respond to client needs

24 Subjects:

- Interpreting the Bible
- The Book of Acts II
- Develop own leadership skills I (Disciplines for Godliness)
- New Testament Themes
- Spirit-filled living
- Develop own leadership skills II (Biblical leadership)
- Old Testament Themes
- Revival history
- Team ministry I (Group activities)

- Theological Foundations
- Genesis
- 1 Corinthians
- Ephesians
- Romans
- Hebrews
- Develop a biblical worldview
- Sharing your faith II
- Responding to world beliefs
- Defending your faith
- Life and work of Jesus II
- Character of God
- Team ministry II (Communication)
- Provide Grief and loss support
- Responding to pastoral care issues

Work-Based Training requirements: Supervised field placement (Work Based training or WBT) at your local church or parachurch organisations in area of ministry decided by local church leader/supervisor is an important component of your course as it gives you the opportunity to put into practice in your ministry/work environment the skills and knowledge you are learning throughout your course.

Examples of ministry contexts could include (but is not limited to): youth, children, women, men, service, hospitality, music, small group, community, media, or pastoral care ministries. More information regarding the responsibilities and requirements of WBT are outlined in the WBT Roles & Responsibilities, WBT Agreement and the WBT Training Plan.

It is expected that students studying the Diploma of Christian Ministry and Theology are in the role of or training to be either an Assistant leader or a Ministry Group Leader.

As part of the course requirements, applicants will complete a Work-Based Training Agreement and Work-Based Training Plan in consultation with their local church Senior Pastor and designated workplace supervisor. Throughout the course, students will be required to submit WBT Participation Records to verify the ministry hours completed. Late fees may apply if submitted past the due date.

Working with Children and young people under 18 years of age

It is the student's responsibility to obtain a "Blue Card" in QLD or a "Working with Children Check" in NSW before they commence any work-based training that involves contact with children and/or young people. Students outside of NSW and QLD must meet their relevant state/territory government requirements.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) will be given to students who have completed studies or have previous experience in the area of their selected course and supply appropriate documentary evidence matching that evidence against the criteria for each unit of competency. Students will need to demonstrate their knowledge is current. It is recommended that RPL be applied for prior to commencement of studies. An RPL kit is available upon request - the RPL kit details the costs involved, outlines the RPL process and the supporting evidence required. Students submit the completed RPL application, and documentary evidence mapped against criteria, with the RPL Fee.

Hope College Australia will process the RPL application and advise the student of the outcome within 30 days. If the evidence provided confirms competency, the student will receive recognition. If gaps are identified, the student will be asked to provide further evidence or to successfully complete those units required to obtain the qualification.

Credit Transfer (CT)

Hope College Australia recognises and accepts Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Credit Transfer (CT) will be given to any student who has successfully completed units in any of our accredited courses with another RTO. Prior to the commencement of studies students must produce a copy of their Record of Results/Statement of Attainment or give the Student Services account permission for Hope College Australia to view their USI transcript online. There is no fee for CT.

Enrolment Procedure

Hope College Australia offers course placement based on satisfactory completion of the enrolment process. To enrol in any of the courses, an applicant must:

Step 1: Submission of Application

1. Complete and submit to Hope College Australia the following application documents:

- A completed Student Application Form
 - A signed Student Handbook Declaration Slip
 - A copy of your current Passport
 - Verified copy of the previous education qualification (if applicable)
2. Complete a Pastoral Reference Form.
- Give a Pastoral Reference Form to your local Pastor asking him or her to complete the form and email it to Hope College Australia. (Email: registrar@hopecollege.com)
3. Complete and enclose the following:
- AU\$150 non-refundable application fee (per course)
 - Write a Short essay giving your reasons for studying this course (250-500 words)
 - Acceptable evidence of English language proficiency.
IELTS or TOEFL iBT (only accepted if test is taken on or before 25 July 2023) or PTE Academic.
(The English language test must have been taken in the 2 years before you apply for a student visa.)
 - Provide your *Unique Student Identifier number (USI)*. (*Onshore applicants only. Offshore applicants will be requested to provide USI when they arrive in Australia.*)
To obtain USI, please go to <https://www.usi.gov.au/students/get-a-usi>
 - Complete an LLN assessment. (Hope College Australia will send you an LLN assessment link.)

Step 2: Application Interview

Attend a short application interview either in person or online.

Upon receipt of a completed application form, supporting documents, and the application fee, we will arrange an enrolment interview for you with the Principal or one of our senior staff. This interview can be conducted either in person or online via a video link. You will be notified of the outcome of your application following the interview.

