



Student Handbook 2024

tafeqld.edu.au/international





Welcome

from the General Manager

TAFE Queensland offers a diverse range of courses covering 22 study areas that reflect national priorities and global workforce trends.

Our staff and students routinely win prestigious state and national awards. We enjoy a very high level of student and employer satisfaction in the 80-90% range.

You can be confident that our teachers are among the best in Australia all of whom have many years of professional experience and who return to industry service each year to refine their skills.

We pride ourselves in our purpose-built facilities where you will learn hands-on using the same tools and equipment used in industry. Put your theory into practice straight away in our clinical labs, salons, training restaurants, and creative spaces.

Develop your skills, ability, and confidence and gain the practical experience you need to graduate job ready.

Our focus is on making your educational journey as rewarding and enjoyable as possible. We have a wonderful team of educational and support staff to help you feel welcome and keep you engaged and motivated.

Together we can Make Great Happen.

Russell McKay

General Manager
TAFE Queensland International Education

Contents

Getting started

- 4 How to use this guide
- 5 Student support
- 6 Welcome to Queensland
- 8 Commencement of study
- 9 Payments/Student portal
- 10 Once you arrive in Australia

Student support

- 12 Student support
- 13 Our campus facilities

Health and wellbeing

- 14 Overseas Student Health Cover
- 15 OSHC Allianz Care
- 16 What to do in an emergency
- 17 Mental wellbeing / Physical health

Your digital experience

- 18 Locked account

Your safety

- 20 General safety tips
- 22 Stay safe in the great outdoors

Adjusting to life in Australia

- 24 New culture / Homesickness
- 26 Greeting people / Polite behaviour
- 27 Aussie slangs

Obeying the law

- 28 Obeying the law

Your rights and obligations

- 30 Your rights and obligations

Policies and procedures

- 32 Policies and procedures



Getting started

How to use this guide

The International Student Handbook is full of helpful information to help you settle into studying at TAFE Queensland and living in Australia.

For the most up-to-date and detailed information, please visit the 'Life in Australia' section on the TAFE Queensland International website: tafeqld.edu.au/international.

You will find a range of useful information on the website including:

- accommodation
- transport
- banking
- telephone and internet services
- working and paying taxes in Australia.

Under the 'Students' section on the website you will also find handy information for current international students including our latest event listings, orientation information, and our student policies and procedures. Make sure you stay up-to-date by checking the website regularly: tafeqld.edu.au/international.

You will find our Customer Service Officers at each TAFE Queensland location with a Customer Service Centre or Student Hub.



Important information and emergency contacts

Before we go any further, here is a handy list of all the important addresses and phone numbers that you might need during your stay here in Queensland.

General emergency

Emergency Services: Dial **000** for Police, Fire or Ambulance.

Policelink: **131 444** for non emergency / non-life threatening assistance.

Government departments

Department of Home Affairs:
131 881 - homeaffairs.gov.au

Australian Taxation Office:
Tax File Number **132 861** - ato.gov.au

International student support

TAFE Queensland Student Assistance Line 1800 644 044
(after office hours and during public holidays)

Brisbane South Bank, C Block
07 3244 5633 Intss.Brisbane@tafeqld.edu.au

East Coast Mooloolaba, A Block, Room A1.46
07 4120 6336 0409 068 027 Intss.EastCoast@tafeqld.edu.au

Gold Coast Southport - Customer Service
07 5581 8897 0466 561 127 internationalsupport.goldcoast@tafeqld.edu.au

North Cairns, H Block 07 4042 2724 Townsville, D Block
07 4042 2724 Intss.North@tafeqld.edu.au

Skills Tech Acacia Ridge - Client Service Centre Level 1, E Block
07 3244 0227 0417 190 713 Intss.SkillsTech@tafeqld.edu.au

South West Toowoomba, A Block, Customer Service
07 4694 1693 0428 188 140 Intss.SouthWest@tafeqld.edu.au

Study Queensland hotline 1800 778 839 (1800QSTUDY)

Welcome to Queensland

You can choose to study and live in coastal, metropolitan or regional areas, all within easy reach of Queensland's world-renowned beaches, national parks and rainforests.

Highlights of life in Queensland:

- safe and welcoming environment
- culturally diverse society
- english speaking environment
- relaxed lifestyle
- sport and recreation.

Queensland is well serviced by public transport networks including buses, trains and ferries.

Travel concessions are available to international students studying eligible courses (for further information regarding eligibility please refer to the [Queensland Government Translink website](#)).

Queensland's time zone is GMT+10. If you are unsure of the time difference you can [use this link](#) to set up a time to talk to your family and friends back home.

Find out more about living in Queensland on the [Study Queensland websites](#).

Climate

Queensland has a sub-tropical climate with warm summers and mild winters. Average temperatures range between 21°C to 31°C in summer and 9°C to 19°C in winter. bom.gov.au





Study experience

TAFE Queensland is the largest and most experienced provider of vocational education and training in Queensland, Australia.

