International Student Handbook – 2016

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Privacy Policy

The Perth College of Business and Technology (PCBT) respects your right to privacy and will ensure to its best ability that your personal information is stored with strict security measures. PCBT will not disclose, to any third party, any information that it collects and keeps regarding your application, enrolment, attendance and course progress.

The information that PCBT collects and records will only be used for the services that it provides to ensure complete customer satisfaction and continuous quality improvement. The College will not share or give your information to any other organisation or individual except where it is bound by legal obligations. (See disclaimer)

If an organisation or an individual requests your information, the College will first seek your written consent prior to the release of any information.

Disclaimer

Any information that you provide in the process of applying and enrolling at PCBT can be given to State and Commonwealth Agencies upon their request. PCBT is bound by legal obligation in its registration as an RTO and CRICOS provider. The information is used by the Agencies to monitor the quality of course provision and business management.
Welcome
1.0  Message from the CEO

We would like to take this opportunity to welcome you to Perth College of Business and Technology (PCBT) situated in a central location east of Perth’s city centre. It is our staffs and trainers’ expressed desire to provide you with the standard of training and support that will enable you to achieve your dreams in your chosen area of study.

At PCBT we are here to serve you and to make your stay here in Perth as comfortable and enjoyable as possible while achieving your best outcomes in your study.

It is our aim here at PCBT to create an atmosphere of trust and understanding amongst a diverse group of students, and promote an environment of health and happiness to support your learning experience.

We believe that trust and understanding are as important as achievement and recognition and we respect the differences that we all share and embrace the similarities we have in common. We believe that learning is more than an academic pursuit; it is the experience gained through the journey of life.

PCBT staff, trainers and other students will be part of your life experience as you obtain your qualification in the area you have chosen.

I wish you all the very best for your stay at Perth College of Business and Technology.

Ishtiaq Ahmed

CEO, Perth College of Business and Technology
2.0  Important Information and Emergency Contacts

Perth College of Business and Technology
110 Brown Street
East Perth 6004,
Western Australia

Telephone
in Australia: 1300 652 876
Overseas: +61 8 9202 1003

International Student 24 Hour Emergency contact  Mr. Ishtiaq Ahmed:  +61 411 683 449
Support Emergency Contact Academic Manager  Mrs. Sonja Bryden:  +61 448899556
All Admissions Enquiries Admissions Manager  Mr Ryan Rahimi:  +61 415950322
3.0 Emergency Telephone Numbers

POLICE, FIRE, AMBULANCE – 000

Department of Immigration and Border Protection (DIBP)
Ground Floor, Wellington Central,
836 Wellington St, West Perth WA 6005
131 881

Transport
Trans-Perth
Tel: 13 62 13
Web: http://www.transperth.wa.gov.au

Local taxi
Swan taxis: 13 13 30
Black & White Cabs: 133 222
Uber: download App onto your mobile, if you have Uber already then you are go to use it here

Post Office
Australia Post – East Perth Post Shop
249 Hay St, East Perth WA 6004
Tel: 13 13 18

Medical Centres
Royal Perth Hospital
Wellington Street
Perth WA 6000
Ph. (08) 9224 2244

Sir Charles Gardiner Hospital
Hospital Avenue
Nedlands WA 6009
Ph. (08) 9346 3333

Fiona Stanley Hospital
11 Robin Warren Dr,
Murdoch WA 6150
Ph: (08) 61526666

Joondalup Health Campus
Shenton Avenue
Joondalup WA 6027
Ph. (08) 9400 9303

Innaloo Medical Centre
Shop 6, Innaloo Shoppers Village
Innaloo, WA
Ph. (08) 9446 6244

DR Medical Centre
Cnr. Royal St & Wanneroo Rd
Yokine WA
Ph. (08) 9349 6777
4.0 Application Step-by-Step Process Model:

**STEP 1:** Student enquiry and application (Via agent, exhibition, email, phone or fax)

**STEP 2:** International admissions issues: ‘Letter of Office’ and pre enrolment information

**STEP 3:** Student acceptance: return signed forms and fees

**STEP 4:** International admissions issues electronic: Confirmation of Enrolment (eCoE) and schedule health insurance (OSHC)

**STEP 5:** Student finalises visa conditions: with Department of Immigration and Border Protection (DIBP)

**STEP 6:** Student makes travel and/or accommodation arrangements

**STEP 7:** Student arrives in Australia

**STEP 8:** International student orientation, ID Cards & Apply for USI

**STEP 9:** Student receives OSHC card & signs register, sets up bank account, mobile phone, Smart Rider etc.

**STEP 10:** Classes begin! No Orientation no start
5.0 Things to Do

Before Leaving Home:

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - This Handbook!
  - Passport
  - Letter of Offer
  - eCoE
  - Certified copies of qualifications & certificates
  - Travel insurance policy
  - ID cards, drivers licence, birth certificate (or copy)

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

Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations
  (e.g. music, sporting and cultural clubs)
6.0 Introduction to Australia

6.1 Perth

Perth used to be a pleasant surprise for students and visitors from overseas; however, the city’s fabulous weather, clean environment, great laid back lifestyle and a thriving economy are no longer secrets. Plus, a well-educated workforce and a favorable business climate all come together to create the perfect learning environment. Perth, the capital of Western Australia is a modern western style city with a population a little over one and a half million people, prides itself on extending a warm and friendly welcome to visitors and students from all over the world.

It has to be one of the most beautiful cities in the world located on the banks of the Swan River surrounded by natural bush and parklands on one side and breathtaking beaches on the other. Its wide open spaces and mild Mediterranean climate, warm/dry summers and cool/wet winters create an excellent living environment. Temperatures average around 5-18°C in winter and 18-32°C in summer, and did you know Perth has over 266 sunny days a year, making it the sunniest capital city in the world.

The relaxed Perth lifestyle is well supported by a clean, safe environment that encourages active outdoor activities. Perth boasts some of the most modern public sporting facilities anywhere in Australia no matter what sport or hobby you’re into.

Even with its high standard of living, Perth offers students clean, safe and affordable accommodation. Quality fresh food and other products from around Australia and overseas are all available from Perth’s many shopping centers and restaurants.

Perth has one of Australia’s finest hospital systems in place that can be accessed at any time, 24/7 all year-round for the very best in medical care.

Yes, Perth has it all

6.2 Perth College of Business and Technology

Perth College of Business & Technology (PCBT) is one of the Nationally Recognised and Registered Hospitality, Management & Business Training providers, located in the heart of the City of Perth, capital and fast growing city of Western Australia. International and Australian students have the opportunity to be trained and experienced in a real Hospitality Industry Placement.

Pleasant and vibrant large IT-equipped classrooms at East Perth Campus as well as Platinum Restaurant & Function Centre’s State-of-the-art facilities, located 13 kilometres up-north the main campus in one of the bustling precinct of Westminster assure students gain invaluable Knowledge and Experience.

Fast growing Tourism & Hospitality industry could not satisfy its demand in 2008, when PCBT was founded to provide skills to workers; training and upskilling workforce. PCBT is a multicultural college offering qualifications under the Australian Qualifications Framework (AQF), a CRICOS registered provider (Code 03051J), a Registered Training Organisation (RTO 52014) under the
Australian Skills Quality Authority (ASQA) regulatory body, as well as an active member of the Australian Council for Private Education & the Training (ACPET).

When you enrol at the Perth College of Business and Technology you not only join an Australian Government recognised and registered training provider, you become a part of a dynamic community that will challenge and support you in your quest to become a stronger leader. The college is committed to fostering a diverse yet inclusive community, that encourages all members to reach their full potential through learning, commitment and dedication.

We envision a college community where all individuals embrace and advance this ethos. Thanks to small class sizes we ensure each student receives individualised learning and participates in a lively, thought-provoking group discussions with peers and faculty.

Students benefit from PCBT’s strong relationship with the local business community which allows us to create an interactive learning opportunity with a strong focus on hands-on experience in a real workplace environment.
7.0 COMING TO AUSTRALIA

7.1 Arranging Visas

Most international students wanting to study in Australia require a student visa though there are other options with various visas that allow international applicants the right to study in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their knowledge and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

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

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

7.2 Department of Immigration and Border Protection (DIBP)

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. For more information, visit https://www.border.gov.au/

7.3 Department of Foreign Affairs and Trade (DFAT)

You should contact Australian embassies, high commissions, consulates or representatives in your country in order to know specific visa requirements. These details are also available on DIBP website. The Department of Foreign Affairs and Trade website http://dfat.gov.au/pages/default.aspx has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

7.4 Migration Agents

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

It is also important that you make sure the agent you are consulting with, is a legitimate agent and registered with the Australian authorities. Unregistered and fake agents can land you in trouble and will prolong your visa application.
7.5 **Education Agents**

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

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

7.6 **Visa Conditions**

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

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress to meet visa conditions
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the PCBT for 6 calendar months, unless issued a letter of release from the college to attend another institution
- Notify PCBT of your Australian address and any subsequent changes of address within 7 days.

7.7 **Arranging Travel**

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

7.8 **Documents**

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

- Valid passport with your electronic Student Visa
- Letter of Offer / Acceptance of Offer from PCBT
- Confirmation of Enrolment (eCoE) issued by PCBT
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver’s licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age

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

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the [https://www.border.gov.au/Trav/Ente/Goin/passenger-cards](https://www.border.gov.au/Trav/Ente/Goin/passenger-cards)

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (30kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia.

7.10 Seasonal Considerations

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

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

7.11 Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

7.12 Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.
The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

### 7.13 Mobile Phones & Laptops

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

Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Australian Telecom (Austel) approved in order to function in Australia.

### 7.14 On Your Flight

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

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

### 7.15 Entry into Australia

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

### 7.16 Baggage Claim

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

### 7.17 Detector Dogs

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

7.18 **Australian Customs and Quarantine**

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

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now
screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to
declare or dispose of any quarantine items, or make a false declaration, you will get caught. In
addition to on-the-spot fines, you could be prosecuted and fined more than AU$660,000 and risk 10
years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the
risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection
Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or

7.19 **Arrivals Hall**

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

7.20 **Getting from the Airport**

**Perth Airport**

Horrie Miller Dr,
Perth Airport WA 6105
AUSTRALIA
Tel: +61 8 9478 8888

**Public Buses**

**Route 380** runs between the Elizabeth Quay Bus port and Perth Airport (international) Terminals 1
and 2. This is a limited stops service with connections to other services available at:

- Esplanade Bus port
- Victoria Park Transfer Station
- Burswood Train Station
- Belmont Forum Shopping Centre

**Bus 37** operates daily between Kings Park and Perth Airport’s (domestic) Terminals T3 and T4, via
the Esplanade Bus Port, Victoria Park Transfer Station and Belmont Forum shopping center. The
journey takes approximately 55 minutes.
**Bus 40** operates daily between the Esplanade Bus Port and T3 and T4, via the Victoria Park Transfer Station and Great Eastern Highway. The journey takes approximately 40 minutes. A free terminal transfer bus operates 24 hours a day, seven days a week connecting all terminals.

**Shuttle Buses**
Information and operating times
Tel: +61 8 9277 4666.

**Taxis**
Taxi stands are available at all terminals so look for the taxi stand signs when departing the airport terminals.

8.0 **Keeping in Contact**

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

You must inform PCBT about your arrival as soon as possible after you arrive in Perth. You must also confirm about attending the orientation as it is mandatory for each student. Informing before time will help PCBT to update your status in its records and will help you to start your classes in a timely manner.

9.0 **Accessing Money**

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

9.1 **How Much to Bring**

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU$2000 to AU$3000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller’s Cheques or on an international credit card. Traveller’s cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller’s cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.
9.2 Currency Exchange
Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so change your money into Australian currency as soon as possible after arrival. You can do this at the airport. Once you have arrived in Perth, you can also change money at any bank or at currency exchanges.

9.3 Electronic Transfer
You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

9.4 ATMs
Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

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

10.0 Living in Perth

10.1 Weather and Seasons
Perth has more sunny days annually than any other Australian capital city. Rainfall is highest between May and September. February is usually the hottest month of the year, with temperatures averaging 31°C. A sea breeze called ‘The Fremantle Doctor’ provides some relief from the heat. Winters are relatively cool and wet with daytime temperatures ranging from 18-21°C. Perth has a Mediterranean-style climate, which means that for most of the year, the weather is warm and sunny. Even during the short mild winter, the sun is often shining. These long summers mean many Perth activities revolve around the outdoors. Almost any time of year is great for sightseeing, outdoor activities or lazing on Perth's clean sandy beaches.

The weather is warm to hot over the summer months (December - February) in Perth. The hottest months are usually January and February. The weather is fine and dry, and rain at this time of year is unusual. Perth also enjoys a refreshing afternoon sea breeze known as the Fremantle Doctor which brings welcome relief on hot days. Average summer temperatures range from 27°C -30°C during the day to 15°C minimum at night. Kings Park, Perth's inner city park is the perfect place to spend a sunny afternoon in Perth.

Autumn (March - May) in Perth is like an extension of summer, with similar temperatures and warm sunny days and cooler nights. Although the weather is still mostly fine, there may be an occasional
shower or humidity. The annual Sculpture by the Sea free arts festival is held at Cottesloe Beach in March. It’s a lovely time of year to take a cruise down the river to Fremantle; visit the vineyards of the Swan Valley; or head to Rottnest Island.

The mild Perth winter (June - August) is the rainy season, with cool sunny days. There are occasional storms, characterized by downpours of rain and thunderstorms. Daily temperatures in winter range from 18-21°C to a minimum of 12°C at night. Even if it is raining there are plenty of indoor activities to enjoy.