Step 3: Written Agreement and OSHC

- Following your interview if Hope College Australia is satisfied that you have met the entry requirements, you will be issued with a letter of offer and International Student Written Agreement. You need to sign and return the agreement to Hope College Australia.
- You will also need to declare that you have arranged Overseas Healthcare Cover (OSHC).
- *Please note that a place is not confirmed until the signed Letter of Offer, signed Written Agreement, and a proof of OSHC have been received.*

Step 4: Issue of Confirmation of Enrolment (COE)

Once you have accepted your offer, you will be issued a Confirmation of Enrolment (CoE). This is the document required by the Australian Government (Department of Home Affairs) to apply for a student visa. Along with a CoE certificate, you will also be provided with information on when to attend Orientation Day.

Acceptance of enrolment is based on completed and approved application documents, payment of the Application Fee and on the understanding that you have read, understood, and will obey the student rules and obligations within this Handbook and have not deliberately given false or misleading information or withheld personal information pertinent to your ability to complete the course including all WBT requirements. Hope College Australia reserves the right to change or cancel advertised courses, trainers, fees and other such details due to any circumstances beyond our control. Every effort will be made to advise students of changes. By enrolling in Hope College Australia, you agree to fully pay for the course, complete/submit all required assessments within the required timeframes, participate in WBT and fulfil student conduct requirements.

Hope College Australia agrees to supply all course materials, mark assessments, answer questions, provide support services and provide career guidance.

Assessments

Hope College Australia will work with you to determine your needs and will do our best to provide you with access to the educational and support services necessary for you to successfully complete your qualification. Where appropriate reasonable adjustments will be made to the assessments to take into account your individual needs. Trainers will outline the assessment requirements at the beginning of each subject/unit of competency.

Assessments will be based on the assessment criteria of the relevant qualification. Hope College Australia has systems in place to ensure that all assessments are fair, flexible, valid, and reliable. It is the student's

responsibility to complete and submit all their assessments within the required guidelines and timeframes. Assessment tasks include questions, case scenarios, research portfolios and workplace competency based on the assessment criteria outlined within the course materials and WBT documents. It is the student's responsibility to complete and submit all their assessments by the specified due dates provided at the commencement of term. Late fees may apply for assessments submitted after the due date.

Assessment Timeframes for Full Time Study Load: Completed assessments for each subject are due as outlined in the subject overviews available from Hope College Australia's Moodle website on the first day of each term. You may download their individual assessment instruction PDF files from Moodle. To submit an assessment, you need to firstly ensure that it is saved as the "PDF" type and is not larger than 10 megabytes. You will find instructions on how to upload your assessment on Moodle. Students must accept the submission statement and click the "submit" button to upload their assessment or it will not be submitted. Your final grade, when marked by the assessor will be available on Moodle. Due dates should be strictly adhered to. A \$50 late fee may apply for assessments submitted after the due date unless approval has been granted for an extension.

Extensions: Any request for an assessment extension must be applied for via your class trainer on Moodle. Upon approval, an extension will be granted.

Supplementary Assessments: Should any assessments submitted by the student be assessed as "Not Yet Satisfactory" the student will need to undertake supplementary assessments and/or provide extra evidence until successful in achieving competency. The student will be issued with a Supplementary Assessment Request Form via Hope College Australia's Moodle website and will have 14 days from the date on the form to produce the extra evidence.

Assessment Appeals Policy: If you are not satisfied with an assessment decision you have the right to appeal. Appeals should be submitted in writing to the Principal within 30 days of receiving notification of results. The Principal will conduct a re-assessment in consultation with the assessor. If the outcome of the appeal does not satisfy the student, a further appeal may be made within 14 days of notification of the result to an independent arbiter who has agreed to conduct appeals without bias. Contact details are available from the Registrar's Office. Beyond this an appeal may be lodged with the ASQA Info line on 1300 701 801 or <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>

Testamur and Results

Testamur/results will be issued subject to the successful completion of all assessments (including WBT hours), or achieving recognition of the skills and knowledge required, and the payment of all fees. Students will receive a Testamur or Statement of Attainment within 30 calendar days of successful completion of the course.

Should a student withdraw, before completing the course, a Statement of Attainment will be issued within 30 calendar days if the student has achieved any units of competency.

Printed replacements for lost Testamurs or Statement of Attainments can be obtained for a fee of \$50 per copy and will be issued within 30 calendar days.

Deferring, suspending or cancelling an enrolment

Deferrals and suspensions of enrolment can only occur in certain circumstances which are outlined in more detail in our Student Policies and Procedures available on your Moodle website.

Deferrals

Hope College Australia will consider an application for deferral when:

- i. The grounds for the application are of a compassionate or compelling nature and there is documented evidence to support the application,
- ii. The application is for a maximum of 6 months or until the next available course intake, and
- iii. The application is made two weeks prior to your commencement date as indicated on the Confirmation of Enrolment (CoE) (or 5 days prior to your course commencement date if the reason for deferral is due to a visa delay).