We train more than 125,000 students from over 90 countries in more than 400 courses areas annually.

As a student here, we will prepare you with the skills of today to meet the demands of tomorrow.

Our education is personalised and supportive, encouraging you to reach your maximum academic potential. Our courses are taught in tutorial-style classes, giving you more time with your teachers to gain a better understanding of your course content.

As well as high-level academic qualifications, our teachers also have strong cultural knowledge and industry connections. Our teachers have lived, studied and worked both in Australia and overseas and have excellent international connections and contacts.

1. Orientations

International students have two important orientation sessions that we require you to attend:

- International Orientation – at this orientation you will be given information about your campus location, ID card, facilities and student support.
- Course Orientation – this is where you will receive information about your course, timetables, textbooks and facilities such as library services.

You will receive an email with details of when and where your orientations will take place.



2. Commencement of study

TAFE Queensland is required to advise the Department of Home Affairs when a student has not commenced or returned to studies.

Students are required to attend their scheduled classes as per their timetable. If you fail to start your course, TAFE Queensland may need to initiate the cancellation of your enrolment and report your non-commencement.

It is very important you let us know if you are unable to attend to your classes so we can support you accordingly.



3. Student ID card

At orientation, you will find out how to get your student ID Card (compulsory for all students on campus).

Your ID card gives you discounts on transport (except ELICOS students), movies and other entertainment.

4. OSHC (Overseas Student Health Cover)

At orientation, you will find out how to get your OSHC membership card if you have ordered this through TAFE Queensland.

You can print a temporary certificate from the OSHC membership login page if you need to see a doctor before you receive your OSHC membership card. Make sure you get a receipt for any expenses so you can claim them through OSHC.

5. Connect

TAFE Queensland's online learning system, Connect, offers a range of exciting features that will take your learning to new heights.

Connect offers access for mobile devices, the ability to communicate with teachers and classmates and excellent user support; allowing the flexibility to access anywhere, anytime.

For more information, please contact your faculty.



6. Unique Identifier

If you are undertaking a nationally recognised course at TAFE Queensland you will need to have a Unique Student Identifier (USI). This includes the study of a certificate or diploma course. A USI gives you access to your own online USI account. Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. You can create your USI online at usi.gov.au. Once you've created your USI, you will need to email it to TAFE Queensland along with your name and student number.



7. Payment fees

Before the beginning of each semester you will be emailed with information about your upcoming fees. You must pay semester fees in full by the due date. If you don't pay your tuition fees you won't be able to commence or continue your course. Please note that late tuition payments attract additional charges. If your course has material fees, you will also need to pay these before the start of class. These fees cover the materials used in class. You may also need to pay additional fees for course uniforms or additional equipment.

You can find your tuition fee amount and due date on your Letter of Offer. You can pay your fees using your Student Portal.

8. Student portal

The TAFE Queensland Student Portal is your one-stop-shop for easy access to the information you need about your study.

- Access your current study plan and results
- Pay your fees
- Update your address and contact details

The student portal is accessible from your mobile devices and desktops.

[Find out more >](#)

[Student portal >](#)



Check list: things to do once you've arrived in Australia



Phone your family to let them know you have arrived safely



Settle into your accommodation



Organise your transport to/from TAFE Queensland



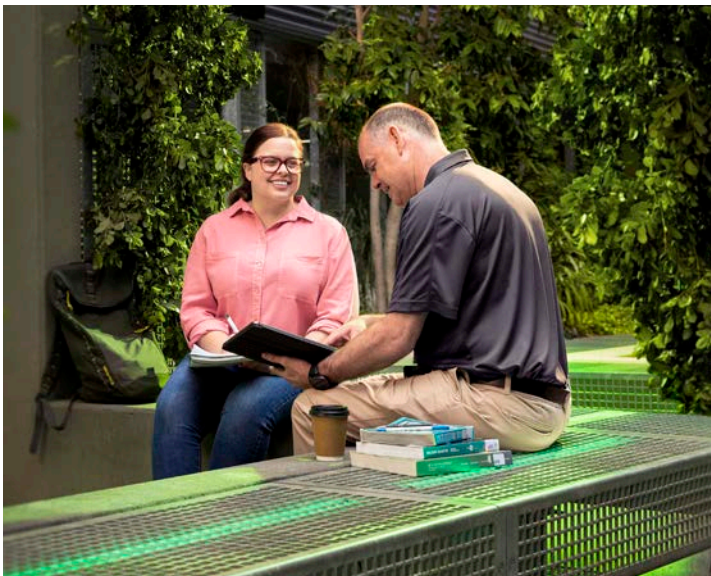
Familiarise yourself with your suburb and surrounds



Open a local bank account



Make sure to attend both Orientation days



Update your address and mobile phone number in Australia, and your emergency contact, via our student portal.