In spring (September - November) days are warm and sunny, especially from October and November with daily temperatures of around 20 - 25°C. There is little rainfall at this time of year and Western Australia comes alive with colorful wildflowers. (Source: [http://www.australia.com/en/facts/weather/perth-weather.html](http://www.australia.com/en/facts/weather/perth-weather.html))

### 10.2 Time Zones

The time zone of Perth is Australian Western Standard Time (AWST) which is UTC+8 on international date and time charts. There is no daylight savings in Perth.

### 10.3 Arranging Accommodation

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport. Finding a suitable place to live in Perth can be a challenging task. It is advised that you should secure a suitable living place before arriving to Perth. Friends and relatives living in Perth is an advantage as they can help you in finding a good place to live. There are different temporary accommodations available in Perth and close to PCBT, which can be helpful in initial days of your arrival.

### 10.4 Temporary Accommodation

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

The following websites provide the latest temporary, rental and for-sale accommodation.

10.5 Staying with Friends or Family
If you know someone in Australia, this is a great way to settle-in to live here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

10.6 Things to Keep in Mind When Renting
There are strict rules in place if you are renting a place independently, with friends or family. Never give money or cash to anyone without a copy of a lease or agreement being signed and a receipt issued.

10.7 Security Deposits/Bond
The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A$2,000 dollars. The bond is usually set at four weeks’ rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. All bond money is deposited with the Western Australian government department and each party must sign an agreed release of bond money with exact amounts to each party already declared. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

10.8 Signing a Lease
In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

10.9 Inspection of Property
Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.
If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

10.10 Utilities
Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. If someone has vacated the property before
you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

In Western Australia for electricity contact Synergy: https://www.synergy.net.au/Your-home
If your property has a gas connection in addition to electricity the following list of contacts are

Kleenheat Gas: https://www.kleenheat.com.au/?utm_campaignid=629381272&gclid=CJK8-I2h3s4CFYaWvAodxTkH9Q

10.11 Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

10.12 Inspecting a Potential Property

A property condition report is required for every property rented out and must be completed within 14 days by each party, the landlord or agent and the tenants. Some of the items on the list should be

- Are there laundry facilities?
- Is there a telephone line already connected?
- Does the light fittings work?
- Is the oven/stove, gas or electrical?
- Does the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

10.13 Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.
10.14 Bills & Expenses:
Do you and your roommates expect to share the costs of buying toilet paper, washing powder for
clothes and dishes, cleaning supplies etc. which is used by everyone?
If you are answering an advertisement for a roommate; what does the rental price cover? Does it
include utilities, or are they split equally when the accounts are due? Who will pay them and how
will you all know they have been paid?

10.15 Housekeeping
Some international students who come to Australia have never had the need to do their own
shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand
that in Australia unless you choose to hire someone from a home services company to do some of
these things for you; these are the responsibility of each individual and are a sign of personal
independence and becoming an adult.
Most Australians, especially landlords and rental agencies, believe it is very important for one’s living
environment to be kept clean. Our concern for cleanliness is evident when you visit the
supermarket, where many varieties of cleaning products are sold.

10.16 Kitchen Stoves & Ovens
Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an
electric range clean so that they may operate safely and efficiently. Tenants should clean electric
stove burners after each use to prevent food from hardening on them. The electric oven should also
be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which
you should follow directions carefully. Grease and oil from cooking collects on cabinet and
refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned
often in order to avoid unpleasant odours and fire hazards.

10.17 Refrigerators
Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit
becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water
from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight,
but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted,
one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to
chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water
can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost
themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to
remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not
work efficiently will cost you more on your electric utility bill.

10.18 Disposal of Rubbish
Because insects such as ants and flies can be a problem, it is important for tenants to empty their
rubbish every one to two days into the wheelie bins provided outside your accommodation. You will
then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish
trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with
regards to recycling and the days your rubbish is collected.
10.19 **Cleaning the Bathroom**

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that misuse of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

10.20 **Cleaning Floors**

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

10.21 **Cleaning Products**

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. (Warning: Keep all cleaning products out of reach of children and do not mix products!)

10.22 **Maintenance & Fixtures & Fittings**

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

10.23 **Smoke Alarms**

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

**Only Working Smoke Alarms Save Lives!**

11.0 **Bringing my family**

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Border Protection Citizenship See: Arranging Visas). Family members include your spouse, and/or your dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.
11.1 Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

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

For more information, visit: https://www.border.gov.au/

11.2 Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

There are few day care centres located near PCBT. You can contact them for details about child care.

- Citiplace Child Care Centre
  Address: 16/378 Wellington St, Perth WA 6000
  Phone: (08) 9461 3540

- Goodstart Early Learning East Perth
  3 Nelson Crescent, EAST PERTH, WA, 6004
  Phone: 1800 222 543

- Buggles Child Care Brookfield Place
  Address: 125 St Georges Terrace, Perth WA 6000
  Phone: (08) 9322 2333

11.3 Schools

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

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue
an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

- The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. These fees can amount to a significant cost.
- When choosing the most appropriate school for your child, it is best to ask questions about the school’s curriculum, size, extra-curricular activities and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact [http://www.education.wa.edu.au/home/detcms/portal/](http://www.education.wa.edu.au/home/detcms/portal/)

**12.0 Where Can I Get Help?**

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service, you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives.

**13.0 Telephones**

**13.1 Public Telephones**

Australia has a network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre-Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most news agencies, post offices and convenience stores.
13.2 Making Phone Calls

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

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

13.3 Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Perth would be 8 instead of 08), and then dial the required number.

13.4 Mobile/Cell Phones

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


- [www.telstra.com](http://www.telstra.com)

13.5 Computer & Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you
could get a packaged deal for your home phone, internet and mobile phone. Computers are available at 110 Brown street please contact the SSO for availability.

### 13.6 Australia Post

Australia Post is one of our nation’s largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

### 13.7 Small Letters

The cost of posting a small letter for distribution in Australia is an AU$1.00 postage stamp which you affix to the envelope.

A small letter has the following characteristics:
- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

### 13.8 Support Groups

PCBT has a partnership with Perth Mediation and Counselling Centre (PMCC). PMCC provide a broad range of services, ranging from family issues, to workplace conflict resolution. You can contact PMCC if there are any situation which PCBT is not able to resolve, such as, homesickness, illness, problems with your college enrolment or psychological pressures etc.

Central Perth CBD & Mobile Mediation & Counselling
45 Ventnor Ave, West Perth WA 6005
Tel: (08) 9429 8878 Email address: info@perthmediationcentre.com.au

### 14.0 Getting Around

#### 14.1 Public Transport

There is a comprehensive public transport system in place in Western Australia follow the attached link and start planning your journey. [http://www.transperth.wa.gov.au/](http://www.transperth.wa.gov.au/)

#### 14.2 Taxis

Swan taxis: 13 13 30
Black & White Cabs: 133 222
Uber: download App onto your mobile, if you have Uber already then you are go to use it here

#### 14.3 Driving

Driving in Western Australia is governed by the Western Australian Police Force and rules are set in place to be followed please read the follow link to gather more knowledge on local rules. [http://www.transport.wa.gov.au/licensing/rules-of-the-road.asp](http://www.transport.wa.gov.au/licensing/rules-of-the-road.asp)

Remember WA is a large state with an abundance of forest and bushland so look out for animals on the road in the mornings and after dark.

Kept Left
14.4 Bicycles

With the majority of the year having great sunshine many people in Perth ride a bike, please follow the attached links for the extensive cycling paths around the Perth metropolitan area.


15.0 Shopping

Western Australia has many large shopping centres located in almost every suburb. These shopping centres selling everything a house could need from food to clothes, music to mobile phones. Your Student Support Officer can help you locate a close convenient shopping centre.

15.1 Business Hours

Shopping business hours are generally Monday to Friday 8.00am to 9.00pm, Saturday 8.00am to 5.00pm and Sunday 11.00am to 4.00pm for food and grocery stores. Other types of shops generally will close by 9.00 am to 5.00pm Monday to Friday and Saturday 9.00am to 1.00pm

15.2 Bargaining/Haggling

When shopping in Australia, you generally don’t bargain or barter, (also called haggling), for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods’ stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

15.3 Purchasing an Item

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

15.4 Yellow Pages

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a GREAT time-saver and very useful when you are looking for specific products or services. “Let your fingers do the walking!” These books may be provided in rental properties, and are available at Post Offices around Australia.

16.0 Emergency Services

Emergencies – Dial 000

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

16.1 Police
In Australia, police protect the community and their property. Their role is to detect and prevent crime as well as responding to general emergencies that arise in the community. They are an independent organisation and have no relationship to military or political agendas. The police role is to help you feel safe without prejudice, no matter your country of origin or religious beliefs.

16.2 Fire
The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

16.3 Ambulance
Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000.

16.4 State Emergency Service
The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

16.5 Lifeline
Lifeline’s 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

16.6 Poisons Information Line
The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

16.7 Emergency Translation
For translation service in an emergency situation dial 1300 655 010.
**17.0 Overseas Student Health Cover (OSHC)**

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. PCBT is an authorised agent for BUPA Insurance. It can arrange OSHC for the prospective students, especially coming from abroad.

**17.1 How do I get OSHC?**

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don’t need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

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

**OSHC Providers**

<table>
<thead>
<tr>
<th>Medibank Private:</th>
<th><a href="http://www.medibank.com.au">www.medibank.com.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Allianz OSHC:</td>
<td><a href="http://www.oshcallianzassistance.com.au">www.oshcallianzassistance.com.au</a></td>
</tr>
<tr>
<td>BUPA OSHC:</td>
<td><a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a></td>
</tr>
<tr>
<td>Australian Health Management:</td>
<td><a href="http://www.ahm.com.au">www.ahm.com.au</a></td>
</tr>
</tbody>
</table>

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries where Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.


If you come to Australia on a visa other than a student visa and undertake a short course of study of three months’ duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.
17.2 What am I covered for?
OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

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

17.4 How do I make a claim?
If you are using our preferred supplier, then please follow the attached link http://oshc.bupa.com.au/members-help-guide/make-a-claim

17.5 Renewal information
Your provider will send you a reminder that your OSHC is due also the college will be monitoring the currency of your cover so reminders will be sent when dates are about to expire

17.6 Types of Health Care in Australia
The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

17.7 Public System
The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities. See also: Attending an Australian hospital.

17.8 Private System
Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.
17.9 Attending an Australian Hospital

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

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

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

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

17.10 What do I do if I’m sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP’s surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor’s surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).
If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.
If you are a university student, your university may have its own medical centre.

17.11 General Practitioners (GPs)
In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

17.12 Seeing a Doctor
When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

17.13 What if I Cannot get to see my GP
If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

17.14 Pharmacies
GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

17.15 Prescription Medication
Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU$37.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the
Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

17.16 Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

17.17 Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

17.18 Interpreter Services

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

17.19 General Health

Maintaining good health is of vital importance when studying abroad. While living in another environment gives a student an opportunity to change some daily routines, it is important for students who were experiencing difficulties in their own countries not to expect a vacation from their problems and they just simply disappear. Remember, going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders. It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour. A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation.

- Exercise – do at least 30mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Drinking – It is recommended that you drink at least 4 to 5 litres of water a day in summer
- Keep in contact with family and friends back at home
- Get out and make new friends enjoy the wonderful outdoor life style of Perth
- Perth beaches are clean and rated the best in the world, you will love them
17.20 Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner’s health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. If you have any sexual health concerns consult your GP.

18.0 Managing Finances

Managing your finances is the most important aspect of your stay in Australia. If you do not have ample financial cover, it can be very difficult to live as there are number of expenses which are incurred while living in Australia. It is advisable to find a part time job which can go along with your studies, so that you are able to support yourself or any family member or dependents.

18.1 Initial Expenses

This is an example of some of the expenses you might encounter when you first come to Australia:

<table>
<thead>
<tr>
<th>Expenses for a single person</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary accommodation</td>
<td>$500</td>
</tr>
<tr>
<td>Rental bond (four weeks rent @ $---/week)</td>
<td>$400</td>
</tr>
<tr>
<td>Advance rent (two weeks @ $---/week)</td>
<td>$200</td>
</tr>
<tr>
<td>Electricity connection</td>
<td>$50</td>
</tr>
<tr>
<td>Telephone connection</td>
<td>$60</td>
</tr>
<tr>
<td>Gas connection</td>
<td>$60</td>
</tr>
<tr>
<td>Internet connection</td>
<td>$200</td>
</tr>
<tr>
<td>Mobile phone and/or network sim card</td>
<td>$50 per month</td>
</tr>
<tr>
<td>Household items, e.g. furniture, crockery, etc.</td>
<td>$1000</td>
</tr>
<tr>
<td>Transportation</td>
<td>$30 per week</td>
</tr>
<tr>
<td>Food and Groceries</td>
<td>$120 per week</td>
</tr>
<tr>
<td>Incidental expenses</td>
<td>$50 per week</td>
</tr>
<tr>
<td>Insurance – house, car, health</td>
<td>$130 per month</td>
</tr>
</tbody>
</table>

18.2 On-going Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in SINGLE accommodation (costs will reduce if you are in shared accommodation):

<table>
<thead>
<tr>
<th>Monthly Expense</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent (four weeks rent @ $---/week)</td>
<td>$425</td>
</tr>
<tr>
<td>Food (four weeks @ $---/week)</td>
<td>$480</td>
</tr>
<tr>
<td>Electricity</td>
<td>$100</td>
</tr>
<tr>
<td>Gas</td>
<td>$50</td>
</tr>
<tr>
<td>Telephone</td>
<td>n/a</td>
</tr>
<tr>
<td>Internet</td>
<td>$50</td>
</tr>
</tbody>
</table>
### Mobile Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Phone</td>
<td>$50</td>
</tr>
<tr>
<td>Transportation</td>
<td>$120</td>
</tr>
<tr>
<td>Entertainment</td>
<td>$100</td>
</tr>
<tr>
<td>Insurance – health, house, car</td>
<td>$80</td>
</tr>
<tr>
<td>Unexpected</td>
<td>$100</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$100</strong></td>
</tr>
</tbody>
</table>

### Setting up a Bank Account

You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

To open a bank account, you will need:
- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as $10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points **within six weeks** of arrival in Australia. After this time, you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

The following list is of the banks which provide service in Perth.

