

Pre departure checklist

Ready to study and travel

- ☐ I have received my eCoE (electronic Confirmation of Enrolment)
- ☐ I have a valid passport with the appropriate student visa or a visa which enables me to study in Australia
- ☐ I have paid my tuition fees and any other charges such as Accommodation Search fee and Airport Pickup up fee
- ☐ I have arranged my Overseas Student Health Cover (OSHC)
- ☐ I have visited www.border.gov.au and I understand what I am allowed to bring to Australia

Packing my bags

- ☐ I have made sure that all my electrical appliances will comply with the Australian 240 volt system
- ☐ I have packed clothes to cover all seasons, Melbourne's weather can change quickly
- ☐ I have packed photos of my family and any other special items as a reminder of home
- ☐ I have packed my international driver's license (you can apply for a license in Australia)
- ☐ I have packed a calculator, bi lingual dictionary and a camera
- ☐ I have medication and a copy of the prescription translated into English (if applicable)

While I travel

- ☐ I will keep all important items, including my passport, airline tickets, Confirmation of Enrolment, key addresses and phone numbers with me at all times while travelling. I will NOT pack these in my suitcase

Flights and at the airport

- ☐ My flight is organized to arrive before the Orientation program commences
- ☐ I checked that my hand luggage and suitcase complies with the weight limit for my flight

Airport reception/pickup

- ☐ I have submitted an airport pick up request form at least two weeks prior to travel (if required)
- ☐ I have confirmed my arrival details with Chisholm Institute or my Homestay host or I have a friend or family member picking me up from the airport
- ☐ I have received confirmation of my Airport Pickup service (if requested)

Accommodation

- ☐ I have organized temporary accommodation for the first few days, or
- ☐ I have submitted a Homestay request form and I have a Homestay host profile confirmation

Money

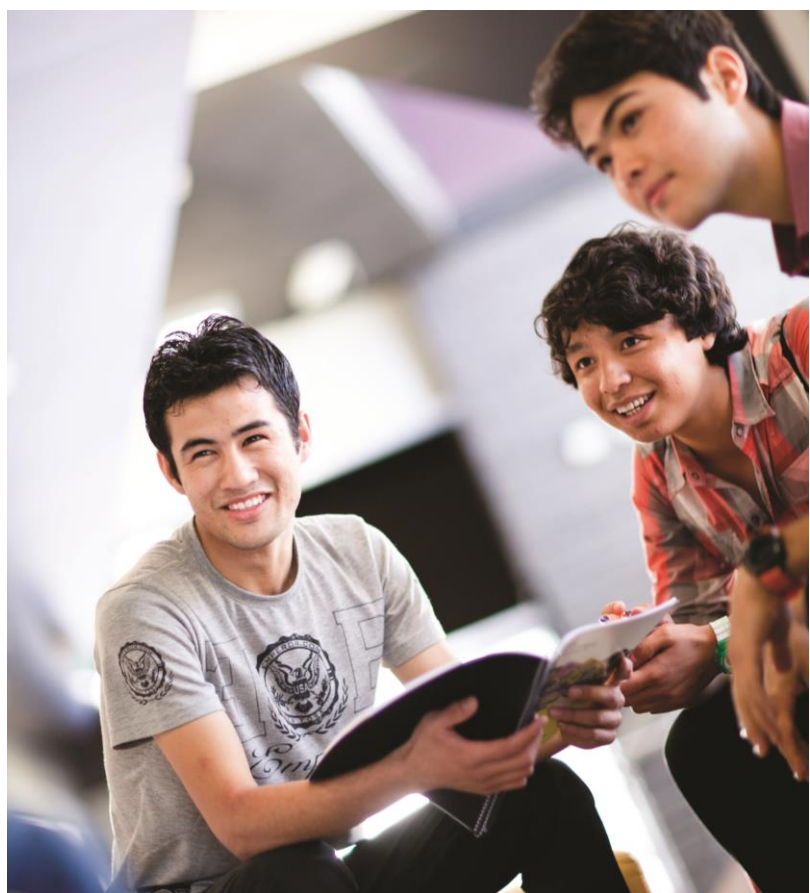
- ☐ I have at least AUD\$400 in cash and at least \$3000 in travellers cheques or on a credit card, or I can arrange a funds transfer to Australia quickly so I have funds to settle once I am in Australia
- ☐ I have arranged to have extra money available to buy text books and equipment
- ☐ I have extra money to buy monthly travel tickets, general living expenses and pay Homestay fees

Documents

- ☐ I have left a copy of my passport with my family or friends
- ☐ I have a folder with me which includes:
 - ☐ My offer letter
 - ☐ A copy of my passport
 - ☐ A copy of my driver license, if not in English also a translated copy
 - ☐ Important medical documents and prescriptions for glasses or ongoing medications
 - ☐ References from previous land lords if you have them and you are intending to rent in Australia
 - ☐ A list of important phone numbers (including the Chisholm International Office +61 3 9212 5040 and Chisholm International Assistance Line 1800 175 349 (after work hours/weekends))

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Welcome to Chisholm

Congratulations on your decision to study at Chisholm Institute!

This Pre-departure and Arrival Guide introduces you to living in Melbourne and studying at Chisholm.