Advise your OSHC company of your new address and get your membership card



Start and attend your classes as per your timetable



Get Student ID card, and create your Unique Student Identifier (USI) and notify TAFE Queensland



Apply for Tax File Number (TFN) if you are planning to work while in Australia: ato.gov.au

Student support services and facilities

International Student Support staff can help you settle into Australia and can provide extensive support to assist you in your studies.



Student support

The student support team comprises of International Student Support, Counsellors, and Disability Services.

The team can help you with:

- living in Australia and settling into your local area
- accommodation options, transport and banking
- information about prayer and reflection rooms
- cultural adjustment and homesickness
- community support and multicultural services
- OSHC and health concerns
- theme parks and other attractions information.

Our campus facilities

Library

Libraries are available at most locations. They provide traditional library services including printing and photocopying, Wi-Fi access, and computers and study areas for student use.

Staff can assist you with accessing print and electronic resources including databases, books, CDs, DVDs, magazines and newspapers and with study and reference queries.

During orientation week the library also offers tours where you can learn about their services and facilities.

Training facilities

At TAFE Queensland you will have access to some of the best learning environments available including modern class and lecture rooms, laboratories and workshops.

Many of our learning environments simulate the workplace and give you the opportunity to study and learn practical skills alongside Australian students.

Find out more

Visit our [Library Network Portal](#)

Health and wellbeing

Australia has a system of health care cover for international students called Overseas Student Health Cover.



OSHC

Overseas Student Health Cover

International students in Australia must have health and medical insurance for the length of their Student Visa.

(Australia has reciprocal agreements with some countries and you **may not require OSHC**.)

TAFE Queensland has an arrangement with Allianz Care to provide TAFE Queensland students with the appropriate health cover.

Further information is available on the **Allianz Care website**.

This insurance covers you for general medical treatment in Australia. A number of services, including dental, physiotherapy, optometry, podiatry, chiropractic and private hospital services require you to purchase extra cover from your OSHC provider.

i OSHC Allianz Care

For more information about your OSHC policy, extras cover, finding a doctor, customer service locations, and making a claim visit the website or phone:

allianzcare.com.au

13 OSHC (13 67 42)



How do I get my membership card?

You can order your membership card online by logging in to the provider's website. You will need your OSHC policy number and email address to create your password.

Your membership card will be delivered to your residential address in approximately five business days. You can update your Australian contact details at any time on this website.

If you are unable to obtain a membership card online, contact the International Support Team for help.

If you have organised your OSHC with another provider, you will need to speak to them about getting your membership card, what is included in your cover, and how to make a claim.

What happens if I become sick?

For a list of local doctors, visit the "Find a Doctor" page on the **Allianz Care website** or search the Yellow Pages Online.

The doctor may give you a prescription for medicine. Keep in mind that not all medicines are covered by your insurance provider, so it's a good idea to ask the health insurance centre which medicines are covered.

Make sure you get a medical certificate from your doctor if you've missed class due to your illness.

You will need to show your membership card when you pay for your medical visit.

Keep the receipt if you plan on making a claim with your health insurance provider.

i What to do in an emergency



Should you require emergency medical assistance, **call 000**.

The Queensland Ambulance services will respond to your call although charges may apply as they are not always covered by your health insurance.

Emergency translation

For translation service in an emergency situation call the Translating and Interpreting Service (TIS) on **13 14 50**. (TIS is free for the caller. The recipient of the call is charged.)

Search for an Australian Business, Government Department or Person using whitepages.com.au

Lifeline

Lifeline is a free service offering mental health support and advice from trained volunteer telephone counsellors. You can call Lifeline 24-hours a day on **13 11 14**.

Lifeline staff are trained to offer emotional support and can provide information about other support services that are available to you.

The Emergency+ APP

The **Emergency+** app is a **free** app developed by Australia's emergency services and their Government and industry partners.

The app uses **GPS functionality** built into smart phones to help a Triple Zero (**000**) caller provide critical location details required to mobilise emergency services. emergencyapp.triplezero.gov.au.

Red Cross first aid App

The Red Cross First Aid app is a free, comprehensive pocket guide to First Aid, giving you access to the most up to date First Aid information anytime, anywhere. redcross.org.au/first-aid-app.aspx.

Poisons information line

The poisons information line provides prompt, up-to-date information and advice in the event of poisonings or suspected poisonings. Poisons Information Centre: **13 11 26**.

13 HEALTH

13 HEALTH (**13 43 25 84**) is a confidential phone service where you can phone and talk to a registered nurse 24 hours a day.

13 HEALTH provides qualified health advice however it should not replace medical consultation. In an emergency always dial **000**.

Prescription medicines

If you take prescription medicines in your home country, you should get a letter in English from your doctor. The letter should include details about your condition and the medication you are taking in case you need to get more medication in Australia.