All applications for deferral must be submitted in writing using the **Deferral Suspension Application Form** available from the Registrar team (or the Moodle website); and submitted to registrar@hopecollege.com.

Suspension of Studies

Hope College Australia will consider an application for suspension of studies when:

- i. There are compassionate or compelling circumstances,
- ii. The application is for a maximum of 6 months or until the next available course intake, and
- iii. The application is made two weeks prior to the requested suspension of studies commencement date.

All applications for suspension must be submitted in writing using the **Deferral Suspension Application Form** available from the Registrar team (or the Moodle website); and submitted to registrar@hopecollege.com.

NB. You must continue attending classes until receiving a decision on your application.

Withdrawals

All applications for withdrawal must be submitted using the **Withdrawal Application Form** (available from the Registrar team or the Moodle website). If students wish to withdraw from their course, they will receive a refund of their unspent tuition fees.

Students are advised that multiple individual subjects may be linked to a single unit of competency. They need to be aware that, should they choose to withdraw from the course, they may not receive a Statement of Attainment if they have not achieved a full unit of competency.

College initiated suspension or cancellation of enrolment

Hope College Australia may suspend or cancel the enrolment of a student for the following reasons:

- i. Unsatisfactory attendance.
- ii. Unsatisfactory academic progression. This also includes:
 - Non-commencement of studies. This is considered to be a withdrawal and your enrolment will be cancelled.
 - Failing to return to studies after term break, suspension of studies, or holiday without notifying the College. This is considered to be a withdrawal and your enrolment will be cancelled.

Release requests

Transfer between Providers

Transfers from Hope College Australia to another provider/college will only be granted if students have completed at least 6 months of their course at Hope College Australia. If students complete less than 6 months of their course at Hope College Australia, a transfer to another college will only be granted, if the new Provider/College confirms by a "Letter of Offer" that a valid enrolment offer has been made and the transfer is not considered detrimental to the student. When the transfer from Hope College Australia to another provider/college is granted, the student will receive a "Letter of Release" at no cost; the onus is on the student to contact Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required. If Hope College Australia does not grant a letter of release, then students will be provided with written reasons for refusing the request. The timeframe for assessing and replying to students' transfer requests is 10 working days. Students have the right to appeal Hope College Australia's decision in accordance with our **Complaints and Appeals Policy**.

Requests for transfer should be made using the **College Course Transfer Request Form**.

Course completion

International students must complete their course within the time specified in their Confirmation of Enrolment (CoE).

Enrolment and Refund Terms and Conditions

Every student receives a Letter of Offer, that includes terms and conditions and a Refund Policy prior to enrolment. On accepting your offer, you have agreed to the conditions contained within these documents.

In the unlikely event, Hope College Australia is unable to deliver a course which students have paid for (provider defaults), Hope College Australia has an obligation to offer the students an alternative course or, if they do not accept the alternative course, pay them a refund of their unspent prepaid tuition fees.

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) assists international students on student visas whose education providers are unable to fully deliver their course of study. If Hope College Australia is unable to meet these

obligations for some reason, the TPS will assist the students in finding an alternative course or getting a refund if a suitable alternative is not found.

Complaints and Appeals

Hope College Australia's **Complaints and Appeals Policy** provides a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Hope College Australia, or an education agent or third party engaged by Hope College Australia to deliver a service on its behalf.

1. The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the college's Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, Hope College Australia requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the trainer or Course Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Hope College Australia's internal formal complaints and appeals handling procedure will be followed.
4. Formal Internal Complaints Handling and Appeals Process
 - a) The process of this grievance procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the college in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the Principal.
 - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the college that the college intends to report him/her for unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
 - e) Complaints and appeals processes are available to students at no cost.
 - f) Each complainant has the opportunity to present their case to the Principal.
 - g) Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.
 - h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised within 10 working days or as soon as practicable.
 - i) Where Hope College Australia considers more than 60 calendar days are required to process and finalise the complaint or appeal, Hope College Australia informs the student in writing, including reasons why more than 60 calendar days are required, and regularly updates the student on the progress of the matter (under RTO Standard 6).
 - j) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.
However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.
 - k) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
 - l) If the complaints and appeals procedure finds in favour of the student, Hope College Australia will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
 - m) Where the outcome of a complaint or appeal is not in the student's favour, the college will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.
However, the college is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the college may take

action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost.

Please see: <https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.

- b) If the student wishes to appeal a decision made by Hope College Australia that relates to being reported for a breach of course progress requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.

- c) If the student wishes to appeal a decision made by Hope College Australia that relates to:

- i) refusal to approve a transfer application (under Standard 7), or
- ii) suspension or cancellation of the student's enrolment (under Standard 9),

any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The college need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

- d) Should a complaint and appeal not be resolved to the student's satisfaction after all reasonable measures have been taken, they will be referred to the Australian Skills Quality Authority (ASQA) or the Office of Commonwealth Ombudsman on 1300 362 072 or website: <http://www.ombudsman.gov.au> or the National Training Complaints hotline on 13 38 73 or website: <https://www.dese.gov.au/national-training-complaints-hotline>.