Melbourne, the capital city of the state of Victoria, is a thriving city of over 4 million people. The City of Melbourne prides itself on its multicultural heritage with residents from almost every part of the world. Melbourne's diversity and rich cultural heritage can be experienced through the city's sporting, artistic, social and religious life. Australia has a long tradition of welcoming and embracing newcomers. Australia is a wonderful place to live: a safe, modern and prosperous society, rich in natural beauty.

South East Melbourne is a growth corridor of Melbourne, with many thriving industries. We encourage you to get involved, make new friends and to make the most of what is sure to be an enriching experience in your life.

The staff at Chisholm Institute hope that your time with us is enjoyable and that you achieve your goals

through hard work and great experiences at Chisholm and in Australia.

There are many services and facilities at Chisholm that are available to you. We would like you to use them, as they will help you in your life, your study and in the enjoyment of your time here in Australia.

The International Student Programs (ISP) Office is here to assist you so do not hesitate to contact us with any queries or concerns.

When you arrive you will participate in an Orientation Program which will assist you to settle in and enjoy your time at Chisholm. You will meet a lot of great staff and students so make sure you visit chisholm.edu.au/international for updates on your orientation date, location and activities.

Good luck with your travel preparations and best wishes for a wonderful trip.

Arrival in Australia

Immigration and Customs

Australia has strict rules about what you cannot bring into the country. Before you enter Australia you will be given a Customs Declaration Form to complete.

Strict laws prohibit or restrict the entry of drugs, steroids, firearms, protected wildlife and certain other products such as fruit, dairy and meat products. If you are in doubt about any goods you have brought with you, check with an officer at the Australian airport when you clear Immigration and Customs.

The Australian Embassy in your country can also provide details of what you cannot bring into Australia. You can also visit www.customs.gov.au

Airport Reception

Depending on the time you arrive it can take approximately 60 minutes from Melbourne Airport to your accommodation located near one of Chisholm's campuses. If you have booked and paid for airport pick-up you will be met at the airport and taken to your accommodation. After you proceed through Immigration and Customs at the airport look for the person holding a "TOGOTO" sign.

If you cannot see anyone to help you go the information desk in the Arrivals Hall and ask for help or contact the "TOGOTO" staff on 0419 433 922 (Heather) or 0409 503 646 (Ellen).

If you have chosen not to use the airport pickup service, you can get to the city easily by catching the Skybus Shuttle bus service which frequently runs directly from the airport to Southern Cross Station (Melbourne city). For more information see page 5.

What if I can't arrive on time?

If you will be unable to attend the orientation day, you must contact Chisholm. Some courses do not allow late enrolments. You need to contact Chisholm at international.admissions@chisholm.edu.au to request a late arrival letter.

How early should I arrive?

You should book an air ticket which will allow you to reach Melbourne at least 3 or 4 days before the orientation date. This will allow you sufficient time to rest and prepare for your studies.

Your family

Visit www.immi.gov.au for information about bringing your family with you to Australia. You will need to include all dependants on your visa application.

School aged children must attend school while in Australia. You are required to cover the cost of schooling for all school age dependants. Visit the Chisholm website for more information about school options in Victoria. Please remember to bring copies of immunisations paperwork from your doctors for all school age dependants.

Work

Student visa holders (granted on or after 26 April 2008) will receive permission to work with their visa grant. This will apply to both the primary applicant and any family members travelling with them on their student visa. Students are permitted to work 40 hours per fortnight during study periods.

Need more information? Visit www.immi.gov.au or phone 131 881 (within Australia).

Your family members can work up to 40 hours per fortnight. For more information about work rights please visit www.immi.gov.au.

Welcome Desk

The Student Welcome Desk at Melbourne Airport is a one-stop shop of information for students arriving in Melbourne, Victoria.

The Student Welcome Desk provides you with information and advice when you arrive. The friendly staff and volunteers will answer your questions and will provide you with free information, advice and a Welcome Pack.

Desk location: Travellers Information Service, International Arrivals Hall, Ground Floor, Terminal 2, Melbourne Airport

Open: 7 days a week, 7am to 12am

Friendly staff will:

- answer any questions students may have upon arrival. Some staff will be able to speak languages other than English
- help students find transport options from the airport to Melbourne's central city and to their education institutions
- provide students with information on temporary accommodation options
- provide students with a student welcome pack.



**STUDENT
WELCOME
DESK**

 Find us at the
Travellers Information Service
at Melbourne Airport,
International Arrivals Hall, Terminal 2.

Collect your free welcome pack containing all the
information you need to know about Melbourne.

For more information visit
melbourne.vic.gov.au/internationalstudents
Find us on Facebook

STUDY MELBOURNE


CITY OF MELBOURNE

About Melbourne

Melbourne is the second-largest city in Australia and the capital of the State of Victoria. Home to 3.6 million people, it is a wonderfully cosmopolitan city with people from almost every part of the world.

The city is famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities as well as its beautiful parks and gardens. The city also hosts many major sporting events such as the Australian Open (tennis), the Australian Formula One Grand Prix, test cricket and AFL football matches. Other popular sports include swimming, basketball, golf, athletics and soccer. There is also food of the highest quality from around the world. The city's restaurants cover all tastes and budgets from cafes and bistros to five-star restaurants.