Worship centres

Finding your worship centres

- Google search for your religion and location
- whitepages.com.au
- yellowpages.com.au

Mental wellbeing

Living in a new culture can be challenging. If you feel lonely or stressed, talk to friends, staff, or a campus counsellor.

Having friends to support you and share your time in Australia will make a big impact on your happiness during the time you spend studying.

The best place to find people who have similar interests is probably on campus. Sporting clubs are very popular with Australians and there are likely to be several in the area in which you live, most of them are free to join

For more serious issues, a doctor can refer you to professionals who can help. You can also contact the Queensland Transcultural Mental Health Centre:

Phone: 1800 188 189 (from outside Brisbane) or 07 3317 1234

Website: metrosouth.health.qld.gov.au/qtmhc/queensland-transcultural-mental-health-centre-brochure

Email: QTMHC@health.qld.gov.au

Interpreters

If you need an interpreter during your medical visit, your doctor may be able to provide one on the telephone from the Translating and Interpreting Service (TIS).

Phone: 13 14 50

Physical health

A big part of staying healthy involves eating healthy foods and getting enough exercise for fitness and relaxation.

Nutrition Australia provides information about healthy eating, exercise and lifestyle on its website nutritionaustralia.org.

Top tips on staying healthy and well:

- do at least 30 minutes of moderate exercise a day
- get at least eight hours of sleep a night
- keep a balanced diet including lots of fruit and vegetables
- limit your consumption of alcohol.

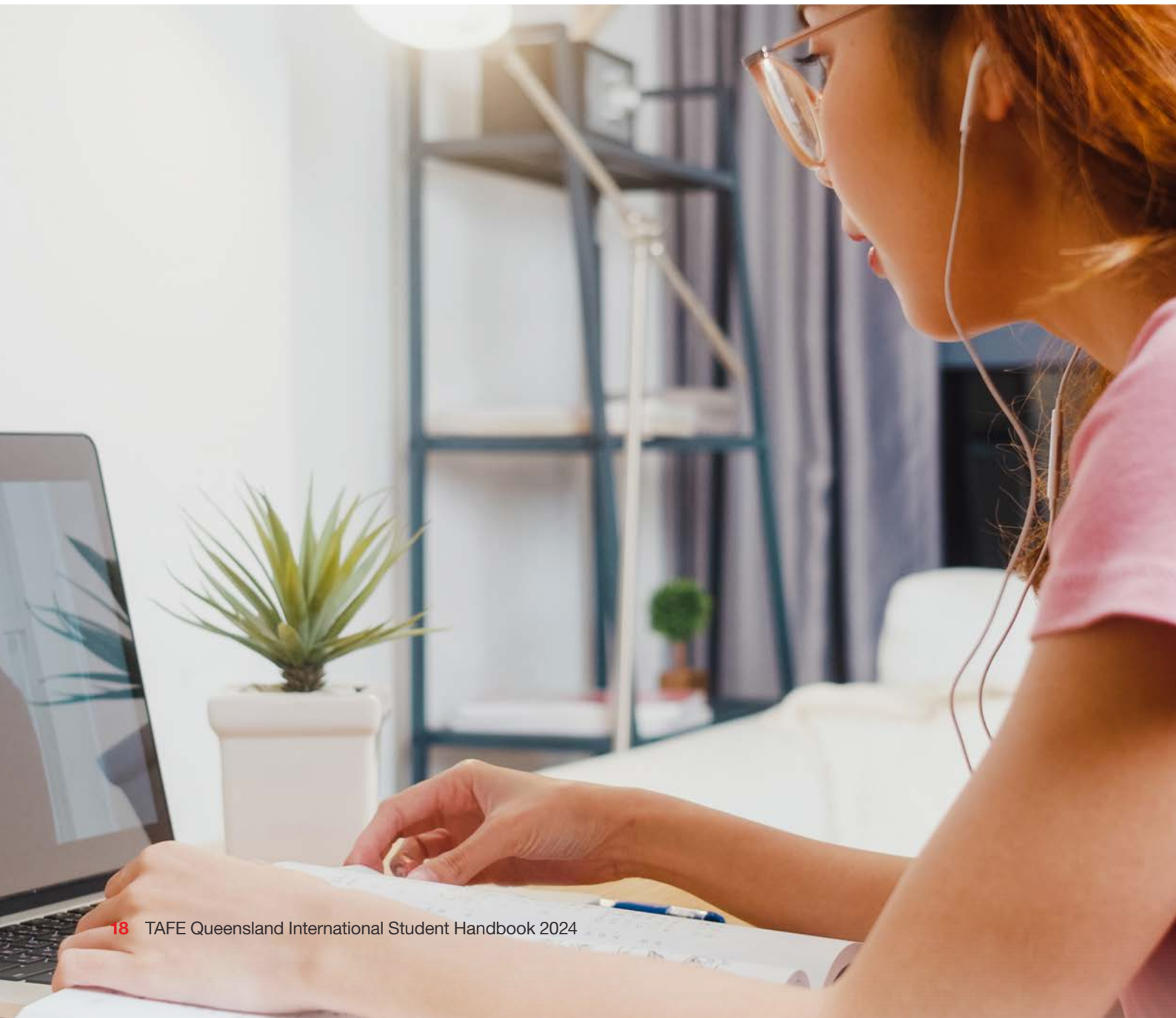
Sexual health

If you have any questions or concerns about your sexual health you can make an appointment with a doctor.