6. Other legal redress

- a) Nothing in the College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

- b) This dispute resolution process does not prevent a student from exercising their rights to other legal remedies. If you are concerned about Hope College Australia's conduct, then you may contact ASQA, which is the national regulator for Australia's Vocational Education and Training.

Access and Equity

Our policy is to ensure equal opportunity and access to all of our courses for all students regardless of gender, race, age, nationality, marital status, physical ability, religion, political or Christian faith convictions.

Changes to agreed services

Where there are any changes to agreed services (e.g., new third-party arrangements, change in ownership or changes to existing third-party arrangements), Hope College Australia will advise students as soon as practicable.

Copyright

Under the Copyright Act 1968, copyright owners have exclusive rights to do certain things with their material. Reproducing copyright material without the copyright owner's permission will usually be an infringement of copyright. Exceptions to the infringement include: *Fair dealing for the purpose of research or study* (allows a student or researcher to copy protected materials — copying 10% or one chapter of a published literary, dramatic or musical work of 10 pages or more; and one article from a periodical is deemed fair); *Fair dealing for the purpose of criticism or review* (allows reviewers to make fair use of copyright material provided they acknowledge the work); or *Library provisions* (as a non-profit library, Hope College Australia Library has the right to reproduce or communicate copyright work for a student to be included in their study materials).

Legislation

Hope College Australia recognises its moral and legal responsibility to abide by Commonwealth and State legislation that impacts on its operations. Hope College Australia will exercise and demonstrate due diligence to ensure all relevant legislative obligations are met. Students are responsible to abide by the obligations of all relevant legislation. This includes (but is not limited to) Commonwealth WHS, Discrimination, Copyright and Privacy legislation; and, in Queensland, the WHS Act 2011, the Anti-Discrimination Act 1991, the Training Reform Act 2003, Vocational Education and Training (Commonwealth

Powers) Act 2012, the Commission for Children and Young People and Child Guardian Act 2000, and the Education Services for Overseas Students (ESOS) framework. The ESOS Act provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students (<https://www.education.gov.au/tps>). It is necessary for students working in a state/territory other than Queensland to abide by that state/territory's equivalent legislation.

Living and studying in Australia

Student Services at Hope College Australia

We offer a range of information for overseas students regarding services on campus and/or by referral. These include:

- Campus information
- Introduction to staff
- Overseas Students Health Cover membership
- Opening bank accounts
- Course selection
- Tax File Number application
- Transport details
- Academic issues

Student Support Services

Hope College Australia supplies suitably qualified persons for the provision of support services students, including pastoral care and counselling. Additional information on the local living environment, including the cost of living and transport can be obtained from Hope College Australia. New students will receive orientation on arrival, academic progress updates and information on further study. Hope College Australia's goal is to promote the successful adjustment by students to live and study. Hope College Australia assists students to resolve problems, which could impede the successful completion of their study programs and obtain a positive image of Australia and its educational opportunities.

We offer services on campus and/or by referral for overseas students to cover issues such as:

- Loneliness, homesickness
- Personal relationships, harassment
- Academic difficulties
- Accommodation difficulties
- Financial problems
- Personal trauma
- Employment options
- Concerns regarding friends and family
- Personal health
- Legal difficulties

Pastoral Care

Our goal is to enable students to make the most of their educational opportunities, to produce academic work that reflects their true potential and to attain their learning, career and ministry goals. Our staff will assist students with a wide range of needs and enquiries related to personal, career, welfare and learning issues. Hope College Australia provides a professional, confidential, and pastoral care service to all students. Personal pastoral care is available to assist students facing crisis situations, adjustment difficulties and problems in living. Areas where help may be needed:

- Self Esteem
- Relationships
- Depression and anxiety
- Conflict resolution / problem solving
- Post trauma difficulties

Academic Counselling

Academic counselling can also assist the student to become a better, more efficient learner. Help is available for on campus and or/by referral:

- Studying efficiently
- Structuring assignments
- Increase motivation and concentration.

Career Counselling

Career counselling is available on campus and/or by referral to help students:

- Make informed decisions on career directions.
- Understand their interests, abilities and values.
- Establish possible employment options.
- Gain information about further study options

Whether you need assistance with accommodation, personal counselling or academic counselling, our college staff are ready to assist you. In particular, we are conscious of the special challenges that international students face, and we will endeavour to assist you.