For more information visit:

<http://www.truelocal.com.au>

<http://www.visitvictoria.com>

<http://www.lonelyplanet.com/places>

Weather

Melbourne enjoys a mild, temperate climate with distinct seasons through the year. Summer is usually hot and dry, so light cotton clothing is best. Winter is cool with occasional rain so it is a good idea to have a woollen sweater or windproof jacket and an umbrella for the winter months. Most students dress casually in jeans, shorts, sweaters, windcheaters and comfortable shoes.

Summer (December – February)

Temperatures: from 21 °C to 40 °C, average 26 °C

Autumn (March – May)

Temperatures: from 11 °C to 26 °C, average 20 °C

Winter (June – August)

Temperatures: From 1 °C to 16 °C, average 14 °C

Spring (September – November)

Temperatures: From 10 °C to 25 °C, average 19 °C



Melbourne's Transport System – Public Transport

Victoria (PTV)

Melbourne's public transport system includes trains, buses and trams. Public transport tickets, called myki cards, are reusable smart cards that entitle you to travel on trains, buses and trams within Melbourne. Myki cards are available at selected retail outlets and ticket offices at selected railway stations. There are two different zones in Melbourne and Chisholm campuses are all located in Zone 2 (see map on next page).

Myki cards can store either a myki pass (travel days) or myki money (dollar value) and these are used to pay for your journey. When your myki money balance gets low or when your pass runs out, you can add more money your card to keep travelling.

Transport fares

Check with the International office on arrival to see if you are eligible for the iUSEpass for International students. If not, full fares will apply. When you buy an iUSEpass, you get 50 per cent off the cost of an annual myki pass to use in the zone/s in which you study, a saving of \$760 for a Zone 1+2 annual pass. Heavy fines apply if you are found to be travelling without a ticket or travelling on concession when you are not eligible. When using a myki card, you must make sure that you validate your card by "touching on" before travel and "touching off" at the end of your trip.

*Prices are subject to change without notice

Telephone: 1800 800 007/

PTV disability services: 1800 800 007

For translated PTV information call:

Arabic: 9321 5440

Cantonese: 9321 5441

Croatian: 9321 5442

Dinka: 9321 5452

Greek: 9321 5443

Italian: 9321 5444

Macedonian: 9321 5445

Mandarin: 9321 5454

Somali: 9321 5446

Spanish: 9321 5447

Sudanese: 9321 5453

Turkish: 9321 5448

Vietnamese: 9321 5449

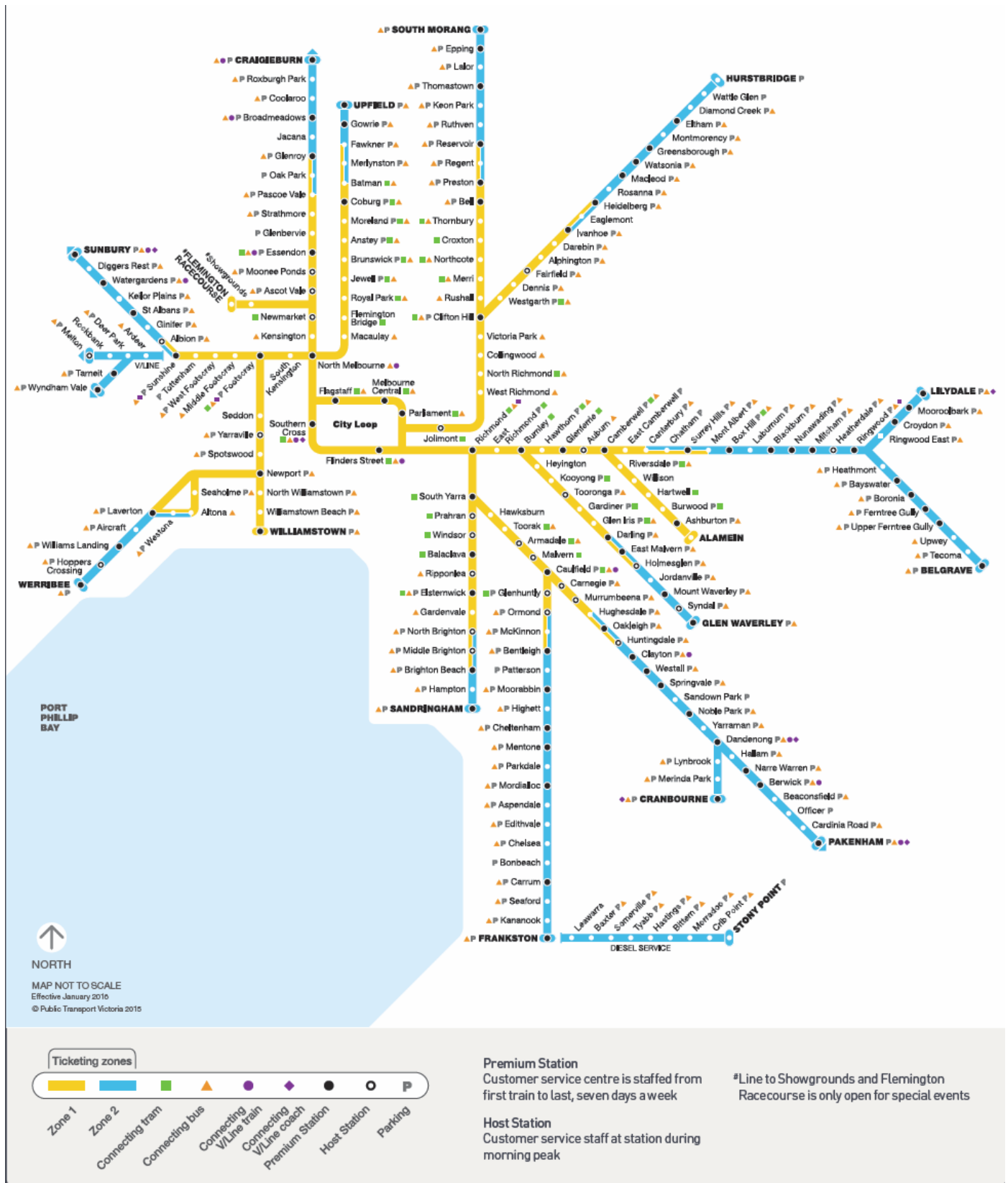
All other foreign languages: 9321 5450

Skybus

The Skybus Super Shuttle runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, seven days a week. The service runs every 15 minutes between 6am and 9pm (less frequently at other times) and takes around 20 minutes to get from Melbourne airport to the city centre. At Melbourne Airport, the Skybus stops at Terminal T1 (serving Qantas Domestic, and QantasLink), Terminal T3 (serving Virgin domestic, Rex and all international flights) and Terminal T4 for Tiger Airways and Jetstar. In the city, the Skybus Terminal is located at Southern Cross Station near the corner of Little Bourke and Spencer streets. Ask at the Information Desk in the Arrivals Hall for assistance. A one way adult fare will cost AUD \$19.00

Please note : you cannot use your Myki card on Skybus.

Melbourne's Train Network



Living Costs

Currency

Australia uses the decimal system – 100 cents to the dollar.

The bank notes in use are:

\$5.00 (pink/mauve)

\$10.00 (blue)

\$20.00 (red)

\$50.00 (yellow)

\$100.00 (green)



Silver-coloured coins are 5, 10, 20 and 50 cents

Gold coloured coins are \$1.00 and \$2.00

You should familiarise yourself with the Australian currency so you understand how much you spend and to help you stick to your budget when you are in Australia. For more information visit:

<http://www.australia.com/en/facts/currency.html>

You should never carry large amounts of cash around. As soon as you have opened an Australian bank account you will be sent a debit card which allows you to withdraw and pay for items via EFTPOS which allows you to pay for items using your debit card with a pin number.

In addition to your tuition fees, you are advised by DIBP that annually a single student requires AUD\$19,830 for living costs, to cover the expense of accommodation, transport, food and general daily expenses. However, depending on how you wish to live, your costs may be higher. Please see the Course Guide for more detailed information about possible costs. Married students will need to budget for an additional 35%. If you own a car, a mobile phone, have a computer linked with the Internet your living expenses will increase.

Tuition fees do not cover the cost of books, equipment, uniforms, stationery or excursions. Textbooks may cost AUD\$500 per year.

General Costs - Yearly

Books, stationery and printing	AUD\$500 – AUD \$800 approx
Public Transport	AUD\$1,500 – AUD\$2,000
Rental accommodation	AUD\$5,000 – AUD\$8,500
Entertainment	AUD\$1,000 – AUD\$2,000
Setting up accommodation	AUD\$1,500 – AUD\$2,500*

*a one-off expense for bedding, furniture, kitchen utensils, etc.

Dandenong Campus is located close to the Dandenong Market which is probably the most comprehensive of Melbourne's suburban markets with 300 stalls of fresh produce, clothes and other goods.

The vegetable section is large and well priced as well as the usual fish and meat section. The Dandenong area is home to a large number of ethnic groups and the atmosphere in the market reflects this.

All Chisholm campuses are close to supermarkets and shopping centres.

Accommodation

Share or Rental

Student Advisory Services can provide assistance in finding accommodation. Accommodation listings are available and updated regularly. They can also provide you with advice related to tenancy issues.

Many students share flats, units or houses rented through real estate agents. A two bedroom flat may cost around AUD\$200 per week in rental and a three bedroom house may cost around AUD\$350 per week. Students will also require around AUD\$1,500 – AUD\$2,500 to spend on furniture, household goods, electricity and telephone connections. You may be required to provide a reference letter, proof of financial position and proof of identity to the real estate agent. You will generally be asked to pay an upfront bond equal to one month's rent.

Real Estate Agents across Melbourne

LJHooker Real Estate www.ljhooker.com.au

Century21 Real Estate www.century21.com.au

Ray White Real Estate www.raywhite.com.au

Housing websites

www.domain.com.au

www.realestate.com.au

Homestay (Full board)

Immerse yourself in the Australian culture! Live with a host family close to campus and enjoy an Australian experience. In Australia an 'Australian homestay experience' can mean many things, you may live with a married couple with no children or a single woman or man who may or may not have children. Many families also enjoy pets in their homes.

In Homestay, you participate as member of the family and may be required to do your own laundry and clean your own room. Chisholm Institute uses the services of an accommodation agency to provide Homestay accommodation. If you are under 18 years of age and are under the guardianship of Chisholm, you must stay in Homestay accommodation.