For general information, please visit the Queensland Health website.

Your digital experience

To ensure the safety and security of TAFE Queensland student accounts, a security process has been implemented that guards against potential cyber security breaches, that may arise from compromised personal devices.



Locked account

The following information is a list of scenarios in which your account may get locked, and the steps to be taken in order to fix the matter.

Password spray attacks

If someone successfully logs into your account by trying multiple password combinations in a short period, your account will be blocked.

Impossible travel

If the account logs in from one geographic location and then immediately from another, we may not be able to determine whether it is safe and will block the account.

Dark Web activity

If the account is accessing TAFE Queensland systems from known malicious IPs, we will assume the account has been compromised and block it.

Exposed Credentials

If your credentials are exposed in an online database due to malware on your personal device, your account will be blocked.

When your account is disabled what does this mean?

You will be unable to log into the following systems until your account is enabled. The systems affected include (but are not limited to):

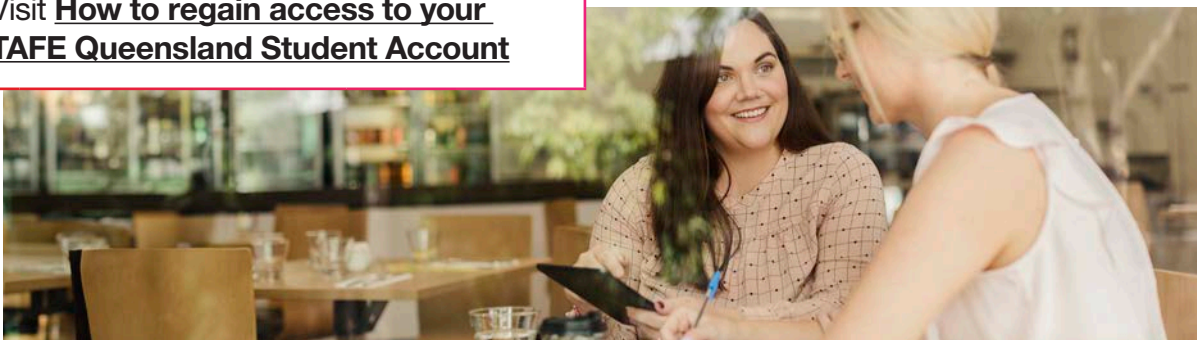
- Connect
- SMS Student Portal
- Microsoft 365 suite including Outlook, Word and OneDrive
- Library services that require a login
- Logging onto a TAFE Queensland device at one of our campuses.

How to fix it?

- You will receive a 'reset password' email from TAFE Queensland.
- Once you have reset your password you will need to reply to the email, advising you are not a security risk and would like your account to be enabled.
- Your account will be enabled within 4 business hours.

i Find out more

Visit [How to regain access to your TAFE Queensland Student Account](#)



Your safety while living in Australia

Australia is generally a very safe country with a low crime rate. However you should still use common sense to ensure the safety of yourself and your personal possessions.



General safety tips

- at night, stay in well-lit areas and avoid walking alone
- lock your house and car and don't leave your valuables unattended
- be aware of your surroundings, especially when using headphones or talking on your phone
- change your computer passwords regularly and don't share them with anyone
- don't post personal details on your social media accounts
- if shopping online, use a secure payment method such as PayPal
- carry a mobile phone so you can make a call in the event of an emergency
- never hitchhike or pick up a hitchhiker
- never drink and drive
- avoid drinking to excess and look out for your friends
- don't leave your drink unattended or accept a drink from a stranger.

For further information, refer to the [**Queensland Police Service Safer Living**](#).

PoliceLink **131 444** for general non-urgent enquires.

Emergency on campus

Students must follow all directions given by staff to ensure their own and other individual's safety at TAFE Queensland. Students have an obligation to ensure that their activities do not place anyone at risk.

Evacuation

When the alarm sounds in a teaching session:

- everyone must evacuate the area
- move quickly (but do not run) to the designated assembly area (check campus map)
- keep to the outside on stairways to allow access for emergency personnel
- do not use lifts
- at the assembly point your teacher will check that all students are accounted for, don't leave until the all clear has been given.

When the alarm sounds in a non-teaching situation:

- move directly to the designated assembly point
- don't re-enter the building
- don't take refuge in toilets, storerooms, or student common rooms
- don't leave the assembly area until the all clear has been given.