General Information

Students from all over the world come to Australia to take advantage of our world-class education and experience life in an energetic, friendly, and confident community. Our people are innovative, hospitable, and culturally diverse. With people from over 140 countries making Australia their home, we are one of the world's most multicultural countries. Australians value the rich contribution international students make to our communities.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment. They also enjoy the sophistication and excitement of the Gold Coast and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage. Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Money/Currency

You should work out a budget covering accommodation, food, transport, and clothing. Childcare, if applicable, should also be taken into account. The average (single) international student in Australia spends a minimum of \$520 per week on accommodation, food, clothing, transport, telephone and incidental costs (based on <https://www.studyaustralia.gov.au/english/live/living-costs>). While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and chosen lifestyle.

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and shops, depending on individual store policy, will cash travellers cheques. Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa, MasterCard, and their affiliates. Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Finances and Banking

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

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

Normal trading hours are 9.30 am to 4 pm Monday to Friday, although this may vary between some banks. (Some major bank branches open on Saturday mornings in major shopping centres like Robina Town Centre). Most banks also offer extended banking facilities by way of automatic teller machines (ATMs). These machines can be used for withdrawals and deposits 24 hours a day.

Major department stores, supermarkets and petrol stations also have electronic transfer terminals (EFTPOS) where withdrawals can be made when purchasing goods. Bank charges can vary considerably, and it is advisable to check what fees are involved before opening an account, changing money or arranging any transaction.

Opening a Bank Account

In Australia, there are two types of Banking organisations: banks and credit unions. Credit unions are cooperative banks. Each person who has an account with a credit union also has shares in the credit union.

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country). You may also need to provide your evidence of enrolment with Hope College Australia (Student Visa Grant Letter and/or CoE) and Tax Identification Number for each country that you have for foreign tax residency purpose. Check with your bank regarding what documents you will need to bring before visiting your local branch.

Generally, there are two basic types of accounts:

- an everyday account that 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. Many banks offer an everyday account with student options which allows you to access the account with no monthly account fees. 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. It is best to look around for a bank that suits you. Some banks charge fees on their investment accounts. You should make sure you know what the fees are and when they will be charged.

Tax File Number

A Tax File Number (TFN) is your personal reference number in the tax and superannuation system. When you open your bank account or start your part-time work, the bank or your employer will ask for your TFN. A TFN is not compulsory; however, any income you earn (including interest on your bank account) will be taxed at a higher rate if a TFN is not provided.

It is free to apply for a TFN and the application is completed online on the Australian Taxation Office's website. How you apply for a TFN depends on your individual circumstances. Visit the ATO website <https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/> for more information on how to apply for a TFN. Remember to keep your TFN in a safe place and do not disclose it to anyone other than your bank or employer.

Passenger Movement Charge (PMC)

The Passenger Movement Charge (PMC) is an AUD 60 cost for the departure of a person from Australia for another country, whether the person returns to Australia or not. The PMC replaced Departure Tax. PMC is collected at the time a ticket is sold to a passenger and then forwarded by the carrier (airline carriers, shipping companies and air charter operators) to the Department of Home Affairs (the Department). Because manual collection of PMCs is necessary for small itinerant flights and sea craft, an Australian Border Force Officer will collect AUD 60 directly from each passenger, or from the captain, or agent for each voyage for the total number of passengers at the place of departure. An official receipt is provided after payment of the PMC has been collected.

The carrier usually makes payment to the Department by direct credit. If a traveler is paying the Department directly, the following payment methods are available, in conjunction with the completion the Departments B700 form:

- Cash
- Credit card
- BPAY
- Cheque (exceptional circumstances only)

The following passengers are exempt from payment of the PMC and should be identified at the time of ticket sale:

- a person less than 12 years of age on the day of departure
- a transit passenger passing through Australia to another destination overseas
- an emergency passenger
- a previous departure by a person from Australia by ship who is in the course of a journey (for example, round-trip cruise)
- a crew member of an aircraft or a ship

For more exemption categories, visit the following website:

[https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/passenger-movement/passenger-movement-charge-\(pmc\)](https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/passenger-movement/passenger-movement-charge-(pmc))

Disability Services

Most public areas, shopping centres, accommodation, attractions, and restaurants have disabled facilities and services. Advance advice about special needs will ensure the best possible assistance from local operators.

For more information:

Tourism and Events Queensland +61 7 3535 3535, info@queensland.com;

Queensland Government Department of Families, Seniors, Disability Services, and Child Safety
<https://www.dcssds.qld.gov.au/contact-us>

Time Zone

The Gold Coast operates on the Australian Eastern Standard Time (EST) (GMT+10). Daylight saving is observed in New South Wales, however not in Queensland.

Parking

Metered parking is available in busy areas such as Surfers Paradise, Broadbeach, Southport, Burleigh Heads, and Coolangatta etc. Free parking is generally available at other centres and limited free parking applies on the shopping centres around the Gold Coast.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Culture

Multiculturalism celebrates Australian traditions, recognising that our culture is vibrant, multifaceted, living and constantly evolving. Cultural and linguistic diversity was a feature of life for the first Australians, well before European settlement. It remains a feature of modern Australian life, and it continues to give us distinct social, cultural, and business advantages.