What you receive in Homestay

- A room of your own with a single bed and bed linen
- Desk, lamp, dust bin, wardrobe in your room
- Breakfast, lunch and dinner every day
- Utility bills such as gas, water and electricity included in fee
- Access to the phone (call charges at the students expense)
- Access to the internet

Costs

Homestay host search fee AUD\$220*

Cost in 2016 AUD\$290* per week or \$260/week for a couple

Minimum stay: 1 month

Payment in advance: Two weeks (AUD\$580) is payable to the Homestay host on arrival

*Prices subject to change.

Money matters

Opening a bank account

Most students choose to open a bank account in Australia. While many overseas bank cards or ATM cards can be used in Australia both at Automatic Teller Machines and at most retail locations as long as they have been validated for international access, most students find it convenient to open a bank account in Australia.

Standard bank hours in Australia:

9.30am – 4pm Monday to Thursday 9.30am – 5pm Friday

Most banks are closed on the weekend and public holidays

If you intend to find a part time job while you are studying in Australia, you will need to open a bank account in Australia so your employer can deposit your salary into your Australian bank account.

Opening a bank account

You will need your passport and Confirmation of Enrolment as proof of identification when you open a bank account. Information regarding opening a bank account will be provided during the orientation program.

Some banks allow you to apply for a bank account online before you arrive in Australia. There are many banks which operate in Australia. Some large Australian banks include the Commonwealth Bank, ANZ bank, National Australia Bank (NAB), Bendigo Bank and Westpac.

Debit cards, EFTPOS cards and ATM cards

EFTPOS means Electronic Funds Transfer at Point of Sale. You can use an EFTPOS, ATM or Debit card in Australia to pay for goods, where funds are taken directly from your savings or cheque account. It is recommended that you don't carry large amounts of cash.



Health matters

Seeking Medical Assistance

To seek assistance from a doctor you will need to visit a medical clinic. There are many suitable clinics that provide general and specialist medical services located near Chisholm's campuses. At a clinic you will need to register at the counter and will be asked to provide your contact information and OSHC details.

Your OSHC provider will have a list of clinics on their website which you can search to find a local doctor which has direct billing. Direct billing is useful as it means the doctor bills your OSHC provider directly and you do not have to pay and then claim the money back later. Not all medical services can be direct billed so check with your OSHC provider for the details of your cover.

Making an appointment

Most medical clinics require you to make an appointment to see a doctor. The advantage of making an appointment is that you will be able to see a doctor you prefer. If you don't make an appointment you may also find you have to wait many hours or may even be asked to leave before you get to see one.

Requesting a medical certificate

If you are not well enough to attend classes (or work) you should visit the doctor and request a medical certificate that certifies that you are sick. You will need to present these to your teaching department any time you are absent due to illness. Always keep a copy for your records.

What to do if you are sick

Emergency ambulance Dial 000
Nurse on call 1300 60 60 24

Overseas Student Health Cover OSHC

As an international student on a student visa, you must be covered by Overseas Student Health Cover (OSHC) for the duration of your studies.

It is your responsibility to ensure that your OSHC is always paid to cover the duration of your student visa. Your OSHC covers you when you need to visit a doctor or go to the Hospital. Overseas Student Health Cover (OSHC) covers 100% of the government scheduled fee. Some doctors will charge slightly more than the government scheduled fee which is called a Gap Fee and non refundable. You will also be covered if you are treated in a Public Hospital.

Overseas Student Health Cover provides members with access to a 24 hour, 7 days a week emergency phone service which provides:

- Emergency medical advice and assistance
- An interpreter where necessary
- Referrals to doctors and medical centres
- Access to a solicitor for general legal advice and referrals
- Phone assistance to replace travel documents or passports.

To find a doctor visit https://www.oshcallianzassistance.com.au/member_student/login.aspx Allianz Global Assistance OSHC - Student Login or <http://www.yellowpages.com.au/> or visit the Chisholm international office where staff can assist you to find a local doctor.

OSHC Allianz

Telephone: 13 67 42

<https://www.oshcallianzassistance.com.au/>

Security and safety

Melbourne is a beautiful and safe city but everyone must take sensible precautions to protect their own safety. Please read and follow the suggested advice.

- Take the time to speak with teachers, students, family and friends who have lived in Melbourne for some time to learn about Melbourne and personal safety precautions.
- At orientation, try to meet other students and find out who lives in the same area as you – this is a good opportunity to make friends and you may decide to travel together.
- If you have night classes on campus move your car towards the end of the day closer to classroom. If necessary, approach your teacher for approval to do this, they will understand your need.
- If you have a night class and you are concerned about walking to the car or bus stop, ask your teacher to contact the security officers on campus so they can be in the area. You will find that security officers will be present around buildings where night classes take place as normal procedure.
- Place emergency contact numbers into your mobile. Refer to the emergency contact details you received on orientation day. If you have misplaced the details, the International Office will be able to help you.
- At night, walk in well-lit areas and be alert where there are other people present.
- Know the street names and area in which you live in case of emergencies.
- A personal alarm can be a good deterrent.
- In case of emergency do not hesitate to contact police by calling 000 and report crimes. If your English skills are limited, use the telephone interpreter service for translation. It is important to understand that in Australia police are friendly and are servants of the people and are therefore required to enforce laws and protect people.
- Generally be aware of what is happening around you.
- Travel in train carriages that have lots of people.
- Avoid counting any money you have in public and keep your laptop and other valuable close to you in a bag.
- If harassed by someone in a car, try to get their number plate details and report the incident to the police.
- Avoid using an ATM at night, or if you have to, go to one that is inside 24 hour shopping complex.
- Always lock the doors and windows of your accommodation and car.
- Never hitchhike, take a lift in a car from someone you don't know or offer of give a lift to someone you don't know.
- If you are interested in going out to night clubs, bars or the CBD at night, speak with other people of your age who live Melbourne to learn about the safest places to go, what to watch out for and how to travel to and from the location.
- Only swim at patrolled beaches where lifesavers are visible and always follow safety instructions at any location.
- Always feel comfortable speaking with a teacher, Chisholm Student Support Services, the International office team, including the Welfare Officer or Manager.
- We are here to support and assist in any way possible.
- Visit www.studymelbourne.vic.gov.au/ for more safety tips for international students.