<table>
<thead>
<tr>
<th>BANK</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Australia Bank</td>
<td><a href="http://www.nab.com.au">www.nab.com.au</a></td>
</tr>
<tr>
<td>ANZ</td>
<td><a href="http://www.anz.com.au">www.anz.com.au</a></td>
</tr>
<tr>
<td>Commonwealth Bank</td>
<td><a href="http://www.commbank.com.au">www.commbank.com.au</a></td>
</tr>
<tr>
<td>Westpac Bank</td>
<td><a href="http://www.westpac.com.au">www.westpac.com.au</a></td>
</tr>
<tr>
<td>St George Bank</td>
<td><a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a></td>
</tr>
<tr>
<td>Credit Union Australia</td>
<td><a href="http://www.cua.com.au">www.cua.com.au</a></td>
</tr>
<tr>
<td>Heritage Building Society</td>
<td>secure.heritageonline.com.au</td>
</tr>
</tbody>
</table>
18.4 Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

18.5 Bank Fees

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. Some banks waive some fees if you are a full-time student. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch. If you don’t understand any fee which has been charged, contact your bank.

18.6 Accessing Money from My Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

18.7 ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank’s ATMs. Fees for using ATMs can vary between banks and between accounts. See also: Using an ATM.

18.8 EFTPOS

Short for ‘Electronic Funds Transfer at Point of Sale’, EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors’ surgeries and gyms. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. **See: Using an ATM.**

18.9 Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone
banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It’s important never to give your password to anyone else.

18.10 Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else. There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

YOUR BANK WILL NEVER ASK FOR YOUR PASSWORD BY EMAIL BEWARE OF INTERNATIONAL SCAMS

18.11 Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

18.12 Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you’ve got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

18.13 Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were
made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer ‘mini statements’ through their own ATMs.

18.14 Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don’t hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for ATM safety, especially at night:
- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there’s anything suspicious, don’t use the machine at that time (report any suspicions to the police);
- If you don’t feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it’s a good idea to keep a record of this number handy at all times, just in case. If you don’t know the number, ask your bank.

(Source: Australian Bankers’ Association Inc.)

19.0 Working in Australia

19.1 Permission to Work

Student visa holders have permission to work while studying in Australia. Please note that you will NOT be able to work in Australian until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

19.2 Working While Studying

You are not permitted to start work until you have commenced your course of study.
You can work a maximum of 40 hours a fortnight during the term and unlimited hours when your course is not in session.
The Department of Immigration and Border Protection (DIBP) considers your course to be ‘in session’:

- for the duration of the advertised semesters (including periods when exams are being held)
- if you have completed your studies and your Confirmation of Enrolment is still in effect
- if you are undertaking another course, during a break from your main course and the points will be credited to your main course

(Source: Department of Immigration and Border Protection) For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/index.htm

19.3 Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

- Newspapers
- University Job Boards
- Online

Also you can search online, the following links are the most common sites used and have the most job opportunities for you to look at.

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20.0 Earning an Income

20.1 Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn. You must register for GST and the best advice is to see a local accountant

20.2 Getting a Tax File Number

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

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.
20.3 Taxation Returns
If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

Lodge online using e-tax at www.ato.gov.au
For a registered tax agent visit www.tapb.gov.au
Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

20.4 Superannuation
If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia
You will need to provide the details of your superannuation fund.

21.0 Laws and Safety in Australia

21.1 Obeying the Law
One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au.

21.2 Legal Services & Advice
If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia’s complex legal system. Please follow the attached link; http://www.legalaid.wa.gov.au/Pages/Default.aspx

21.3 Home Security
Home burglary is one of the most common crimes. Most Home burglaries appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house left open or unlocked, where they can get what they want with ease and make a quick getaway.
21.4 Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out, have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.
- Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

21.5 Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to $200 per year depending on the value of your belongings.

22.0 Internet Safety & Security

22.1 Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.

Regularly download and install the latest security patches for your computer software, including your web-browser. Use automatic software security updates where possible.

Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.

Delete suspect emails immediately. Don't open these emails.

Don't click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a ‘Trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.

Only open an attachment to an email where the sender and the contents of the attachment are known to you.
Don’t download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.

**Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don’t use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.

**Use a limited permission account for browsing the web, creating documents, reading email, and playing games.** If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A ‘limited permission’ account is an account that does not have ‘Administrator’ status.

### 22.2 Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.

If you are going out at night remember:

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

If you are out and about:

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

(Source: Australian Federal Police)
23.0 Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. All drivers also have two-way radios and can call for assistance as well as panic buttons for emergency situations. For ease of use and a cheaper fare, fill in a smart rider card from the college and for other members of your family follow this link: http://www.transperth.wa.gov.au/SmartRider/Types-of-SmartRider

23.1 Buses

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

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

23.2 Trains

- Many of the same safety tips when travelling by bus apply for trains.
- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated.
- If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

23.3 Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:
- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
• Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
• Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., “Look after my friend, Mr/Ms Yellow Cab No.436”
• Stay alert to your surroundings and limit your conversation to general topics
• If you don’t want your home address known, stop a few houses away from your destination
• If the driver harasses you when travelling in a taxi your options include:
  • Ask the driver to stop. You may choose to make up an excuse to do so;
  • Leave the taxi when it stops at a traffic sign or lights
  • Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
• Read out the fleet number and advise the driver you will report him/her if they don’t stop

24.0 Owning a Car

Registration:
Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver’s licence details and your residential address in Australia.

Insurance:
It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

24.1 License Requirements

Please Read the attached link for the requirements and guidelines using your international driving licence:

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.
When driving in Western Australia you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. An International Driving Permit is not a license to drive. It should still be accompanied by a current driving license.

24.2 Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers’ licence or not, you must know the road rules before you attempt to drive (even 10 metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you
take one or two driving lessons in Australia before you begin to drive here on your own. Road rules in Perth:

24.3 Demerit Points Scheme
The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

24.4 Speed
There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

24.5 Mobile Phones and Driving
The use of mobile phones when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you nine times more likely to be killed in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

24.6 Drinking Alcohol and Driving
If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply. If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

24.7 Blood Alcohol Concentration (BAC) Levels
The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. In Western Australia you are allowed a BAC of 0.05, this means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.
24.8 Factors Affecting your BAC

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

**Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.

**Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.

**Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.

**Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au.

24.9 Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

**For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.

**For women:** No more than one standard drink in the first hour and no more than one every hour after that.

24.10 Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.

24.11 Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
At 0.1% BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
At 0.15% your risk increases to 25 times that of driving at 0.00%.
DON’T DRINK & DRIVE!

(Source: Australian Federal Police)

25.0 Alcohol, Smoking, & Drugs

25.1 Alcohol Standard Drinks

Alcohol use is legal for those aged 18 years or over. The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

- A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

Please keep in mind:

- Some hotels don’t serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.
25.2 Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. Check out this link http://ww2.health.wa.gov.au/Articles/S_T/Tobacco-control-legislation-in-Western-Australia

25.3 Drugs

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

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

26.0 Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: DON’T HITCHHIKE! It simply is not worth the risk.

27.0 Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example:
The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe.

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

28.0 Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended enables opportunistic criminals to act by spiking your drink quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

28.1 What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service. [Please include this information for your area. You may also wish to include an interpreting service]

From a public phone or mobile phone, ring the police on 000. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquilisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.

Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or community adviser to
be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

http://lifesupportscounselling.com.au/specialist-areas/sexual-abuse-counselling/?gclid=COK4qbC03s4CFc4AvAodjYNsA

29.0 Social Activities

29.1 Making New Friends

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

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

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

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your International Student Advisor.

29.2 What is Schoolies Week?

If you are an international student attending high school in Australia, you will hear a lot of talk about “Schoolies Week” which refers to the Australian tradition of high-school graduates (known as "Schoolies" or "Leavers") having week-long holidays following the end of their final exams in late November and early December.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations
includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of toolies ("too old for schoolies", which are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

If you are a school leaver and choose to be a part of schoolies celebrations, here are some good safety tips to keep in mind:

Celebrate but watch your friends:
Stay with friends and don't take chances. Remember there is safety in numbers.
Plan ahead with your friends. Work out how you will share costs and how you will look out for each other.

Book your own accommodation - don't expect that you can just stay with friends.
Know where you are staying and how to get there.
Before you go out, have a plan for getting home and tell someone where you are going.
Negotiate a designated driver at the beginning of the evening and support them in their decision not to drink. During the week, take turns to be the designated driver.

Stay clear of a driver who has been drinking or using drugs.

Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.

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30.0 Studying at PCBT

30.1 Student Rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course

The ESOS framework protects your right to know:

- how to use your provider's student support services
- who the Student Support Officers are
• if you can apply for course credit when your enrolment can be deferred, suspended or cancelled
• if attendance will be monitored for those courses
• how course progress will be monitored
• what will happen if you want to change providers
• how to use your provider’s complaints and appeals process

30.2 Student Responsibilities

As an overseas student on a student visa, you have responsibilities to:

• satisfy your student visa conditions
• maintain your Overseas Student Health Cover (OSHC) for the period of your stay
• meet the terms of the written agreement with your provider
• inform your provider if you change your address
• maintain satisfactory course progress
• comply with student behavioural guidelines

30.3 Confidentiality of Personal Information

Any information that you provide in the process of applying and enrolling at PCBT can be given to State and Commonwealth Agencies upon their request. PCBT is bound by legal obligation in its registration as an RTO and CRICOS provider. The information is used by the Agencies to monitor the quality of course provision and business management.

30.4 Equity and Diversity

Student Equity support program aims to uphold the PCBT’s position on providing fair access and participation for all, thereby supporting the PCBT’s values in promoting diversity.

31.0 COURSES

The following courses are offered by PCBT.

BSB40215 Certificate IV in Business
BSB50215 Diploma of Business
SIT30813 Certificate III in Commercial Cookery
SIT40413 Certificate IV in Commercial Cookery
SIT50313 Diploma of Hospitality
BSB61015 Advanced Diploma of Leadership & Management
BSB60515 Advanced Diploma of Marketing

31.1 BSB40215 Certificate IV in Business

Course Code: BSB40215
Duration: 6 Months full time
• Two terms consisting of 10 weeks each
• Twenty hours per week
Note: (The hours per day and days per week may vary. 20 hours a week is compulsory for visa requirements)

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBLED401</td>
<td>Develop teams and individuals</td>
</tr>
</tbody>
</table>
BSBPMG522  Undertake Project work
BSBRSK401  Identify risk and apply risk management processes
BSBADM409  Coordinate business resources
BSBMKG414  Undertake marketing activities
BSBINN301  Promote Innovation in a team environment
BSBCUS401  Coordinate Implementation of Customer Service Strategies
BSBFIA402  Report on Financial Activity
BSBMKG413  Promote products and services
BSBWH5401  Implement and Monitor WHS Polices Procedure and Programs to meet legislative requirement

31.2  **BSB50215 Diploma of Business**

Course Code: BSB50215
Duration: 6 Months full time
- Two terms consisting of 10 weeks each
- Twenty hours per week
Note: (The hours per day and days per week may vary. 20 hours a week is compulsory for visa requirements)

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBHHRM506</td>
<td>Manage Recruitment, Selection and Induction Processes</td>
</tr>
<tr>
<td>BSBHHRM507</td>
<td>Manage Separation or Termination</td>
</tr>
<tr>
<td>BSBWOR501</td>
<td>Manage Personal work priorities and Professional Development</td>
</tr>
<tr>
<td>BSBRSK501</td>
<td>Manage Risk</td>
</tr>
<tr>
<td>BSBADM503</td>
<td>Plan and manage conferences</td>
</tr>
<tr>
<td>BSBADM502</td>
<td>Manage meetings</td>
</tr>
<tr>
<td>BSBADM504</td>
<td>Plan and review administrative systems</td>
</tr>
<tr>
<td>BSBMKG501</td>
<td>Identify and evaluate marketing opportunities</td>
</tr>
</tbody>
</table>

31.3  **BSB61015 Advanced Diploma of Leadership & Management**

Course Code: BSB61015
Duration: 12 Months full time
- Four terms consisting of 10 weeks each
- Twenty hours per week
Note: (The hours per day and days per week may vary. 20 hours a week is compulsory for visa requirements)

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMGT605</td>
<td>Provide leadership across the organisation</td>
</tr>
<tr>
<td>BSBMGT608</td>
<td>Manage innovation and continuous improvement</td>
</tr>
</tbody>
</table>
BSBMGT616  Develop and implement strategic plans
BSBMGT617  Develop and implement a business plan
BSBMMK609  Develop a Marketing Plan
BSBRSK501  Manage risk
BSBIM601  Manage knowledge and information
BSBFIM601  Manage Finances
BSBINN601  Lead and Manage Organizational Change
BSBCOM603  Plan and establish compliance management systems
BSBSUS501  Develop workplace policy and procedures for sustainability
BSBWH505  Develop, implement and maintain WHS management systems