Australians recognise, accept, respect, and celebrate cultural diversity. We embrace the heritage of Indigenous Australians, early European settlement, our Australian-grown customs, and those of the diverse range of migrants now coming to our country.

In 2020, more than 7.6 million people living in Australia were born overseas, with those born in England continuing to be the largest group, according to new data released today by the Australian Bureau of Statistics. ABS Director of Migration Statistics, Jenny Dobak said that 30 per cent of Australia's resident population were born overseas as of June 2020. This compares to 28 per cent in 2015 and 27 per cent ten years ago.

International students who come to Australia enjoy the benefits of our multicultural society. Australians are extremely friendly people and welcome international students into their communities and friendship groups. Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 3.9 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, at home. Another 800,000 Australians speak an Asian language at home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well. English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain, and Canada where French is also spoken.

Religion

Australia is a Christian country where over 70% believe in God. But only 10% of the population actually attend church. All religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion and many Australians are very tolerant of other religions. There are many Christian Churches, and synagogues located on the Gold Coast. Hope College Australia is based in the same facility as Hope Church and some overseas students from Bond University also attend our church services.

Health and lifestyle

Australia has an exceptionally good health care system. All Australians pay Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals, and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in about any

Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

Hospitals

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

Major hospitals include:

- Gold Coast University Hospital: 1300 744 284
- Robina Hospital: 07 5668 6000

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets as well as non-Australian groceries. You should have no difficulty in finding the foods that you are used to at home. Most of the major global fast-food chains are well represented.

You can sample almost every type of cuisine available throughout the world in our many restaurants, ranging from Asian, American, Mexican, European and many more. Make sure you also try some of the traditional Australian food such as meat pies, lamingtons, and Vegemite while you are here in Australia.

Climate

Gold Coast has a sub-tropical climate with around 300 days of sunshine per year, and those rainy-days exceptions typically fall in the summer period, between December and February.

Like most countries, there are four seasons in Australia:

Summer: December – February (20-28°C/68-83°F)

Autumn: March – May (16-26°C /61-77°F)

Winter: June – August (11-21°C /52-70°F)

Spring: September – November (15-25°C /59-77°F)

Sun Protection

Enjoy outdoor activities without the risk of sun damage by wearing a broad-brimmed hat, a shirt with collar and sleeves and, sunscreen on exposed skin. Try to avoid staying outdoors during the middle of the day.

Clothing

Casual, lightweight clothes are generally worn on the Gold Coast and Northern New South Wales. A jacket or other suitable outfit may be required in some restaurants. Some golf courses have dress codes, so check when booking. Comfortable shoes are necessary for hiking through National Parks.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage. Universal outlets for 110 volts (shavers only) are standard in hotels, apartments, and motels.

Telephone

Australia has a modern telephone and internet system. Most household has internet access at their home, and in Australia, most people own mobile phone. You can easily purchase a mobile phone from one of the retailers in the shopping centres (if you do not have one) and get a pre-paid sim card from either Australia Post, newsagent or one of the service providers such as Telstra, Optus, Vodafone, Amaysim, etc. It is recommended that you do your research and compare the plans that are available before signing a contract with any of the telephone or internet provider of your choice.

Accommodation

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called "share accommodation"). You can look for rental vacancies and share accommodation in local newspapers: The Gold Coast Bulletin for Gold Coast student and The Courier Mail for Brisbane student. Alternatively, you can contact various local real estates for rental properties or browse their website for vacancies. The following list represents some of the popular local real estates:

Ray White <https://www.raywhite.com>; Professionals www.professionals.com.au;

First National <https://www.firstnational.com.au>; PRD <https://www.prd.com.au>;

and collective websites such as www.realestate.com.au and <https://www.domain.com.au/> (where you can view many agency listings for rental accommodation options).

Renting your own apartment, flat or house

Renting your own apartment, flat or house means you can choose who lives with you and this may be a good choice for students who prefer independent living. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the accommodation is suitable for your needs and that you can afford it. Contact real estate agents close to the area in which you want to live.

The average apartment, house, or flat ranges from \$350 - \$500 per week (one bedroom) or \$600-\$800 per week (two to three-bedroom house). A bond or security deposit equal to one month's rent is also required. Bond money is what you pay to the landlord or real estate agent as a security in case there is a dispute at the end of your tenancy over things like damage, cleaning, or unpaid rent. 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.