What to do in an EMERGENCY

Emergency Fire, Police or Ambulance Dial: 000

When it is NOT an emergency

Police station numbers:

Dandenong 9767 7444

Frankston 9784 5555

Cranbourne 5991 0600

Berwick (Narre Warren Station) 9705 3111

www.police.vic.gov.au

Chisholm International

Student Assistance Line 1800 175 349

This is a number you can call at night or on the weekend to get assistance and support on a range of issues. While offices and businesses may be closed after 5pm on weekdays, you can call this number at any time between 5pm and 8am Monday to Thursday and from 5pm on Friday until 8.00am on Monday. If you are calling from a land line, the call is completely free. Standard call charges apply from mobile phones.

Phone this number for advice or support if you have a concern or problem, such as:

- An emergency
- You are physically injured
- You are worried about your safety
- You are feeling stressed, anxious or emotionally upset
- In a situation that is causing you concern (but may not be an emergency)

You can also call if you need information, such as:

- Orientation information
- Transport information (timetables, taxi, car accident assistance)
- Health or medical information
- Accommodation information

- Banking information
- Course advice
- Withdrawal process
- Opening hours (campus buildings, etc.)
- Staff/student issues
- Home maintenance issues (plumbing issues, etc.)

Other useful numbers:

Chisholm Institute

International Office 9212 5040

Dandenong Campus Security 0400 483 277

31 Lonsdale Street Campus Security 0457 098 633

Frankston Campus Security 0400 483 002

Berwick Campus Security 0400 483 123

Cranbourne Campus Security 0400 483 005

External Services

Car accident towing 13 48 69

TAXI 13 22 27

Legal Aid 1800 667 402

PTV (bus/tram/train times) 1800 800 007

Tourism and visitor information 9658 9658



Studying at Chisholm

Chisholm Institute offers many support services and facilities that are available to all students free of charge. During your Orientation and Enrolment program, all these facilities and services will be introduced to you.

Orientation Program

The orientation program for international students takes place prior to the commencement of your course and is compulsory for all students as it will assist you in familiarising yourself with studying and living in Australia. You will be provided with information on your visa conditions, compliance requirements, Public Transport, safety and security and Chisholm's health insurance provider will give a presentation and answer any questions you may have about your health insurance. You will be introduced to the services and staff available to you both on campus and in the community and student volunteers can help find out what you can expect while you are studying at Chisholm Institute and in Australia. You will also be given the details of your first class, so you really can't miss it!

Your teaching department will run its part of orientation program in the days before classes start. You will be introduced to the course co-ordinators and teachers as well as have the opportunity to meet other new students.

Enrolment is completed and timetables are issued during these sessions with your teaching department.

Orientation will also cover things like adjusting to life in Australia, teaching and learning styles, campus tours, excursions, lunch and social activities. Morning Tea and Lunch are provided for students attending Orientation.

English Language and Study Support

Chisholm Institute provides an ongoing program to help students to adjust to the requirements of the Australian education environment. An English language teacher is available by appointment and without charge. Support is provided to help students who are studying mainstream courses improve their English skills in reading, writing, listening and speaking. Other things Study Skills Support can help you with include: understanding assessment criteria; developing research skills; oral presentation skills; structuring assignments and familiarisation with. More information about study skills support will be provided to you at orientation.

Public Holidays

There are several public holidays every year. If they occur during term, your classes will not run on that day.

New Years Day - January 1

Australia Day - January 26

Good Friday and Easter Monday (falls in March or April according to the Christian calendar)

ANZAC Day - April 25 (a national memorial day for Australians who fought in wars)

Christmas Day - December 25

Boxing Day - December 26

Other public holidays in Victoria:

Labour Day (celebrated the second Monday in March)

Queen's Birthday (celebrated on the second Monday in June)

Melbourne Cup Day (first Tuesday in November)

The Academic Year

The Australian academic year runs from February to December. Australian TAFE institutions usually operate on a two-semester year (4 terms) with breaks between each term. Terms dates may vary, however they are usually:

Semester 1

Term 1: early February – end March

Term 2: mid April – end June

Semester 2:

Term 3: mid July – mid September

Term 4: early October – mid December

Learning and support services

Chisholm's Learning & Support Services are here to support you. We offer a range of services to enhance your student experience and provide you with support for success in your studies.

All of our services are free and confidential.