Workplace health and safety (WHS)

Be aware of all WHS related policies, procedures and instructions

- Take care of your own **health and safety** and don't do anything that will affect the safety of others. Display appropriate behaviour at all times
- Obey safety signage and wear appropriate personal protective equipment (PPE)
- Follow all **directions given by TAFE Queensland staff**
- Only use property, plant and equipment for intended purposes
- **Report all incidents**, injuries, hazards or near misses to your teacher or other staff.

Beach safety

Australians love the beach and you will too. However it can be a dangerous place if you're not a strong swimmer or are unfamiliar with the conditions at the beach. These simple tips will ensure you stay safe at the beach.

Remember the F-L-A-G-S

FIND the flags and swim between them – the red and yellow flags mark the safest place to swim at the beach.

LOOK at the safety signs – they help you identify potential dangers and daily conditions at the beach.

ASK a surf lifesaver for some good advice – surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

GET a friend to swim with you – so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

STICK your hand up for help – if you get into trouble in the water, stay calm and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember to never:

- swim at unpatrolled beaches
- swim at night
- swim under the influence of alcohol
- run and dive into the water
- swim directly after a meal.

Helpful website

For more safety tips, visit:

lifesaving.com.au

beachsafe.org.au/surf-safety

Sun protection

The sun in Queensland is very strong and you may find that your skin burns easily if you spend a lot of time outdoors.

Australia has the highest rate of skin cancer in the world. Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). To avoid getting burnt and risk developing skin cancer you can protect your skin from the sun by:

- minimising your time in the sun between 10am and 3pm
- seeking shade where possible
- wearing suitable clothing that provides good sun protection including a hat and UV protective sunglasses
- applying SFP 30+ (or higher) broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Helpful website

Visit the [Sun Smart website](https://www.sunsmart.com.au) for more information.

Stay safe in the great outdoors

Queensland has many beautiful places to explore. Below are some tips to consider when going into a national park or other remote area:

- travel with other people
- make sure someone knows where you are at all times
- stay on the road or walking track
- never dive into a river or lake, instead, enter the water gradually
- don't touch or feed wild animals, even 'cute' animals may have claws they might use if they're startled.



Additional safety tips if you live or travel to North Queensland:

- during certain times of the year, jellyfish (commonly called marine stingers) can be found at the beach. To avoid being stung, swim between the flags, swim in stinger nets, wear a stinger suit, or swim in the man-made lagoon.
- crocodiles can live in rivers, freshwater lagoons, swamps and other waterways up to hundreds of kilometres from the sea. Do not enter water where crocodiles may live and look out for crocodile signs around waterways in this area.

Identity security

Never give your personal details such as full name, date of birth, address, telephone number, or passport number to anyone except an official authority such as the Department of Home Affairs. People who ask for this information may be trying to commit identity fraud or scam you out of money. Remember, your bank will never ask you to verify your banking details by email or text message.

Cyclones and severe storms

Useful safety information and tips on cyclones and severe storms are available at [qld.gov.au/emergency/dealing-disasters/disaster-types/cyclone-severe-storm](https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/cyclone-severe-storm)

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. For emergency assistance in a flood or storm call **13 25 00**.

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.

Adjusting to life in Australia

Living and studying in Australia is an exciting adventure, but it can also present a range of challenges.



Adjustment to a new culture

Adjustment to a new culture is a process that occurs gradually.

The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

It's not unusual to experience culture shock. Culture shock is the feeling of being out of place in an unfamiliar environment.

The initial excitement of moving to a new country often subsides when you're faced with different cultural expectations and challenges. Dealing with these challenges can result in feelings of frustration and a longing for home.

Homesickness

Most people who travel experience homesickness at some stage. These feelings are normal and are often caused by simply missing your lifestyle, family or friends.

Homesickness can affect your studies and how you interact with your classmates. If you feel homesick, it's a good idea to talk to somebody about your feelings.

There are associations and clubs for particular cultures or religions that you might like to join. This may help you find support from people who have experienced the same challenges. Make sure you give yourself some time to adjust to your new surroundings and cultural environment.

It's important to maintain contact with your family and friends at home particularly during the adjustment period. Remember that you are here to experience and enjoy a new and different culture!

Useful tips

Listen, observe and ask questions

Give yourself time to observe those around you. Notice the verbal and non-verbal communication that people use.

Don't be afraid to ask questions. Australians are generally very friendly and approachable people.

Become involved

Make an effort to meet people and get involved in campus activities and in the wider community.

Sense of perspective

Remind yourself that living and studying abroad is a challenge and it is normal to feel stressed and overwhelmed at times.

Many of your class mates are probably feeling the same as you.

Make a list of the reasons why you initially wanted to study in Australia which will help you to get back on track.

Maintain some routines and rituals from your own country

This can include small things like eating the same types of food as you did at home.