31.4  SIT30813 Certificate III in Commercial Cookery

Course code: SIT30813
Duration: 12 Months full time
- Four terms consisting of 10 weeks each
- Twenty hours per week

Note: (the hours per day and days per week may vary. 20 hours a week is compulsory for visa requirements)

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBSUS201</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td>BSBWOR203B</td>
<td>Work effectively with others</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>SITHCCC101</td>
<td>Use food preparation equipment</td>
</tr>
<tr>
<td>SITHCCC201</td>
<td>Produce dishes using basic methods of cookery</td>
</tr>
<tr>
<td>SITHCCC202</td>
<td>Produce appetisers and salads</td>
</tr>
<tr>
<td>SITHCCC203</td>
<td>Produce stocks, sauces and soups</td>
</tr>
<tr>
<td>SITHCCC204</td>
<td>Produce vegetable, fruit, egg and farinaceous dishes</td>
</tr>
<tr>
<td>SITHCCC301</td>
<td>Produce Poultry Dishes</td>
</tr>
<tr>
<td>SITHCCC302</td>
<td>Produce seafood dishes</td>
</tr>
<tr>
<td>SITHCCC303</td>
<td>Produce Meat Dishes</td>
</tr>
<tr>
<td>SITHCCC307</td>
<td>Prepare Food to Meet Special Dietary Requirement</td>
</tr>
<tr>
<td>SITHCCC308</td>
<td>Produce Cakes, Pastries and Breads</td>
</tr>
<tr>
<td>SITHCCC309</td>
<td>Work effectively as a cook (Holistic Unit)</td>
</tr>
<tr>
<td>SITHKOP101</td>
<td>Clean kitchen premises and equipment</td>
</tr>
<tr>
<td>SITHKOP302</td>
<td>Plan and cost basic menus</td>
</tr>
<tr>
<td>SITXFSA101</td>
<td>Use hygienic practices for food safety</td>
</tr>
<tr>
<td>SITXFSA201</td>
<td>Participate in safe food handling practices</td>
</tr>
<tr>
<td>SITXWH101</td>
<td>Participate in safe work practices</td>
</tr>
<tr>
<td>SITXINV301</td>
<td>Purchase goods</td>
</tr>
<tr>
<td>SITXINV202</td>
<td>Maintain quality of perishable items</td>
</tr>
<tr>
<td>SITXINV201</td>
<td>Receive and store stock</td>
</tr>
<tr>
<td>SITXHM301</td>
<td>Coach others in job skills</td>
</tr>
<tr>
<td>SITXCS303</td>
<td>Provide service to customers</td>
</tr>
<tr>
<td>SITHPAT306</td>
<td>Produce desserts</td>
</tr>
</tbody>
</table>
*Note: HLTAID003 Provide first aid unit is conducted by Time Critical (RTO 51503)

### 31.5 SIT40413 Certificate IV in Commercial Cookery

Course code: SIT40413  
Duration: 6 Months full time  
- Two terms consisting of 10 weeks each  
- Twenty hours per week  

Note: (The hours per day and days per week may vary. 20 hours a week is compulsory for visa requirements)  
Students doing Certificate IV in Commercial Cookery will study following units only after successfully completing Certificate III in Commercial Cookery.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBSUS301</td>
<td>Implement and monitor environmentally sustainable work practices</td>
</tr>
<tr>
<td>SITHKOP402</td>
<td>Develop menus for special dietary requirements</td>
</tr>
<tr>
<td>SITHKOP403</td>
<td>Coordinate cooking operations</td>
</tr>
<tr>
<td>SITXHRM402</td>
<td>Lead and Manage People</td>
</tr>
<tr>
<td>SITXFIN401</td>
<td>Interpret financial information</td>
</tr>
<tr>
<td>SITXHRM401</td>
<td>Roster staff</td>
</tr>
<tr>
<td>BSBDIV501A</td>
<td>Manage diversity in the workplace</td>
</tr>
<tr>
<td>BSBCMM401</td>
<td>Make a Presentation</td>
</tr>
<tr>
<td>SITXFIN402</td>
<td>Manage finances within a budget</td>
</tr>
<tr>
<td>SITXMGT401</td>
<td>Monitor work operations</td>
</tr>
<tr>
<td>SITXWHS401</td>
<td>Implement and monitor work health and safety practices</td>
</tr>
<tr>
<td>SITXCOM401</td>
<td>Manage conflict</td>
</tr>
</tbody>
</table>

### 31.6 SIT50313 Diploma of Hospitality

Course Code: SIT50313  
Course Name: Diploma of Hospitality  
Duration: 6 Months full time  
- Two terms consisting of 10 weeks each  
- Twenty hours per week  

Note: (The hours per day and days per week may vary. 20 hours a week is compulsory for visa requirements)  
Students doing Diploma of Hospitality Cookery will study following units only after successfully completing Certificate III & Certificate IV in Commercial Cookery.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMGT515</td>
<td>Manage operational plan</td>
</tr>
<tr>
<td>SITXGLC501</td>
<td>Research and comply with regulatory requirements</td>
</tr>
<tr>
<td>SITXCCS401</td>
<td>Enhance the customer service experience</td>
</tr>
<tr>
<td>SITXCCS501</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td>SITXFIN501</td>
<td>Prepare and monitor budgets</td>
</tr>
<tr>
<td>SITXMGT501</td>
<td>Establish and conduct business relationships</td>
</tr>
</tbody>
</table>
31.7  **BSB60515 Advanced Diploma of Marketing**

Course Code: BSB60515  
Course Name: Advanced Diploma of Marketing  
Duration: 12 Months full time  
- Four terms of 10 weeks each  
- Twenty hours per week  
Note: (The hours per day and days per week may vary. 20 hours a week is compulsory for visa requirements)

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMKG502</td>
<td>Establish and Adjust the Marketing Mix</td>
</tr>
<tr>
<td>BSBMKG603</td>
<td>Manage the marketing process</td>
</tr>
<tr>
<td>BSBMKG605</td>
<td>Evaluate international marketing opportunities</td>
</tr>
<tr>
<td>BSBMKG607</td>
<td>Manage marketing research</td>
</tr>
<tr>
<td>BSBMKG608</td>
<td>Develop organisational marketing objectives</td>
</tr>
<tr>
<td>BSBMKG609</td>
<td>Develop a Marketing Plan</td>
</tr>
<tr>
<td>BSBMKG606</td>
<td>Manage the international marketing programs</td>
</tr>
<tr>
<td>BSBDIV601</td>
<td>Develop and implement diversity policy</td>
</tr>
</tbody>
</table>

31.8  **Course Fee**

International student course fees need to be paid in conjunction with the application fee. PCBT Admissions Manager set the minimum amounts depending on the course. Fees must be received in advance to obtain a CoE. Example below

<table>
<thead>
<tr>
<th>Fees</th>
<th>Cost AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>$250</td>
</tr>
<tr>
<td>Course Fee</td>
<td>$5000</td>
</tr>
<tr>
<td>Total</td>
<td>$5250</td>
</tr>
</tbody>
</table>

31.9  **Fees for Business & Management Courses**

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Course Code</th>
<th>Program Outcome</th>
<th>Duration</th>
<th>Resource Fees**</th>
<th>Total Fees AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV in Business</td>
<td>BSB40215</td>
<td>Able to lead teams, supervise and manage business operations and customer service within a broad business environment</td>
<td>2 terms (25 weeks)</td>
<td>$250</td>
<td>$4,500</td>
</tr>
<tr>
<td>Diploma of Business</td>
<td>BSB50215</td>
<td>Able to manage a business and small enterprise lead teams and solve problems</td>
<td>2 terms (25 weeks)</td>
<td>$250</td>
<td>$4,500</td>
</tr>
<tr>
<td>Advanced Diploma of Leadership &amp;</td>
<td>BSB61015</td>
<td>Able to take managerial responsibilities and may</td>
<td>4 terms (52 weeks)</td>
<td>$500</td>
<td>$8500</td>
</tr>
</tbody>
</table>
Management

oversee the work of others and provide strategic leadership.

Advanced Diploma of Marketing
BSB60515
4 terms (52 weeks)
$500
$8500

Application fee is not included in this course fee schedule.

31.10 Fees for Hospitality Courses

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Course Code</th>
<th>Program Outcome</th>
<th>Duration</th>
<th>Resource Fees**</th>
<th>Total Fees AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate III in Commercial Cookery</td>
<td>SIT30813</td>
<td>Trade qualification for a qualified cook.</td>
<td>4 terms (52 weeks)</td>
<td>$1,200</td>
<td>$11,500</td>
</tr>
<tr>
<td>Certificate IV in Commercial Cookery</td>
<td>SIT40413</td>
<td>Trade qualification for a qualified Chef.</td>
<td>2 terms (26 weeks)</td>
<td>$500</td>
<td>$5,450</td>
</tr>
<tr>
<td>Diploma of Hospitality</td>
<td>SIT50313</td>
<td>Commercial Cookery and business skills for a hospitality enterprise.</td>
<td>2 terms (26 weeks)</td>
<td>$500</td>
<td>$5,500</td>
</tr>
</tbody>
</table>

Application fee is not included in this course fee schedule.

31.11 Additional fees that may be incurred during your studies at PCBT

<table>
<thead>
<tr>
<th>Repeat of unit</th>
<th>As per Unit cost as outlined in scheduled fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>RPL assessment (per unit of competency)</td>
<td>As per Unit cost as outlined in scheduled fees</td>
</tr>
<tr>
<td>Administration fee for cancellation</td>
<td>$500.00</td>
</tr>
<tr>
<td>Catch up for each unit</td>
<td>$500.00</td>
</tr>
<tr>
<td>Cancelation fee</td>
<td>$300.00</td>
</tr>
<tr>
<td>Catch for missing practical's</td>
<td>$250.00</td>
</tr>
<tr>
<td>Catch for missing theory</td>
<td>$250.00</td>
</tr>
<tr>
<td>Re-issue of CoE</td>
<td>$250.00</td>
</tr>
<tr>
<td>Catch up missing units online (per unit)</td>
<td>$200.00</td>
</tr>
<tr>
<td>Replacement Diploma / Certificate</td>
<td>$100.00</td>
</tr>
<tr>
<td>Bank dishonor fee</td>
<td>$95.00</td>
</tr>
<tr>
<td>Additional statement of attainment (one statement of attainment will be provided free of charge each term)</td>
<td>$50.00</td>
</tr>
<tr>
<td>Reassessment (per assessment)</td>
<td>$50.00</td>
</tr>
<tr>
<td>Replacement ID card</td>
<td>$10.00</td>
</tr>
<tr>
<td>Academic support class (per two-hour class)</td>
<td>No charge</td>
</tr>
<tr>
<td>Moderation on appeal (per assessment task per unit)</td>
<td>No charge</td>
</tr>
<tr>
<td>“One-on-one” mentoring (per hour)</td>
<td>No charge</td>
</tr>
<tr>
<td>LLN skills assistance (per hour)</td>
<td>No charge</td>
</tr>
</tbody>
</table>

Re-assessment: Students who fail to achieve competency will be offered an opportunity for one re-assessment at no charge. Students will pay a re-assessment fee of $50 for a third and final assessment. Students how are again deemed to be NYC will be referred to the Academic Manager.
for assessment in whether the student will be re enrolled in the UOC or sent to catch up class during term break.

**Students who fail to attend a class:** students who fail to attend class and then not achieve competency during the assessment process will have to pay catch-up fees.

**Exemption of Re-assessment / Catch up Class fees:** Re-assessment / catch up class fee will not be charged if a student has approved reason under compassionate/compelling circumstances. Such students can apply for exemption to SSO.

### 31.12 Payment of Fees

Students are required to pay their fees on time and comply with any payment arrangement that they have entered into. Students may be subject to late payment fees if they fail to honour their payment plans.

### 31.13 Refund Policy

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

All applications for a refund of fees should be lodged to your Student Support Officer or via email to: [sso@pcbt.wa.edu.au](mailto:sso@pcbt.wa.edu.au)

Unless otherwise stated, all refunds will be deducted from your ongoing course fees payment plans or paid to your nominated bank account should you no longer be a student of the college. Process time for refund is 2 weeks after formal acknowledgement of the refund amount by the relevant manager. For Commencing and Continuing Students

**Refund Chart**

<table>
<thead>
<tr>
<th>TABLE OF REFUNDS</th>
<th>Timeframe</th>
<th>Amount Refunded</th>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISA Refusal</td>
<td>At any time</td>
<td>All FEES minus the NON REFUNDABLE application fee of AUD $250.00.</td>
<td>Refund Request Proof of VISA Refusal</td>
</tr>
<tr>
<td>VISA Renewal Refusal</td>
<td>After the course has commenced</td>
<td>Nil.</td>
<td>Refund Request Proof of VISA Refusal</td>
</tr>
<tr>
<td>VISA Removal for breach of conditions</td>
<td>At any time</td>
<td>Nil.</td>
<td>Refund Request Proof of VISA Refusal</td>
</tr>
<tr>
<td>Withdrawal, Transfer or Enrolment Cancellation</td>
<td>Greater than 28 days before commencement of the course</td>
<td>All FEES minus the NON REFUNDABLE application fee of AUD $250.00 minus AGENT Commissions Paid minus AUD $300.00 cancelation fee.</td>
<td>Refund Request Letter of Offer DSC Form</td>
</tr>
<tr>
<td></td>
<td>Less than 28 days before commencement of the course</td>
<td>50% of Course fee. minus AUD $300.00 cancelation fee, minus non-refundable application fee of AUD $250.00 minus AGENT Commissions Paid.</td>
<td>Refund Request Letter of Offer DSC Form</td>
</tr>
</tbody>
</table>
32.0 Cancellation of Course by PCBT

Should PCBT Management withdraw its offer or fails to provide the program offered or terminates its course delivery before or after semester/Education Service commences PCBT will provide a full refund of course money.