Services, advice and information include:

- Accommodation search assistance
- Careers counselling and employment advice
- Support for students with disabilities
- Information and referral for financial concerns
- Managing diversity, equal opportunity and anti-discrimination
- Personal counselling
- Advice on grievance procedures and dispute resolution
- Advocacy and academic advisory support
- Library services
- Student social support.

Accommodation Assistance

Assistance may be provided in finding somewhere to live, board, share or rent. Accommodation listings are available and updated regularly. Advice is also available regarding tenancy issues.

Careers and Employment Service

Chisholm Career Counsellors are available to assist students with all aspects of career planning and job seeking activities. This might include help with deciding upon a particular career or course, through to writing a resume and preparing for interviews.

Students and graduates also have access to myJobs, our student employment website. Through myJobs you can search and view a range of casual, part time and full time job vacancies advertised to Chisholm students.

Personal Counselling

Chisholm Personal Counsellors are available to support students with a range of personal concerns including culture shock, depression, anxiety, grief, family relationships, stress management or other issues which may be affecting your studies. All counselling is strictly confidential. We are here to support and guide you and may refer you on to other

organisations such as legal advice centres, specialist disability services and emergency accommodation providers if necessary.

Further information

For full details of the services provided by Learning & Support Services please visit the myChisholm student portal or refer to your Student Info Pocket Guide – provided at enrolment.

Contact Details

Our services operate by appointments, which are scheduled as soon as time is available. Emergencies are dealt with immediately whenever possible.

To make an appointment you can:
Telephone: 03 9212 5269
Or visit us on campus, at:
Dandenong Student Centre – Building A, Level 1
Frankston Library and Student Centre – Building E

Feeling lonely or need help?

Lifeline Australia 13 11 14 (24hrs)

Culture Shock

For many students, moving to a new country and culture that is different from your own can be very difficult. While you adjust to the changes around you, you may feel feelings of loneliness and a desire to return to your home and family (homesickness).

If you are feeling nervous, fearful, unhappy or angry at the people and things going on around you then you may be experiencing culture shock.

Some good ways to stop these feelings is to make friends in Australia by joining a club, sport or community group.

Talking to a Chisholm counsellor can also help you to adjust to life in Australia and deal with any problems you may be experiencing.

Student life

Life at Chisholm is not just about learning. You'll have the opportunity to participate in a range of activities through the year including recreational trips and tours, social events as well as a host of course-based activities and competitions.

In between classes, you might decide to check your e-mail in the library, grab something to eat in the campus cafeteria and sit out with your friends in common areas. All of our campuses are close to shopping centres, cafes or recreational areas, so there is always plenty to do.

Depending on where you study, you can also get a cheap haircut from the hairdressing students or a high quality, low-cost meal from the hospitality students in one of Chisholm's training restaurants.

You can take part in the support services orientation activities, attend student art exhibitions and careers forums and enjoy many other activities throughout the year.

We also provide a weekly catch up called The Couch which is just for international students. At The Couch you can meet fellow students, take part in fun activities and speak with the International Student Support staff.

Keeping in touch

There is always something to get involved with at Chisholm so make sure you are aware of the opportunities available to you, by connecting with the following:

Chisholm Student Email

Each student is provided with a Chisholm student email address when they enrol. This email is how we will contact you regarding your enrolment, studies and other important information. We recommend students check their emails at least once per week. Login is available through the myChisholm student portal.

Student News - It's your campus connection

Delivered to your Chisholm Student Email account each fortnight, Student News is an email newsletter which connects you with important Chisholm information, news and events.

myChisholm

myChisholm is our student portal and provides you with all the information you need about your Chisholm study and services.

Make sure you login regularly to keep up to date with the latest information.

Go to: <http://my.Chisholm.edu.au>

Chisholm Facebook

Connect with us on Facebook for the latest news and opportunities. It's also how you can engage with us, and share your Chisholm experience with others.

Go to: www.facebook.com/ChisholmInstitute

The Couch Facebook page

Connect with your fellow International students on Facebook. It's also how you can engage with us, and share your Chisholm experience with others.

Search for: [The Couch @ Chisholm on Facebook](#)

Under 18 year old students

If you are under 18 years of age when you commence studies with Chisholm your parents or legal custodian will have nominated someone to be responsible for your care and accommodation while you are overseas and studying. Where you are not being cared by a parent or relative, your parents may have asked Chisholm to act as your guardian.

Either way, while you're under 18 and studying at Chisholm there are lots of extra services and support available to you to help you adjust to life and study in Australia and be successful in your studies.

Students with Chisholm as guardian

If your parents have requested Chisholm to be your guardian, you will be required to live in a homestay with a family until you turn 18 years of age. (For more information on homestay, see page 8.)

At Chisholm, the International Student Welfare and Compliance Officer is the person responsible for looking after your guardianship. The Welfare Officer will liaise with your agent and family to make sure that when you arrive in Australia you will be picked up from the airport and taken straight to your homestay address.

The Welfare Officer will arrange to meet with you shortly after you arrive and will be available to talk with you at any time by calling 03 9212 5014 or in the case of emergencies 1800 175 349 (24 hours). While you are under 18 years of age, the Welfare Officer will be responsible for signing permission forms for excursions or other activities requiring consent from a guardian. She is also the person you will need to contact if you are unwell or need to go home to visit your family.