Sharing an Apartment, Flat or House

This type of rental accommodation can only be arranged after you arrive on the Gold Coast. In a shared accommodation (apartment, flat or house) each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people. Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity, and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food. In most households the cost of electricity, water, internet, and other bills are shared equally (approximately \$200 - \$300 per week). The average cost for one bedroom in this type of accommodation ranges from \$300-450. Usually, a bond deposit is required.

Hostel Accommodation

Hostels usually have a bathroom and living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others you cook for yourself. You can have your own room at most hostels, but this is more expensive than if you are sharing a room with another student. Prices vary from \$70-\$100 per day. There may be other charges, such as a bond (security deposit) and appliance charges.

Other Accommodation Issues

If you choose to rent or live in share accommodation or organise a share accommodation house, you should be aware of your legal rights and responsibilities. You can get most of this information from the Residential Tenancies Authority website: <http://www.rta.qld.gov.au>

This website will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time. You may also be responsible for paying for the cost of the reconnection of the utilities, such as, gas, electricity, water, and telephone. When you leave a rental property, it is your responsibility to notify the electricity, telephone, and gas companies that you have left and are no longer responsible for the bills.

When you move into a place, you need to make sure that you understand all 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 to have more clarification of any documents you have to sign, you can visit the College for help.

School and Childcare Options

If you have dependent children with you during your stay in Australia, you may need to arrange schooling or childcare for your children. You will need to decide between private and state schooling for your children. Education Queensland runs state schooling in QLD. There are numerous public and private schools located near our campuses. The following website provides a search facility to find a state or non-state (private) school in your area: <https://schoolsdirectory.eq.edu.au/>

The following websites provide search facilities to find childcare centres for your preschool children. <http://www.echildcare.com.au> and <https://www.startingblocks.gov.au/>.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, and ferries. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, and buses.

Hope College Australia students who arrive at Brisbane Airport can travel by train or coach to the Gold Coast, or if you arrive at Sydney Airport and change flights, you can fly directly to the Gold Coast Airport. Coaches & Taxis are available from the Gold Coast Airport. Transport to Hope College Australia is by Surfside Bus lines which run Routes 750 through Varsity Lakes.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can call to book a taxi. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped. In addition to taxis, ridesharing services are available via mobile apps throughout Brisbane and Gold Coast.

Uber ride services are also available in Australia. A ride can be arranged through the Uber app.

International students may drive in Australia on a valid overseas driver's licence but if the document is not in English, they must carry its official English translation certified by the NAATI and the licence together. An overseas driving licence is not sufficient by itself. In general, the speed limit is 50km/h in residential and commercial areas or where otherwise indicated. A 100kmh speed limit on highways unless otherwise indicated.

Shopping, entertainment, and recreation

Shopping centres usually include a supermarket for buying food and household items, clothing and shoe stores, travel agents, banks, restaurants, coffee shops, pharmacies, book and photographic shops, jewellers, medical centre, and other such amenities. Credit cards and charge cards are widely accepted when purchasing goods and services. The most commonly accepted cards are Visa and MasterCard. Australia's major centres and capital cities have world-class shopping facilities.

On the Gold Coast we have several major shopping centres: Pacific Fair (the largest shopping centre in QLD), Australia Fair, Robina Town Centre, Stockland Burleigh Heads, etc.

Also, in Brisbane we have some major shopping centres: Westfield Chermside Shopping Centre, Westfield Garden City Shopping Centre, and Westfield Carindale Shopping Centre.

General shopping hours are 9.00 am – 5.00 pm with late night shopping until 9.00 pm on Thursdays. Some shopping centres might have different hours on the weekend. Please check their websites for more information before visiting. Some convenient stores, such as, 7Eleven, Night Owl are open 24/7 (24 hours a day, 7 days a week).

The Gold Coast is regarded as the tourist capital of Australia, and it offers many opportunities for entertainment and recreation including over 500 restaurants, a casino, multi-screen movie theatres, and theme parks (Seaworld, Warner Bros Movie World, Dreamworld, White Water World, Wet n Wild Water Park, Paradise County, Currumbin Wildlife Sanctuary and Australian Outback Spectacular). Popular sports in Gold Coast include golf, Rugby League, Rugby Union, Australian Football, cricket, soccer, tennis, netball, and plenty of opportunity for water sports being so close to the water.

There are so many unique tours and experiences on the Gold Coast that include: Tours through the magical Hinterland; Four-wheel-drive and eco tours; Sightseeing tours through the city, Canals, and Broadwater; Shopping tours; Night tours to view Australian native animals; Cruises by catamaran, replica tall ship or luxury cruiser.

If you need additional information on the Gold Coast, simply visit Experience GOLDCOAST (<https://experiencegoldcoast.com>).

Employment/Part-Time Work

Students and their dependent family members who were granted a student visa have permission to work. Students and their dependent family members with permission to work must not undertake work until the main student visa holder has started their course in Australia.