The refund will be paid to the student within two weeks of the day on which the College ceases to offer the course.

Alternatively, the student may be offered enrolment in a suitable course delivered by PCBT at no extra cost. The student will have the right to choose either a full refund of course fees, or to accept a place in another course. If placement in another course is preferred, the student will be asked to sign a document to indicate that they have accepted the placement.

33.0 PCBT Course/Qualification Entry Requirements

33.1 Academic requirements

To satisfy the academic requirements for course entry, applicants require one of the following:

- completion of secondary School studies in their home country equivalent to an Australian Year 12 qualification,
- completion of Year 12 or equivalent in Australia with a satisfactory pass in English,
- completion of a recognised foundation course in Australia with a pass in all subjects.

33.2 English language requirements

To satisfy the English language proficiency requirements, students require an IELTS certificate showing a score that meets the requirements of the qualification they are seeking.

As a Guide:

- Certificate III & IV generally require a IELTS score of 5.0
- Diploma and Advanced Diploma require a IELTS score of 5.5

Alternatively, certified evidence of attainment of Upper-Intermediate level from a NEAS accredited RTO, or completion of Year 12 or equivalent in Australia.

33.3 Recognised English test results

The following tests results are recognised by PCBT as sufficient to satisfy the English language entry requirements:

- International English Language Testing System (IELTS) score 5.5 overall band with no individual lower band than 5
- TOEFL 46 (IBT)
- Cambridge CAE – Cambridge English Advance
- PTE Academic 42

Details of course entry requirements are also provided on the PCBT website.
33.4 Course Credits and Recognition of Prior Learning (RPL)

Subject credits may be awarded to students who can supply documentation of having successfully completed subjects at another college of similar duration, content and assessment requirements. Each application for credit transfer (i.e. application for national recognition) will be assessed by an appropriately skilled and qualified assessor. If a student’s authenticated Statement of Attainment from another RTO indicates that the student has been previously assessed as competent in one or more units of competency of a qualification in which the student is enrolled, then the student will be granted credit transfer for those units of competency.

PCBT’s recognition of prior learning policy, procedures and associated documents have been reviewed and revised. An RPL assessment tool has been developed which provides clear advice to applicants for RPL of the steps they need to take and the processes they need to follow to provide evidence of competence. The entry points to the process (following an initial enquiry) is a revised RPL application form which provides applicants with detailed advice on how to gather the necessary evidence and how to demonstrate competence. The revised process provides clear guidance to students and staff on how RPL applications are assessed.

Credit for units of competency will be provided if a candidate who applies for recognition of prior learning is able to demonstrate learning, skills and knowledge that meet the performance criteria of the units of competency for which the candidate is applying for recognition of prior learning.

A student who has been granted national recognition or RPL will have a revised Training Plan developed which provides for a reduction in course duration consistent with the exemptions granted.

PCBT’s revised staff induction program provides clear and detailed information to staff about the policy and procedures for the processing of applications for national recognition and RPL and the conduct of RPL assessments. Staff is required to sign a checklist to confirm their understanding of the various policies and procedures discussed during the induction program. The RPL policy and procedure is included in the checklist.

Information on the PCBT website about RPL has been updated to state that applicants for admission to PCBT, and all PCBT students, can apply for recognition of prior learning if they think they can provide evidence to show that they are already competent according to the performance criteria and the required skills and knowledge of the units of competency for which they are seeking RPL. PCBT’s RPL assessment tool comprises an application form to which the applicant is required to respond, a set of interview questions with an assessor, and interviews by the assessor with referees who can verify the provided evidence. The information provided on the website states that the applicant is required to provide examples of evidence and details of referees with the submission of the application form. Applicants for RPL are advised that there are many ways that an applicant can show evidence of competencies held. Applicants are advised of the following examples of ways evidence can be provided.

- Certified copies of certificates, qualifications and other documents from courses undertaken at other institutions
• Statements outlining courses and or study undertaken and the learning outcomes/competencies from these.
• Details of positions held in the workforce
• Curriculum vitae of work experience (this may include reports from work colleagues)
• Certified copies of any statements, references or articles about a candidate’s employment or community involvement
• Relevant samples of work
• Licences
• Photographs of work undertaken
• Diaries
• Task sheets / job sheets
• Log books
• Site training records
• Pay slips
• Membership of relevant professional associations
• Industry awards
• Performance appraisals
• Industry involvement
• Relevant work or other experiences
• Evidence of home/self-directed study which may include a list of recent readings, synopsis of seminars attended, reports of own research/analysis undertaken. It is important to note that the above is a partial list of examples of evidence which might be provided. Candidates for RPL assessment will be encouraged to discuss evidence requirements with the relevant PCBT staff.

After completion of RPL / credit transfer process, the CoE/s of the student needs to be adjusted according to the required period of time to complete the course.

It is a requirement for students to advise the Admissions Manager of any intent to apply for credit transfer or RPL prior to enrolment. Failure to advise Admissions Manager of these credit transfer can result in the need for a new CoE being issued with additional fees and DIBP advised of those changes.

34.0 Rules of Enrolment and Student Procedures

34.1 Behaviour on Campus

PCBT is committed to developing a reputation in the academic industry and the job skills market of excellence and integrity. Students are expected to behave at all times with courtesy and respect towards each other as well as the PCBT staff.

34.2 Ethics

In line with the PCBT commitment to excellence and integrity, the staff and students are required to uphold proper moral conduct. This is expected to be conducted on and off campus as any misconduct will reflect on the college and other staff and students as a whole body. Respect to fellow students and staffs are to be maintained at all times.
34.3 Classroom Standards
Coffee, tea, food or chewing gum will not be allowed in the classroom. This is a standard which we ask students to strictly abide by. Mobile phones and electronic equipment that may interrupt or interfere with the class presentation are prohibited in class rooms. SMS messaging and phone calls are not to be transmitted or received during class. We ask all students to place other students’ interests above their own and to limit talking during class to answering questions from the trainer. Talking is not permitted as this distracts fellow students and shows disrespect to teachers. Students must remember to respect their fellow students.

34.4 Absenteeism
In case of absences, students must inform Reception and complete an absence form ahead of time or telephone reception between 8:00 and 8:15 am on the day in question or as soon as practicable thereafter. All absenteeism will be noted on the student’s record for compliance to course attendance requirements. Absenteeism of more than four days in a term without a good reason is not permissible.

34.5 Punctuality (being on time)
With respect to time we request that students arrive at class 10-15 minutes prior to class time. Late comers may not be allowed to enter the class. When a late comer enters the class they must sit in the back of the class and exercise consideration so as not to disturb their fellow students already involved in class work. We understand that being late now and then can happen, however if it is a regular pattern of behaviour we may consider it to be misconduct and address the matter through misconduct procedures.

34.6 Dress Standard
Chef uniform will be required when undertaking practical classes. Students are asked to wear black pants. It will be the students’ responsibility to be dressed clean, neat, tidy and modest way. Personal hygiene must be of a high standard so as to not distract other students. Students are asked to be aware of body odours when sitting in close proximity to others students and the college will make available body deodorant on the day if required.

34.7 Electronic Equipment
Use of electronic equipment, such as cameras video cameras, tape recorders and mobile telephones is not permitted during classes. Students must ensure that watches or any other kind of equipment do not make noises, such as the sounding of alarms during classes. The College’s procedures and forms for reporting incidents and hazards are available from the Policy and Procedure manual accessible by all training and staff members. In case of need, students are encouraged to contact Workplace Health and Safety Officers or Workplace Health and Safety Representatives in their class or management.

34.8 Student insurance
PCBT provides students with a range of insurance coverage from public liability to personal accident. Details of the insurances provided may be obtained from PCBT management. Students should note
that they are not employees of the college and as such are not covered by the work place insurance. Students undertaking work based training are provided with insurance coverage under the PCBT’s personal accident policy. The personal accident policy of PCBT provides for death and capital benefits only.

### 34.9 Transport

All students are asked to obtain a copy of the bus and train time table for the transport to PCBT. We are located one street away from Claisebrook Station and it is more economical for students to take public transport than to drive and park. Parking is available at an hourly rate in nearby car parks. When parking, surrounding business parking areas and driveways should not be used or blocked. Parking on verges or crossovers as well as footpaths is forbidden, and will attract spot fines by local government inspectors.

### 34.10 Telephone Calls, Messages

Use of Mobile phones at PCBT during class times is prohibited. Any emergency calls that need to be made can be organised with the reception staff. The telephone equipment is not for private use except in the case of emergency.

### 34.11 Notice Board

Students should refer to the official PCBT Notice Board located in the main hallway. Common notices and announcements will be placed on the notice board for all students to read. It is the responsibility of the students to check the notice board daily.

### 34.12 Lost Property

Any property found lying around the college should be handed in to Student Support Officers. Enquiries for lost property should be made to SSO.

### 35.0 Mode of Study and Assessment Methods

PCBT provides Business, Management and Hospitality qualifications, incorporating face to face training that utilises a variety of assessment tools that include, but not limited to; written tests, quizzes, observed simulated tasks and industry workplace experiences to enhance your learning environment.

Students study competency based training and assessment methods and will be assessed according to established industry standards that will equip the student with the essential skills and knowledge to gain a firm footing in their chosen occupational study area.

### 35.1 Competency Based Assessment

PCBT has adopted ‘Competency Based Assessment’ in all of its training courses. All subjects taught at PCBT will be assessed on the basis of ‘C’ (Competent) or ‘NYC’ (Not Yet Competent). The subject lecturer will notify all subject assessments receiving a ‘NYC’ mark, also providing comprehensive feedback to students. All ‘NYC’ notifications will require that students resubmit their work in the area that they have been marked ‘NYC’.
35.2  Written Assignments
Written assignments will form part of the assessment in many subjects. If you are not sure how to prepare written assignments, or feel you need some help in this area please ask for assistance from the SSO or designated training member.
Students are asked to attempt to hand in assignment work that is typed. If typed assignments are not possible assignments should be written neatly and legibly. The college has computers available for students to use to complete their assignments.
Students who successfully complete their course will be awarded with a qualification that is nationally recognised.

35.3  Monitoring Course Progress Policy
PCBT systematically monitors and records the progress of each student for the courses in which they are enrolled. PCBT will monitor the progress of students and assist them to meet their study goals throughout their courses. Students are required to meet satisfactory course progress requirements according to the DOE-DIBP course progress policy. A compulsory study period is defined as one term (ten weeks). Further definition is provided below.

35.4  Six Week Term Monitoring
All students will have their progress monitored at the middle of each study period (fifth week of each term). Arrangements will be put in place to assist those students who are identified as not making satisfactory course progress (students at risk).
Students who do not meet the requirements for satisfactory course progress over two consecutive study periods will be considered in breach of visa condition 8202 and will be reported to the Department of Immigration and Border Protection (DIBP).
Throughout the procedural process of monitoring a student’s academic progress, PCBT SSO will be advising those students identified of at risk of not achieving the minimum academic progress.
Students will be provided with appropriate avenues of appeal.

35.5  Satisfactory course progress requirements
A student who has been assessed as not yet competent in 50% or more of the units attempted in a compulsory study period of ten weeks (one term) is deemed to have not met satisfactory course progress requirements.

35.6  Students at risk
A student at risk is defined as one who has not made satisfactory academic progress for a compulsory study period (providing the study period is not the second consecutive study period for which this is the case), and is therefore subject to an intervention strategy.
The Compliance Manager via the SSO administrative support is responsible for identifying students at risk. Following the completion of the entry of all assessment outcomes at the end of each study period, the SSO will produce a report which identifies all students at risk (Students at risk report). This report will identify students at risk and a notification will be sent via the Student Management System. (SMS)
### 35.7 Notifying students of the requirement to attend an intervention strategy meeting

Student Support Officers are responsible for making contact via the SMS’s email, with all students at risk. The letter sent to students at risk is referred to as the notice of failure to meet course progress requirements. The letter notifies students at risk that:

- they have not met satisfactory course progress requirements for the previous study period
- they are required to attend an intervention strategy meeting with Academic Manager or SSO.

Students will be provided with details of a time and place to meet with the Academic Manager or SSO. Students are required to confirm that they will attend the meeting by replying to the email they have received to: `sso@pcbt.wa.edu.au`

If a student at risk does not reply to the email within five working days, the SSO will attempt to make contact with the student by telephone to advise the student of the urgency in attending the intervention strategy meeting. If the student is unable to be contacted by any of these means, a note will be placed on the attendance roll alerting trainers/assessors to the fact that the student must be informed of the requirement to contact a SSO.

### 35.8 Intervention strategy meetings

The Academic Manager or SSO will meet with all students at risk, these meetings are referred to as intervention strategy meetings.

The objective of each intervention strategy meeting is to develop a strategy to:

- help the student meet the academic progress requirements for the current study period
- enable the student to satisfy the conditions of their student visa by completing their course within the expected duration.

Intervention strategy meetings must take place as soon as possible following the end of the study period, but no later than the end of the second week of the following study period.

The intervention strategy meeting with each student at risk will address the issue of not meeting satisfactory academic progress, explore any situations that may be affecting the student in their ability to be able to meet their training plan. The final objective of the intervention strategy is to re-engage the student with their initial objectives and goals in their academic studies.