Greeting people

When meeting someone for the first time, it's usual to shake the person's right hand with your right hand. People who don't know each other generally don't kiss or hug when they meet.

Many Australians look at the eyes of the people they're talking with as a sign of respect, and an indication that they're listening. However be careful not to stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or if they used it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

Clothing customs

The types of clothing people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, however most workplaces and schools have dress standards.

Clubs, shopping centres and other places often have dress codes that require customers to be in neat, clean clothes and appropriate footwear.

People are also free to wear religious clothing including burqas, hijabs and turbans.



Polite behaviour

Australians use 'please' and 'thank you' a lot. When asked if you would like something, like a cup of tea, it's polite to say, 'yes please' or 'no, thank you'. When you receive something, it's polite to say 'thank you'.

Australians often say, 'excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'excuse me' or 'pardon me' if we burp in public. You should always try to be on time for meetings and other visits. If you're going to be late, contact the person to let them know. This is very important for visits to professionals such as doctors or lawyers, as you may be charged for being late or missing the appointment.

Australians blow their nose into a handkerchief or tissue, not onto the footpath. Many people will also say, 'bless you' when you sneeze, although this phrase has no religious intent.

Aussie slangs

Australians are famous for their abbreviations.



BYO

BYO stands for 'bring your own' and usually refers to alcoholic drinks. If you don't drink alcohol, it's fine to bring juice, soft drink or soda, or just water. Some restaurants are BYO which means you can bring your own drinks.



Cuppa

A cup of tea or coffee.



Servo

Gas station, or service station.



Loo or dunny

TOILET. If you're a guest in someone's house for the first time, it's polite to ask to use their toilet e.g. 'may I use your toilet please?'

Some Australians might ask, 'where's the loo?'

Other slangs:

Flat out - busy.

Bloke - a man. a dude.

Arvo - short for afternoon.

BBQ, barbie - short for barbecue

Obeying the law and legal information

As a visitor to Australia, you are subject to the same laws as Australian citizens. Breaking the law can result in fines, imprisonment or deportation.



No one should be treated differently

In Australia all people are equal under Commonwealth anti-discrimination law.

No one should be treated differently because of their gender, race, country of origin, marital status, pregnancy, political and religious beliefs, disability, or sexual preference.

Sexual harassment

A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person's behaviour that is sexual in nature. It may be sexual harassment when someone:

- stares or leers at a person
- tells dirty jokes or displays offensive print material in a person's presence
- makes unwelcome comments about a person's sex life
- touches or brushes against a person on purpose
- tries to force a person to have sex.

A student who believes that he or she is experiencing sexual harassment should contact the TAFE Queensland counsellor.

Caring for the environment

Collecting or capturing native wildlife or plants can result in fines or imprisonment.

Australia has a high risk of bush and forest fires. As such, lighting fires in outdoor areas is banned at certain times of the year.

Littering

It is illegal to litter. Make sure you dispose of your rubbish in a bin and place any recyclable items in a recycling bin.

Smoking and drinking

Smoking is banned on all TAFE Queensland campuses and many places in Australia including airports, government offices, health clinics and work places, restaurants and shopping centres, and within five metres of non-residential building entrances. More information: [**More information here.**](#)

The legal drinking and smoking age in Australia is 18 and it is illegal to supply people under 18 with alcohol or tobacco products. You can drink alcohol in a bar, restaurant or at your home, however it is illegal to drink in most other public places. All other drugs, other than those prescribed by a doctor or general practitioner, are illegal in Australia. [**More information here.**](#)

Pets and animals

It is illegal to keep native Australian animals as pets. In Queensland, some animals need to be registered – go to your local city council website for information about how to register your pet. Australia has laws to protect animals from cruelty or neglect.

The Royal Society for the Prevention of Cruelty to Animals (RSPCA) have the power to enter the premises of a person who mistreats their animals and lay charges which could result in fines and/or imprisonment.

Your rights and obligations

As an international student you have legal obligations that are different from your Australian friends/classmates.



Visa conditions

All students need to understand the conditions of their visa:

- Maintain enrolment in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course and maintain satisfactory course progress and attendance.
- Continue to satisfy the requirements of your student visa by ensuring your principal course of study matches your visa type, and that you still have financial capacity.
- Notify TAFE Queensland within seven days of any change to your contact details, including residential address, mobile number and email address.
- Must not work more than 48 hours per fortnight while your course is in session.
- Maintain health insurance cover for the entirety of your stay in Australia.
- If dependent children accompany you to Australia, the children must be enrolled in school and international tuition fees will apply. Please refer to the Education Queensland International website eqi.com.au for more information.

For a full list of mandatory and discretionary visa conditions visit: immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study.

Students under the age of 18

Australian Migration Regulations require international students under the age of 18 to have adequate arrangements for your accommodation, support and general welfare for the length of your stay in Australia.