They are limited to 48 hours work per fortnight while their course is in session (come into effect from 1 July 2023) but may work unlimited hours during formal holiday periods. Student visa holders found to be working in excess of their limited work rights may be subject to visa cancellation.

Employment Rights

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

WORKSAFE

The WorkSafe.qld.gov.au provides information and services for work health and safety and workers' compensation in Queensland.

For more information, please visit the website: <https://www.worksafe.qld.gov.au/> or phone: 1300 362 128

Queensland Human Rights Commission

Queensland Human Rights Commission receives complaints of discrimination, sexual harassment, vilification, victimisation and other breaches of the Anti-Discrimination Act 1991, and complaints against public entities under the Human Rights Act 2019.

For more information, please visit:

<https://www.qhrc.qld.gov.au/> or contact: Enquiries line: 1300 130 670 Email: enquiries@qhrc.qld.gov.au

Office hours: 9am to 4:30pm Monday to Friday Fax: 07 3193 9979

Level 20, 53 Albert Street, Brisbane (cnr Albert and Margaret Streets near the City Botanic Gardens)

Australian Taxation Office

The Australian Tax Office provides information on taxation and superannuation Issues. For more details, please visit <http://www.ato.gov.au> or contact the Taxation Office: Phone 13 28 65 for an individual enquiry.

Fair Work

Fair Work provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues.

For more information, please visit <http://www.fairwork.gov.au>

Legal Aid Commission

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

Southport Office - 2/7 Bay Street, Southport QLD 4215 Ph: (07) 5671 7700 Fax: (07) 5671 7796

Brisbane Head Office - 44 Herschel Street, Brisbane QLD 4000 Ph: (07) 3182 5182 Fax:(07) 3197 0249

Fair Work Commission (FWC)

FWC functions broadly to facilitate agreement making between employers and employees or organisations of employees about wages and conditions of employment and to ensure that a safety net of fair, minimum wages and conditions is established and maintained.

For more information visit <https://www.fwc.gov.au> or Call 1300 799 675

Emergency Calls

Dial 000 from anywhere in Australia for Police, Ambulance or Fire. This ensures that your call will be responded to quickly and efficiently, this number should not be used for non-emergency purposes.

GOVERNMENT SERVICES

In the Australian federal system, there are three levels of government: Federal, State, and Local. Each level of government is centred on a body (a parliament or a council) democratically elected by the people as their representatives. Each level of government has its own responsibilities, although many responsibilities are shared in various ways.

The College is located within the area covered by the Gold Coast City Council:

For more information: <https://www.goldcoast.qld.gov.au/Council/About-Council>

To contact City of Gold Coast: 1300 465 326 or <https://www.goldcoast.qld.gov.au/Council/About-Council/Contact-us>

Police

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

- Robina Station - 291 Scottsdale Drive, Robina: Operating Hours: Mon-Fri 8am – 3pm Phone: 07 5656 9111
- Mudgeeraba Station - 18 Railway Street, Mudgeeraba: Operating Hours: Mon-Fri 8am – 3pm Phone: 07 5559 3888
- Broadbeach Station - Philip Av and Surf Parade, Broadbeach: Operating Hours: 24 hours Phone: 07 5581 2800

Help in your country

The Australian Government has an extensive network of Education and Training Counsellors, Australian Education Centres (AEC's) and education advisers around the world providing reliable advice on how to prepare your application to Hope College Australia.

Asia; Europe and the United Kingdom; People's Republic of China; Austria; Brunei; Czech Republic; Hong Kong; Denmark; Chile; India; France; Indonesia; Finland; Japan; Italy; Korea; Germany; Malaysia; Hungary; Singapore; Norway; Taiwan; Poland; Thailand; Spain; Vietnam; Sweden; Switzerland; North America; United Kingdom; United States; South America; Middle East; Brazil; and United Arab Emirates.

Australian Embassies, High Commissions and Consulates Australian Government representation in other countries can take a variety of forms. Our main diplomatic offices are embassies and high commissions. In many countries you will also find Australian consulates and trade offices.

You can find the contact details of your nearest Australian Government office on the Australian Government's Department of Foreign Affairs and Trade website.

Student Handbook Declaration Form

INTERNATIONAL STUDENT HANDBOOK DECLARATION AND ACKNOWLEDGEMENT

STUDENT NAME: _____

I give consent to Hope College Australia to use any photographs, video, or sound recordings of me for promotional purposes. Yes No

I have been provided with a copy of the Hope College International Student Handbook V8.2 (DO-S2-1-Apr25). I have read and understood the policies, procedures and guidelines contained in the Student Handbook, and I hereby agree to abide by these policies, procedures, and guidelines as well as and any other policies made known to me for the duration of my enrolment.

SIGNATURE: _____ **DATE:** _____

Return via Moodle or Email (registrar@hopecollege.com)