The following topics will be amongst those discussed during the intervention strategy meeting with each student at risk:

- the consequences (reporting to DIBP for unsatisfactory course progress) of not meeting satisfactory course progress requirements in two consecutive study periods
- the requirement to attend scheduled meetings to discuss progress
- the suitability of the course for the student
- a revised study plan e.g. a varied study load, re-assessment of units of competency for which the student has not been assessed as competent and for which the student has not been previously been assessed. Assign student to catch up classes in term breaks.
- the availability of academic support classes and their suitability for the student (there is a fee for each two-hour academic support class – please refer to the current fee schedule)
- the availability of referral to personal guidance counsellors (internal or external) (there is no fee for referral to counselling), although external counselling may incur a fee
• attendance at ongoing individual case management sessions to discuss progress
• The student may be required to attend LLN skills assistance classes (there is a fee for these – please refer to the current fee schedule)
• the availability and suitability of one-on-one academic mentoring
• An intervention strategy, designed to provide the student with the opportunity to recover from the unsatisfactory academic progress and recommence a successful study program, will be planned, documented, and agreed during the intervention strategy meeting.

35.9 Intervention strategy agreement
At the end of the intervention strategy meeting, the Academic Manager or SSO and the student will agree upon an intervention strategy. The intervention strategy may require subsequent meetings with the Academic Manager or SSO. The Academic Manager or SSO will provide the student with an intervention strategy agreement which is signed by both parties. The intervention strategy agreement will summarise the topics discussed during the intervention strategy meeting and list the remedial activities agreed upon.

The intervention strategy agreement will include, but not be restricted to:
• actions to be taken by the student
• the timeframe for completing those actions
• details of further meetings to monitor the progress of the student as the intervention strategy proceeds (these will be with a trainer/assessor delegated by the Principal)
• information regarding implications of not meeting satisfactory course progress requirements
• a recommendation, if necessary, for the student to apply for an extension of course duration
• information on the PCBT complaints and appeals process

35.10 Monitoring the intervention process
Students at risk will be required to attend meetings with the Academic Manager or SSO, at the times and locations specified in the intervention strategy agreement. During these meetings, each student’s progress according to the agreed actions of the intervention strategy will be reviewed. If the Academic Manager or SSO determines that a student has failed to comply with the agreed actions of the intervention strategy, or if the student is experiencing difficulty with the requirements of the intervention strategy, the Academic Manager or SSO will organise additional support for the student as necessary.

Any additional support strategies will be discussed during a meeting of the Academic Manager or SSO and the student, with the findings being documented and agreed in writing between the Academic Manager or SSO and the student. Additional support strategies may incur a fee according to the schedule of fees documented in the enrolment offer and acceptance agreement.

35.11 Register of students notified of at risk
All students at risk will have their details added to the register of students at risk. Students who are no longer at risk of failure to meet academic progress requirements and achieves an academic progress of 50% or more of the units of competency in the study period following that in which the student was identified as being at risk, the student will be deemed as no longer at risk. The register of students at risk will be updated accordingly by the Academic Manager or SSO.
35.12 Filing details of intervention
Individual intervention strategies are to be filed in the student’s hard file, entered as notes in the student database and filed in the “students at risk” folder (maintained by Academic Manager or SSO). A record of each student’s participation in activities agreed as part of the intervention strategy is to be kept and stored in the student’s file.

35.13 Intention to report to DIBP
At the end of each study period, the Academic Manager or SSO will produce a report on the progress of all students previously identified as being at risk. Students who for two consecutive study periods have not met satisfactory course progress requirements will be notified by mail and email of PCBT’s intention to report them to DIBP.
Students who are sent a letter informing them of PCBT’s intention to report them to DIBP for not meeting course progress requirements will have their details added to the register of students to be reported to DIBP for not meeting satisfactory course progress requirements.

35.14 Appealing against PCBT’s intention to report to DIBP
A student has 20 working days to appeal the decision to report to DIBP for not meeting satisfactory course progress requirements. The 20 working days begins from a date specified in the letter (allowing for reasonable delivery time) informing the student of PCBT’s intention to report.
Notices of intention to report to DIBP for not meeting satisfactory course progress requirements are sent by email to the email address on the student’s file. This email is done via the student management system which creates an instant log of this event.
If no appeal is received, then the SSO is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact attempt will be made by telephone and email.
For more information, please refer to the PCBT Complaints and Appeals policy.

35.15 Grounds for Appeal
If the student appeals against the decision to report for not meeting satisfactory course progress requirements, the appeals process will be invoked according to the PCBT complaints and appeals and procedures.
Grounds for students to appeal against PCBT’s decision to report the student to DIBP for not meeting satisfactory course progress requirements are:
- PCBT has not recorded or calculated the student’s results correctly
- There are compassionate or compelling circumstances (as defined in the Compassionate and Compelling Circumstances Policy) which have contributed to the student’s unsatisfactory progress
- PCBT has not implemented an intervention strategy in accordance with the documented policies and procedures
- PCBT has not implemented other policies which may impact upon the student’s results, e.g. assessment policy, feedback policy, moderation on appeal
- PCBT has not made relevant policies available to the student
35.16 Possible outcomes of the appeal process

Possible outcomes of the appeals process are:

- Appeal is upheld because an error was made in a calculation and the student has made satisfactory progress. No further action is taken. All documentation is filed in the student’s file and a note is placed in the student’s file in the student database to the effect that appeal has been upheld.

- Appeal is upheld due to compassionate or compelling reasons for failure to meet satisfactory course progress requirements. In this case, an intervention strategy is implemented to support the student. All documentation is filed in the student’s file and a note in placed in the student’s file in the student database to the effect that the appeal has been upheld and an intervention strategy implemented.

- Appeal is dismissed. All documentation is sent to the Admissions Manager for reporting to DIBP through PRISMS as soon as practicable. All documentation is then placed in the hard file of the student and a note in the student’s file in the student database.

- Student withdraws from the appeals process by written notice. All documentation is sent to the Admissions Manager for reporting to DIBP through PRISMS as soon as practicable.

35.17 Final letter to report

If, after 20 working days, no appeal against the decision to report to DIBP has been lodged, or the outcome of the PCBT appeal process does not support the student, or the student has appealed and then withdrawn from the appeals process, the SSO will generate a “final letter to report”.

This final letter to report will be sent by email to the email address on the student’s file. This email is done via the student management system which creates an instant log of this event. The final letter to report will specify that the student has 20 working days from a date specified in the letter (allowing reasonable time for delivery) to initiate an external review of the decision to report. Advice to the student of the right to appeal the decision with the Overseas Student Ombudsman is included in the letter. Please refer to the external review policy for more information.

35.18 Reporting to DIBP

If no external review is initiated, the Compliance Manager will verify that correct procedures have been followed and the Admissions Manager will initiate the reporting via PRISMS. This is done as soon as practicable, but within five days (consistent with the requirement of Section 19(2) of the ESOS Act 2000). DIBP will automatically be alerted when PCBT reports a student to the Secretary of the Department of Education, via PRISMS.

35.19 Documents to be filed

All documentation related to the reporting of the student for not meeting satisfactory course progress requirements is to be filed in the student’s file. This includes:

- the details of the intervention measures implemented for the student (the intervention strategy agreement)
- the written notice informing the student of PCBT’s intention to report for not making satisfactory progress and advising the student of his/her ability to access PCBT’s complaints and
appeals process within 20 working days (notice of intention to report for unsatisfactory course progress)

- all details of any appeals made by the student and the outcomes of the appeal process
- The final letter to report
- a copy of the Section 20 notice providing evidence of final reporting to DoE via PRISMS

36.0 Deferment, Suspension or Cancellation Policy

36.1 Deferment, Suspension or Cancellation requested by a student

PCBT’s deferment, suspension and cancellation policy states that students who wish to defer or temporarily suspend their enrolment can apply to do so only if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances.

The policy states that compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student’s capacity and/or ability to progress through a course.

Compassionate or compelling circumstances could include:

- 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 their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
  - involvement in or witnessing of an accident
  - a crime committed against the student
  - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologist’s reports).

Students applying for deferment or temporary suspension of enrolment are advised to refer to the DIBP website (www.border.gov.au) or helpline (131 881) for information, and the local DIBP office for advice, on how the potential change to enrolment status may impact upon their visa.

36.2 Deferments, suspensions or cancellations by PCBT

Under certain circumstances, PCBT may initiate the deferment, suspension or cancellation of a student’s enrolment.

36.3 Deferment

PCBT may defer the commencement of a course if the course is not offered. Should this occur, students enrolled in the course will be offered a refund of all the course money they have paid to date? The refund will be paid within two (2) weeks of the day on which the course ceased being provided. Alternatively, such students may be offered enrolment in an alternative course by PCBT at no extra cost to the student. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, PCBT will ask them to sign a document to indicate that they accept the placement.
If PCBT is unable to provide a refund or place a student in an alternative course, PCBT’s Tuition Assurance Scheme (TAS) ACPET OSTAS will place the student in a suitable alternative course at no extra cost to the student. Finally, if ACPET OSTAS cannot place a student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

### 36.4 Suspension

PCBT may temporarily suspend a student’s enrolment if the student’s behaviour is assessed as unacceptable for an educational setting. The PCBT Management Committee is responsible for making this assessment. This is referred to as suspension of enrolment due to misbehaviour. Grounds for suspending a student for misbehaviour

PCBT may suspend the enrolment of a student due to misbehaviour if the student:
- has been in breach of the PCBT Student Code of Conduct
- is assessed by the Academic Manager as providing a threat to the well-being of other students or staff
- has being assessed as behaving in a way such as to constitute serious misconduct

Applicants are advised of each of these grounds for suspension due to misbehaviour prior to signing the Enrolment Offer and Acceptance Agreement.

### 37.0 Outcomes for the student’s Confirmation of Enrolment

There are two possible outcomes for the CoE of a student whose enrolment has been deferred or suspended by PCBT.

#### 37.1 Deferment or suspension without affecting the end date of the CoE

In this case, PCBT notifies DEEWR through PRISMS that it is deferring or suspending a student’s enrolment for a period without affecting the end date of the CoE. In this case, there is no change to the CoE or the student’s enrolment status on PRISMS. The student’s CoE status will still be listed as "studying". The notice of deferment or suspension will, however, be recorded in PRISMS and sent to DIBP. This information will be kept by DIBP for future reference.

#### 37.2 Deferment or suspension which affects the end date of the CoE

In this case, PCBT notifies DEEWR through PRISMS that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE and immediately offer PCBT the opportunity to create a new CoE with a more appropriate end date. If PCBT does not know when the student will return, the PEO will choose not to create a new CoE at this point, but to wait to issue the new CoE until the student has provided notification of the intended data of return.

#### 37.3 Advice to contact DIBP

Students whose enrolment is to be suspended by PCBT are advised to refer to the DIBP website (www.border.gov.au) or helpline (131 881) for information, and the local DIBP office for advice, on how the potential change to enrolment status may impact upon his or her visa.
37.4 **Cancellation**

PCBT may cancel the enrolment of a student if the student:

- is in breach of a condition of ongoing enrolment
- has been in breach of the PCBT Student Code of Conduct
- is assessed by the Academic Manager as providing a threat to the well-being of other students or staff
- has being assessed as behaving in a way such as to constitute serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees

Applicants are advised of each of these grounds for deferment, suspension or cancellation prior to signing the Enrolment Offer and Acceptance Agreement.

37.5 **Notice of intention to defer, suspend or cancel enrolment**

Where a deferment, suspension or cancellation is initiated by PCBT, the student will receive a notice of intention to defer, suspend or cancel enrolment.

37.6 **Appealing against PCBT’s intention to suspend or cancel enrolment**

A notice of intention to defer, suspend or cancel enrolment will clearly identify that the student receiving the notice will be given 20 working days to access PCBT’s internal complaints and appeals process. The 20 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter. Notices of intention to defer, suspend or cancel enrolment are sent by registered mail to the address on the student’s file and by email to the email address on the student’s file.

37.7 **Contacting the student within the 20 working days available to appeal**

If no appeal is received, then the Student Support Officer will contact the student on or before the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email.

For more information, please refer to the PCBT Complaints and Appeals Policy.

37.8 **Opportunity for external appeal**

A student may choose to access an external appeals process, but PCBT is not required to wait for the outcome of an external appeal before notifying DEEWR of the change to the student’s enrolment status. Students will be provided with counselling and advice about external appeal opportunities. This counselling and advice will be free of any additional fee for the student. The student may be required to make payment of a fee to the provider of the external appeals process.

A student wishing to access an external appeals process must contact DIBP and provide evidence of having accessed an external appeals process within 28 days of PCBT notifying DEEWR of the cancellation of enrolment. DIBP will then consider the student’s individual circumstances and whether to cancel or maintain the student’s visa.

37.9 **Notice of suspension or cancellation**

If there is no appeal against a decision by PCBT to suspend or cancel a student’s enrolment, or an appeal is lodged and the outcome supports PCBT’s intention to suspend or cancel the student’s
enrolment, or an appeal lodged and then withdrawn, PCBT will issue a notice of deferment, suspension or cancellation. The notice of deferment, suspension or cancellation will indicate that the deferment, suspension or cancellation is to be initiated. The SSO is responsible for ensuring that the notice of intention to defer, suspend or cancel enrolment is attached to the notice of deferment, suspension or cancellation of enrolment and provided to the Academic Manager. The Academic Manager will then authorise the necessary changes to the student's enrolment details in the student database and in PRISMS.