This either means you must stay in Australia with:

- your parent or legal custodian
- a Department of Home Affairs approved relative who has been nominated by your parents or custodians who is aged over 21 and is of good character

Note: *You must not change these arrangements without the written approval of TAFE Queensland.*

Once you start your studies with TAFE Queensland you must meet with the International Student Support Advisor in the first week and on a regular basis as requested by International Student Support Office.

For further information visit:

immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18.



Arranging a new visa

If you need to apply for a new visa, allow two to three months for the entire visa process. Make sure your current visa does not expire by applying for any visa changes well before the expiry date. All enquiries should be made directly to Department of Home Affairs.

TAFE Queensland staff are not permitted to provide specific visa advice to students.

Policies and procedures

A number of TAFE Queensland policies and procedures contain important information that can affect your studies.



Student rules

You must take the time to read and understand the rules. A copy of the TAFE Queensland student rules **can be found online**.

The Student Rules outline your responsibilities and apply whether you are on campus or undertaking a related activity off campus. If you break the Student Rules, disciplinary action may be taken against you. When you accepted your offer to study with TAFE Queensland you agreed to comply with the TAFE Queensland Student Rules.

Class attendance

If you are late to class your attendance may be affected. If you're sick, you need to inform TAFE Queensland as soon as possible. When you visit the doctor, ask for a medical certificate as proof of your illness as you may be required to provide one to TAFE Queensland.

Academic progression

You must complete all class activities and assignments and pass all requirements of the course. If you are having trouble with your studies, talk to your teachers to arrange help.

TAFE Queensland monitors the course progress of international students and utilises an intervention strategy to help students who are 'at risk' of not successfully completing their course.

TAFE Queensland is required to report students who have breached attendance (this is only for ELICOS students)/course progress requirements as required under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students.

It is also a requirement to report this breach even where you have withdrawn or completed your studies with TAFE Queensland.

Critical incident management

Support and counselling services are available to students and appropriate training and information resources are available for staff.

Deferral, suspension or cancellation of enrolment

Deferrals and suspensions of enrolment can only occur in very specific circumstances and these are explained in the International Student Deferral, Suspension, Withdrawal and Cancellation of Enrolment Procedure

More information here.

Course completion

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

TAFE Queensland may offer elements of a course through distance or online delivery. However, online learning units cannot exceed more than a third of the total course and students must enrol in at least one face-to-face unit on campus in any given study period/semester.

TAFE Queensland will only extend the study duration for a course through the issuing of a new CoE in limited circumstances.

Terms and conditions of enrolment and refund

Every student receives a Letter of Offer, that includes terms and conditions and a Refund Policy prior to enrolment.

On accepting your offer you have agreed to the conditions contained within these documents.

Application for release

Students wishing to apply for a release from TAFE Queensland before they have completed six months of their principal course must read the International Student Transfer Between Registered Providers Procedure.

The Department of Home Affairs also provides important information about providers and changing courses.

Student complaints or feedback

If you have a complaint, compliment or suggested improvement about the services, decisions or actions of TAFE Queensland, we would like to hear about it:

tafeqld.edu.au/about-us/policy-and-governance/policies-and-procedures/student-rules-and-policies/complaints-and-feedback

Student appeals

International students can appeal decisions they think are unfavourable and/or unreasonable; or where TAFE Queensland has advised intention to cancel the students' enrolment as detailed in the International Student Deferral, Suspension, Withdrawal and Cancellation of Enrolment Procedure.

If you are not satisfied with TAFE Queensland's decision, international students are able to lodge an appeal with the State Ombudsman's Office; ombudsman.qld.gov.au

Credit transfers

Credit transfer is where your previous studies in Australia or overseas are recognised and credit is given towards your TAFE Queensland course. A credit transfer can only happen if 'equivalence' has been determined, i.e. the courses are found to cover the same knowledge and skills.

Vocational placement/work experience

Mandatory – students MUST attend Vocational Placement (VP/VPC), it is a unit required to pass your course and is a condition of your Visa.

May include weekdays and school holidays.

Hours may be between 6am – 10pm.

Students are expected to be able to meet their own travel and placement costs and have strategies to manage family and work commitments to meet Vocational Placement shifts.

Students are to arrange their own transport to and from placement.



TAFE Queensland acknowledge the Traditional Custodians of Country throughout Australia and respect the continuing connection to land, waters, cultures and family that Aboriginal and Torres Strait Islander peoples uphold. We pay respect to Elders past, present and future. We recognise that teaching and learning has taken place on Country for over 60,000 years and two-way learning is an important part of our reconciliation journey.

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Disclaimer: All information was accurate at time of publication (7/12/2023).
For the most up-to-date information, visit tafeqld.edu.au/international

Sources: homeaffairs.gov.au | studyinaustralia.gov.au | isana.org.au | tafeqld.edu.au
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