37.10 Maintaining enrolment in the case of an appeal
If an appeal against a deferment, suspension or cancellation by PCBT is lodged by the student, PCBT will maintain the student’s enrolment until the internal appeals process is complete, unless there are extenuating circumstances relating to the student’s welfare.

37.11 Extenuating circumstances relating to the student’s welfare
Extenuating circumstances relating to the welfare of the student may include, but are not limited to, the following. The student:
- refuses to maintain approved care arrangements (only for students under 18 years of age)
- is missing
- has medical concerns, severe depression or psychological issues which lead PCBT to fear for the student’s well-being
- has engaged, or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence
The SSO is responsible for ensuring that claims by PCBT of extenuating circumstances relating to the welfare of the student are supported by appropriate evidence. All such documentary evidence is filed in the student’s file.

38.0 Complaints & Appeals Policy
PCBT will resolve complaints and appeals quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals will be fair, objective and accessible. The internal complaints and appeals processes will take place at no cost to the student who lodges the complaint or appeal. Any decision to be implemented as an outcome of a complaint or appeal (internal and/or external) which is in favour of the student who lodged it will be immediately implemented along with any preventative or corrective action required. The student will be advised immediately of a favourable outcome.

The complaints and appeals process is an important part of the PCBT’s continuous improvement process. The register of issues subject to complaints and appeals monthly summary report will be considered at each meeting of the PCBT Management Committee. If a student is not satisfied with the result or conduct of the internal complaint handling and appeals process, PCBT will advise the student of his or her right to access Overseas Students Ombudsman. PCBT will not charge the student a fee for this advice. The Ombudsman’s services are free, independent and impartial.

Overseas Students Ombudsman
Contact details (for information & complaints)
38.1 Information about the complaints and appeals process
The SSO will inform students about the complaints and appeals policy and procedures during the orientation program. The student handbook, supplied to students during the orientation, contains details of the complaints and appeals process. The Academic Manager is responsible for ensuring that all management staff, student services staff, marketing staff and trainers and assessors at PCBT are aware of the policies and procedures for complaints and appeals. Provision of information about the PCBT complaints and appeals process is part is an important aspect of the induction process for new members of staff.

38.2 Informal resolution
Students who wish to make a complaint about an aspect of PCBT’s service or appeal against a decision made by PCBT are encouraged to initially engage in informal discussion about the matter with the staff member or staff members involved. Students can, additionally or alternatively discuss the matter with the Academic Manager, or the Student Support Officer. All staff involved in the discussion of an informal complaint or appeal is required to do their best to resolve the matter effectively and quickly in this way.

38.3 Lodging a complaint
If an issue about which a student has complained informally cannot be resolved informally, students who wish to lodge a formal complaint should do so using the PCBT’s complaint lodgement form, available from the PCBT reception desk. Students should submit the form at the reception desk, properly signed and dated, accompanied by all relevant supporting documentation. Supporting documentation should comprise original documents or certified copies of original documents.

38.4 The Complaints Register
Details of a complaint are recorded in the PCBT’s complaints register and signed and dated by the staff member who accepted the complaint lodgement form. At this time a copy will be made of the complaint lodgement form and filed in the student’s file. The original will be forwarded to the SSO. The SSO is responsible for ensuring that all of these actions are completed within one working day of the lodgement of the complaint.
38.5 Acting on a complaint
The SSO will add an agenda item to the next scheduled meeting of the PCBT Management Committee. The matter will be considered within the 10 working days of the lodgement of the complaint as required by Standard 8.1(e) of the National Code 2007.

38.6 Consideration of a complaint by the PCBT management committee
Complaints will be considered by the PCBT Management Committee, which comprises PCBT’s Academic Manager, SSO and a senior member of the training and assessment staff. Processing of the complaint may require one or more meetings of those involved. The objective of the process is to reach a determination.

38.7 The right to be accompanied by a support person during the complaints process
At any meeting to discuss a complaint, each involved party may be accompanied and assisted by a support person.

38.8 What can a complaint be about?
A complaint can be about:
- any aspect of the service provided, or not provided by PCBT
- the behaviour or decisions of staff, or
- policies and/or procedures of PCBT

38.9 Lodging an appeal
If a student disagrees to a decision made by PCBT, the student may lodge a formal appeal. The appeal should be submitted at the PCBT reception desk using the PCBT appeal lodgement form. It must be lodged within twenty (20) working days of notification of the decision which is being appealed against. Notifications of decisions which are provided to students in writing will include a date from which the twenty (20) working days available to lodge an appeal applies. The date specified will allow for time for delivery to the student of the notification.

38.10 The Appeals Register
Details of an appeal are recorded in the PCBT’s appeals register and signed and dated by the staff member who accepted the lodgement form. At this time a copy will be made of the completed lodgement form and filed in the student’s file. The original will be forwarded to the SSO. The SSO is responsible for ensuring that all of these actions are completed within one working day of the lodgement of the appeal.

38.11 Acting on an appeal
The Student Services Manager will add an agenda item to the next scheduled meeting of the PCBT Management Committee. The matter will be considered within the 10 working days of the lodgement of the complaint as required by Standard 8.1(e) of the National Code 2007.
38.12 Consideration of an appeal by the PCBT Management Committee

Appeals against decisions will be considered by the PCBT Management Committee, which comprises PCBT’s Academic Manager, SSO and a delegated senior member of the training and assessment staff. Processing of the appeal may require one or more meetings of those involved. The objective of the process is to reach a determination.

38.13 The right to be accompanied by a support person during the appeals process

At any meeting to discuss an appeal, each involved party may be accompanied and assisted by a support person.

38.14 Corrective action in the case of an appeal which finds in the student’s favour

The notification of the outcome of the appeal will include the reasons for the decision. If an appeal finds in a student’s favour, corrective action may include restoration of the student’s academic record.

38.15 What can an appeal be about?

An appeal can be about any decision made by PCBT which has an impact on a student, for example; Internal appeals about PCBT’s intention to report the student to DIBP for breach of visa condition 8202 as a result of unsatisfactory course progress.

38.16 Processing a complaint or appeal

PCBT management is committed to process complaints and appeals effectively and efficiently, according to the following procedures.

Process begins within ten (10) working days of the formal lodgement of a complaint or appeal. The process of formal consideration of a complaint or appeal commences within ten (10) working days of the formal lodgement of the complaint or appeal. The formal lodgement of a complaint or appeal must be accompanied by all relevant documentation. All reasonable measures will be taken to finalise the process as soon as practicable.

38.17 Meeting of the PCBT Management Committee

The student who lodged the complaint or appeal and a support person will be invited to the meeting of the PCBT Management Committee which is considering the complaint or appeal. Any other parties involved in the complaint or appeal and their support persons will also be invited to the meeting.

38.18 Provision of relevant documentation

All parties involved in the complaint or appeal will be invited to provide relevant documentation as evidence to be considered by the PCBT Management Committee. Documentation provided must be original documents or certified copies of original documents.
38.19 Opportunity to formally present the case
The student making the complaint or appeal will be provided with the opportunity to formally present his or her case to the PCBT Management Committee.

38.20 Questioning
The student and all other parties in the complaint or appeal will be provided with the opportunity to ask questions and will be requested to provide answers to questions which are asked by members of the PCBT Management Committee.

38.21 Consideration by the Management Committee
After the student has presented his or her case and questioning of and by the student and other parties involved is complete, the student and the student’s support person, and all other parties involved in the complaint or appeal, along with their support persons, will be asked to leave the meeting and wait while the committee considers the evidence.

38.22 Verbal notification of the outcome
The student and the student’s support person and all other parties involved in the complaint or appeal, along with their support persons, will be invited back to the meeting for verbal notification of the interim outcome. If the student accepts the verbal notification of the interim outcome, it will be formalised with a written statement of the outcome (described below).

38.23 Opportunity to request a second meeting
After verbal notification of the interim outcome of the complaint or appeal, the student making the complaint or appeal may request the opportunity for a second meeting at which additional evidence may be presented. The student should make this request as soon as practicable, but no later than five (5) working days after the initial meeting. The student should make the request in person to the Student Services Manager. If an additional meeting is requested, it will be agreed to, and scheduled for a date and time suitable for the student, all other parties involved, and the PCBT Management Committee. The date for which the additional meeting is scheduled must be such that the complaints/appeal process can be finalised as soon as practicable.

38.24 Procedure for a second meeting
The procedure for the conduct of the second meeting of the PCBT Management Committee to consider the additional evidence will be the same as that for the initial meeting, except that the student will not have the opportunity to request an additional meeting following the second meeting. The student will, however, be able to invoke an external complaint or appeal handling process (see below).

38.25 Notification of the outcome of a complaint or appeal
Each student making a complaint or appeal is given a written statement of the outcome, including details of the reasons for the outcome. The form entitled “complaint or appeal resolution form” is used for this purpose.
38.26 Notification of the outcome of an appeal

In the case of an appeal, the document notifying the student of the outcome will summarise the information provided by the student during appeal process, why particular information was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

38.27 Complaint or appeal resolution form

The complaint or appeal resolution form will be mailed to the student at the address supplied on the complaint or appeal lodgement form. The form will be accompanied by a letter which provides a date after which the student has twenty days to appeal the outcome of the complaint or appeal. The letter informs the student that an appeal against a decision made regarding an appeal can only be made if new or additional evidence is supplied.

38.28 Appealing against PCBT’s intention to defer, suspend or cancel enrolment

A notice of intention to defer, suspend or cancel enrolment and report to DIBP will clearly identify that the student receiving the notice will be given 20 working days to access PCBT’s internal complaints and appeals process. The 20 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter. Notices of intention to defer, suspend, or cancel enrolment are sent by email to the email address on the student’s file. This email is done via the student management system which creates an instant log of this event. If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email. For more information, please refer to the PCBT Deferment, suspension and cancellation policy.

38.29 Appealing against PCBT’s intention to report to DIBP

A student has 20 working days to appeal the decision to report to DIBP for not meeting satisfactory course progress requirements. The 20 working days begins from a date specified in the letter informing the student of PCBT’s intention to report which allows for reasonable time for delivery of the letter. Notices of intention to report to DIBP for not meeting satisfactory course progress requirements are sent by email to the email address on the student’s file. This email is done via the student management system which creates an instant log of this event. If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email. For more information, please refer to the PCBT Monitoring course progress policy.

38.30 Appealing an appeal

An appeal of a decision about an appeal can be made only if the student is able to provide new evidence in relation to the original decision which was appealed.
38.31 The Independent Conciliator

Students who are dissatisfied with the outcome of a decision made by PCBT, or with the internal handling of a complaint about any aspect of PCBT’s services may, utilise the services of the Independent Conciliator of the Department of Education Services. The Department of Education Services offers a free mediation/conciliation service through the International Student Conciliator. The Conciliator is a suitably qualified person appointed by the Department to recommend appropriate action in disputes referred for conciliation.

The Conciliator attempts to resolve disputes between international students and institutions, as part of the institution’s internal complaints and appeals procedure. For example, a student may be dissatisfied with some aspect of the education that is being offered by the institution. If either a student or a member of staff at an institution would like to discuss a particular case with an independent person, they can contact the Conciliator,

Ms Anne Duncan either by telephone 08 9441 1953, facsimile 08 9441 1950 or email anne.duncan@des.wa.gov.au.

The Conciliator is able to discuss issues of concern at any stage of the internal complaints and appeals procedure, however, will not become actively involved in the case until the parties have attempted to resolve the dispute themselves and that attempt has failed.

The Conciliator will deal with issues relating to:
- PCBT’s services and facilities;
- content and standard of Education Services;
- amount of refunds paid to students;
- quality of instruction;
- academic progress of students;
- the conduct of international students;
- welfare services;
- information concerning part-time employment opportunities;
- accommodation provided by or advertised by an institution;
- suspension and expulsion of overseas students; and
- any other matters deemed appropriate by the Conciliator

The processes and practices used by the Conciliator include:
- hearing grievances from international students and from institutions with international students;
- mediating and conciliating the resolution of grievances;
- chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge;
- advising students and institutions of further legal channels available to them;
- liaising with institutions on matters concerning the provision of pastoral care and counselling for international students offered by the institutions;
- liaising with institutions on the procedures for resolving grievances offered by the institutions;
• liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern international students; and
• maintaining a public relations function with institutions and agencies on matters which concern or may concern international students.

38.32 External review of the internal handling of complaints or appeals
If a student is not satisfied with the outcome or conduct of the PCBT internal complaint or appeal handling process, the student has the right to have their complaint or appeal heard by an independent body or person. The Principal will assist and advise students in all aspects of the external review process. There is no charge for advising students of their rights to access an external review process.

38.33 External review process
The Academic Manager is responsible for the following process, which applies when a student notifies PCBT that he/she has applied for an external review of an appeal against a decision to cancel the student’s enrolment for unsatisfactory course progress (after having received a final letter to report).

• Maintain enrolment for student
• Prepare student file for review
• Await advice on the procedure for the review
• Await the outcome of the review.
• If the decision is to “affirm” PCBT’s decision, this means, PCBT may proceed with issuing of Section 20 Notice.
• If the decision is to “remit” PCBT’s decision, this means, PCBT must immediately implement any recommendations.
• If the recommendations are to “follow policy and processes properly”, PCBT must follow the proper policies and procedures prior to issuing a new letter of intention to report.
• If the recommendations are to “allow student opportunity to show cause”, PCBT must allow the student to provide further information to explain why the student has unsatisfactory course progress or attendance. The provider may offer counselling sessions or implement an intervention strategy to support the student. If the student’s course progress or attendance remains unsatisfactory, PCBT may proceed with issuing a new letter of intention to report.
• If the recommendations are to “allow student opportunity to access internal review”, PCBT must allow the student the opportunity to access an internal review. PCBT must comply with Standard 8 of the National Code 2007, in relation to providing the student access to the appeals process. Once an internal review process has been completed, the provider must advise the student of the outcome in writing, including details of the reasons and their right of external review, if required.

39.0 Transfer between providers Policy
Standard 7 of the National Code restricts the movement of students to an alternative provider during the first six months of the student’s principal course. Students must, except under exceptional circumstances, complete six months of their principal program of study before changing providers. If a request for a release letter is refused, the student will be advised of the reasons for the refusal and informed of his or her right of appeal in writing.
39.1  Application for a release letter
A student who wishes to request a transfer to another provider should first make an appointment to discuss the matter with the Academic Manager. Students can make appointments with the Academic Manager via the Student Support Officer.
Students who have completed fewer than six months of their principal course with PCBT may transfer to another provider only if they are provided with a release letter by PCBT. If the principal course is not with PCBT, the student must obtain a release letter from the provider of the principal course.
A student may request a release letter from PCBT by completing an application for a Letter of Release (available from the reception desk) and submitting it to the Student Support Officer. The application for a release letter must be accompanied by a valid enrolment offer letter from another registered provider.

39.2  Outcome of application for a release letter
The outcome of the application for a release letter will be available to the student within ten working days.

39.3  Filing applications for release letters
Applications for release letters are placed in the file of students who apply, along with offers of enrolment for the student from other providers.

39.4  Register of requests for a release letter
For each application for a release letter, an entry is placed in the register of requests for a release letter.

39.5  Provision of release letters
A release letter to allow a transfer to another provider will be provided during the first six months of a student’s principal course at PCBT only under exceptional circumstances, where it is considered in the best interest of the student, academically and/or personally. Student release letters can only be sourced from the Admissions Manager or PCBT delegate in the absence of the Admissions Manager. Release letters are based on exceptional circumstances and they can include once a student has provided the evidence;

- continuation of enrolment at PCBT would be to the detriment of the student’s emotional or physical well-being
- it is in the best interest academically of the student to transfer to another provider
- the course the student wishes to transfer to better meets the study capabilities of the student
- the course the student wishes to transfer to better meets the long term goals of the student, relating to future work, education, or personal aspirations
- the student will be provided with access to greater support
- the student’s expectations about the current course are not being met
- the student was misled by PCBT or an education or migration agent regarding PCBT or the course in which the student is enrolled, which constitutes a breach of the ESOS Act
39.6 Release based on academic best interests

In the case where a student applies for a release letter on the basis that it is in the best interest academically of the student to transfer to another provider, the student must provide evidence to demonstrate this. PCBT would consider a letter from a recognised careers counsellor in support of the student’s claim as valid evidence. Should the student require assistance in gaining access to a recognised careers counsellor, PCBT will refer the student appropriately. Referral to a careers counsellor is at no cost to the student. PCBT will inform the student of any financial interest in the service to which the student is referred.

39.7 Release based on continuation of enrolment at PCBT would be to the detriment of the student’s emotional or physical well-being

PCBT would consider a valid medical certificate from a recognised specialist medical practitioner stating that it would be detrimental to the student’s emotional or physical well-being to remain enrolled at PCBT as valid evidence of the claim.

39.8 Letter of Offer from alternative provider to be provided

A letter of offer from another provider must be provided in support of an application for a letter of release.

39.9 Provision of release letter at no cost to the student

If a release letter is provided, it will be at no cost to the student.

39.10 Filing documents

A copy of the release letter will be filed in the student’s file. The Overseas Students Contact Officer is responsible for ensuring that the documents are filed correctly and in a timely fashion.

39.11 Register of provision of release letters

If a release letter is provided, the Overseas Students Contact Officer is responsible for ensuring that an entry is made in the register of provision of release letters.

39.12 Advising the student of the need to contact DIBP for visa advice

If a release letter is provided in order for a student to change provider, the student will be advised of the need to contact DIBP to seek advice on whether a new student visa is required.

39.13 Rejection of application for release letter

A request for a release letter to allow a student to transfer to another provider may be refused for the following reasons:

- exceptional circumstances relating to the welfare of the student have not been demonstrated
- the proposed transfer may jeopardise the student’s progression through a packaged set of courses
- The proposed transfer may be considered detrimental to the student’s welfare or personal safety
- the student has not utilised the support services available from PCBT
• the student is attempting to avoid being reported to DIBP for failing to meet the attendance or academic progress requirements of PCBT
• the student is attempting to avoid being reported to DIBP for a breach of visa conditions
• the student owes course fees to PCBT
• the student has provided as a reason for the request for transfer matters related to permanent residency

39.14 Letter of rejection of application for a release letter
If a student’s application for a release letter is refused, the student will be sent a letter of rejection of application for a release letter which contains details of the outcome of the application. The letter of rejection and the completed assessment of application for letter of release provide detailed explanations for the refusal of PCBT to provide a release letter.

39.15 Documents to be filed in the case of rejection of an application for a release letter
A copy of the letter of rejection of request for a release letter will be placed in the student’s file.

39.16 Register of rejection of applications for release letters
An entry will be placed in the register of rejections of applications for release letters.

39.17 Appealing the decision to deny an application for a release letter
A student who is denied an application for a release letter has 20 working days to appeal (from a date specified in the letter which provides sufficient time to allow 20 working days after the letter has been delivered) using the PCBT complaints and appeals procedure.

40.0 Students seeking a transfer from another provider within the first six months of enrollment
Students seeking to transfer from another provider within the first six months of their program are able to do so only in the following special circumstances:
• The registered provider has ceased to be registered or the course in which the student has enrolled has ceased to be registered.
• The original registered provider has provided a written letter of release, agreeing to such a transfer
• The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
• Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

Students of another provider seeking to transfer to PCBT will be required to provide evidence of one or more of the above circumstances with their application to be enrolled at PCBT.

41.0 Occupational, Health and Safety (OH&S) Policy
PCBT aims to achieve the optimum attainable level of workplace health and safety for all staff, students and other persons who visit PCBT throughout all areas of its activities.
It is the responsibility of all PCBT personnel to ensure the implementation of safety systems appropriate to their delegated operational authority.

It is the responsibility of trainers and staff at every level to ensure that safe working procedures are clearly understood and consistently observed. Staff and trainers shall also ensure that all plant and equipment in use is in safe working order and workplace conditions are maintained at a high standard.

All members of the PCBT, including students, have an obligation for their own health and safety and the health and safety of others. To meet this commitment, each person must follow safe working procedures at all times and take all reasonable care to prevent personal injury or injury to themselves and others, damage to plant and equipment on site or at the premises of practical training.

PCBT will achieve this by careful attention to all aspects of workplace health and safety in accordance with the Western Australian Occupational Safety and Health Act 1984, the Occupational Safety and Health Regulations 1996 and the relevant Codes of Practice. The principal objective of the Occupational Safety and Health Act 1984 is to promote and secure the safety and health of persons in the workplace.

This shall include:
- mandatory health and safety inductions for all staff and information provided to students
- sound workplace planning and operation on site and at workplace practical settings
- positive and consistent examples at all levels of supervision throughout PCBT
- training based on standard, proven work methods and operational and maintenance problems
- education, counselling and, where necessary, assistance in rehabilitating those involved in its activities
- the provision of responsible financial support for these activities
- enforcement of statutory and PCBT safety regulations and procedures where necessary

In support of this policy, PCBT has appointed a staff member as Health and Safety Officer - see notice boards

PCBT management is conscious of its obligations and seeks cooperation and commitment from all staff and students to create a workplace environment aimed at accident prevention and health promotion. PCBT has adopted a policy of no smoking within its buildings. Copies of the policies and guidelines on various issues such as first aid, fire, evacuation, risk management etc. can be obtained from the PCBT management.

42.0 Staff Induction Policy

The staff induction policy and procedures are being redeveloped.

At the completion of their induction session, all staff are required to sign a checklist to confirm that they:
- understand the importance of providing feedback for PCBT’s continuous improvement program
- understand PCBT’s training and assessment policies and procedures
- understand PCBT’s student services policies and procedures
• understand their responsibilities and PCBT’s responsibilities in regard to the standards of the NVR 2011.
• understand their responsibilities and PCBT’s responsibilities under the ESOS framework (staff are also required to sign the “Staff responsibilities under the ESOS framework” document)
• are aware of the qualifications offered by PCBT and the Training Packages relevant to those qualifications
• understand the procedures in place to enable them to provide information to students in an effective and knowledgeable way
• understand the policies and procedures for information and records management at PCBT
• understand how to use Student database for the purposes of their job role
• understand the requirement to cooperate fully and promptly with requests of authorised officers, representatives and agents of the ASQA during an audit or any other activity associated with the monitoring of PCBT’s operations
• have read PCBT’s policies and procedures for:
  o monitoring course progress
  o Student code of conduct (including class attendance)
  o critical incidents
  o document version control
  o privacy
  o staff professional development
  o student welfare
  o plagiarism, collusion and cheating
• Trainers/assessors are required to indicate that they are aware of:
• the packaging of units of competency in the qualifications they will be teaching
• assessment requirements of units of competency of the qualifications in which they will be teaching
• The position description of the Student Support Officer (SSO) states that the SSO is required to maintain a detailed list of professionals to whom students can be referred.
• The policy ensures an effective approach in responding to critical incidents as they occur, and the provision of support and counselling services available to those who are affected by critical incidents. PCBT’s critical incident policy ensures:
  • an effective approach in responding to critical incidents as they occur
  • support and counselling services available to those who are affected by critical incidents
  • training and information resources provided to staff in the handling of critical incidents

Critical incidents include, but are not limited to:
• accidents
• bomb threat
• Chemical, radiation or bio-hazard spillage;
• collapse or major building damage
• dangerous or threatening person
• death, serious injury or any threat of these
• disappearance or removal of staff or student(s)
• domestic violence
• drug or alcohol abuse
• fire, explosion, gas leak
• Incidents charged with extreme emotion
• incidents involving siege, hostage, firearms, weapons or bombs
• injury or death of a student, staff member or member of the public
• medical emergencies
• missing students
• natural disasters such as floods or windstorms
• outbreak of disease
• physical assault
• public transport or road traffic accidents
• motor vehicle impact with building.
• serious injury, unexpected and sudden death or suicide of a student or staff or visitor to the college
• severe verbal or psychological aggression
• sexual assault
• sexual or racial abuse
• theft
• threats of harm
• violence or threats of violence, including robbery and sexual assault

Students are provided with detailed information about the critical incident policy and procedures in the student handbook and during the orientation presentation. Staffs are informed of the details of the critical incident policy during the staff induction process.

43.0 SCHEDULES

43.1 Schedule 1: Term Dates 2016

<table>
<thead>
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<th>Term</th>
<th>Date</th>
<th>Public Holiday</th>
<th>Date</th>
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<tbody>
<tr>
<td>First Term Starts</td>
<td>25.01.2016</td>
<td>Labour Day</td>
<td>Monday 07.03.2016</td>
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<tr>
<td>First Term Finishes</td>
<td>01.04.2016</td>
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<tr>
<td>Second Term Finishes</td>
<td>24.06.2016</td>
<td>Western Australia Day</td>
<td>Monday 06.06.2016</td>
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<tr>
<td>Third Term Starts</td>
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<tr>
<td>Third Term Finishes</td>
<td>16.09.2016</td>
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<tr>
<td>Fourth Term Starts</td>
<td>03.10.2016</td>
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<tr>
<td>Fourth Term Finishes</td>
<td>09.12.2016</td>
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Please note: There will be no classes on public holidays mentioned above.
43.2 Schedule 2: Daily Class Timing

Our intakes for courses are ongoing and students can join at class at any given time should there be an available spot. Our major intakes are at the beginning of each term and a focus on January and July of each year.

The class sizes at PCBT are minimum 12 to 24 maximum and depending on which course and the number of enrolments students may be able to choose between morning or evening classes. Check with the enrolment officer when submitting your application.

Each student is required to complete the required number of hours for each unit and qualification. Students are required to complete a minimum of 20 hours per week as part of course and visa obligations.

PCBT will ensure that we meet all the obligations and requirements for students to complete their chosen course of study. The units will be delivered in the most convenient and practicable manner to comply with course and visa requirements.

<table>
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<tr>
<th>College Operating Hours (Overall)</th>
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<tr>
<td>Days</td>
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<tr>
<td>Time</td>
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44.0 Schedule 3: Uniform Kit:

Students doing Commercial Cookery need following items in their Uniform Kit
1x White Chef’s Jacket with white buttons
1x Chef Check Trousers
1x White Aprons Full Bib
1x White Neckerchief
1x Fez Hat
1x Tea Towel
1x Safety Shoes

45.0 Schedule 4: Tool Kit:

Students doing Commercial Cookery need following items in their Tool Kit
1x Tool Box
1x 19 cm Cook’s knife
1x 28 cm French Cook’s knife
1x 21 cm Bread knife (wavy edge)
1x 15 cm Boning knife
1x 10 cm Vegetable paring knife
1x Turning knife
1x 150 mm Combination oil stone
1x Digital thermometer (-50°C to 150°C)
1x Melon baller (Double Ended)
1x 25 cm Palette knife
1x Victorinox Horseshoe Peeler
1x Pastry Brush
1x Nylon piping bag 45 cm
1x Set Plain Piping Nozzles
1x Set Star Piping Nozzles
1x Plastic Food Scraper (Large)