Students with a parent or legal custodian as guardian

If you are being cared for by a parent or relative in Australia, you will need to live at the same address as them until you turn 18 years of age. Your parent or relative will be responsible for your safety and wellbeing and will need to sign any permission forms

for excursions or other activities requiring consent



from a guardian.

You will receive support from the International Student Welfare and Compliance Officer at the scheduled U18 meetings to help you through your studies and can contact her at any time if you have a question or concern.

U18 Meetings Group Meetings

Early in each semester a meeting will be scheduled for all international students under 18 years of age. At this meeting you will get to meet other students studying courses similar to yours and will be able to discuss your experiences at Chisholm including any issues that you may be facing.

Individual Meetings

These one-on-one meetings with the Welfare Officer will be scheduled each term to discuss how you are progressing in your course and managing studying away from your home and family.

Along with these scheduled meetings you can contact the International Welfare Officer at any time on:

Phone: +61 3 9212 5014

In emergencies after hours: 1800 175 349 (24 hours)

Student responsibilities

While you are a student at Chisholm Institute you have the responsibility to meet all visa and institute requirements. Please read the following information and if there is anything you do not understand contact the staff in the International Student office who can help you.

As an overseas student on a student visa you are required to meet the following conditions:

- Maintain 80% attendance at all times.
- Maintain satisfactory academic progress (you must pass at least 50% of the units you are enrolled in for each semester)
- Pay your fees on time
- Meet with written terms and conditions of Chisholm Institute
- Inform Chisholm Institute each time you change your address or mobile number
- Have Overseas Student Health Cover (OSHC) for the period of your visa

Payment of Fees

Paying fees on time is one of your student visa obligations. Fee reminder letters are issued to you every semester by ISP advising you of the amount you need to pay and the due date of the fees. If you do not receive the letter please contact ISP.

Academic Progress

All students are required to pass at least 50% of the units they are enrolled in during the scheduled study period. Academic progress is monitored by each teaching department. If they consider any student is not maintaining satisfactory academic progress the teaching department will put in place an intervention strategy to support the student such as:

- Providing additional academic support
- Referring to the International Student Welfare and Compliance Officer
- Refer to study skills support
- Explore option of further English development, if English is language is identified as a problem

At the end of the scheduled study period, ISP will issue an Intention to Report letter to students who have not achieved satisfactory academic progress in two consecutive study periods. This letter advises students that they have 20 working days to access Chisholm Institute's complaints and appeals process. Students also have the right to seek external legal advice.

If you are concerned about your progress in your course, you can speak to your teachers in your department for advice and support either during or after class. You can also make an appointment to see the International Student Management Coordinator in ISP who can also assist you by setting up an intervention strategy to help you achieve satisfactory course progress.

Change of Address

DIBP requires that you notify Chisholm Institute if you change your address. If you don't keep Chisholm informed of your current contact details you will be in breach of the conditions of your student visa. The Personal Details Amendment form can be obtained from International office, online under the current students tab or at Client Services Reception (Building A at your campus).

Chisholm Institute Policies and Procedures

All Chisholm Institute policies and procedures regarding international students are available at www.chisholm.edu.au. A hard copy of policies and procedures is also available in the International Student Guide which can be obtained from the International office.

For more information on your responsibilities or to access the various forms you may need to visit the Chisholm website.

Frequently Asked Questions

1. How many hours can I work while I am studying in Australia?

You are allowed to work up to 40 hours per fortnight. You can work full time during school holiday periods. Your education must be your first priority and work must not interfere with your class attendance.

2. What are the attendance requirements?

Under the guideline of Department of Immigration and Border Protection, students on student visa must meet all course requirements and attend a minimum of 80% of the classes each semester of study.

3. How do I pay my fees?

You can pay your deposit in various ways - credit card, EFTPOS, telegraphic transfer, online transfer through internet banking and overseas bank draft/Australian bank cheque. For more details visit www.chisholm.edu.au/international

4. When will I receive my class timetable?

Once you have completed your teaching department enrolment process, you will receive details of your class timetable.

5. How can I open an Australian bank account?

To open a bank account, you will need to provide your passport, evidence of your visa and residential address as well as your Chisholm Student ID card. As a student you are eligible for bank accounts which have fewer transaction fees.

For more information on setting up a bank account in Australia, refer to page 10.

You can find more information about opening accounts and banking in Australia on these websites:

<https://www.anz.com/personal/>
www.boq.com.au/
<https://www.bendigobank.com.au/>
<https://www.commbank.com.au/>
www.nab.com.au
www.westpac.com.au/

Many other banks are available in Melbourne

6. How do I get a travel concession card?

Check with the Chisholm International Office regarding PTV concessions. If you are not eligible, you will need to purchase full fare tickets.

7. Do I have to inform the International Office if I change my address?

Yes. It is a requirement of your Visa conditions that you tell the International Office if you change your home or e-mail address or your phone number. Please complete a "Personal Details Amendment Form" and submit it to the Client Services reception at your campus.

8. Why do I need OSHC?

OSHC ensures you can access appropriate healthcare while you are in Australia so that any medical bills you have to pay aren't extremely expensive. You are required to have OSHC for the duration of your stay in Australia because it is one of the conditions of your student visa. Students who do not maintain their OSHC are in breach of their visa conditions and may have their visas cancelled.

9. How can I find a part time job?

- a) Access the job board at your campus or access Chisholm's online job search myjobs (once you have been enrolled)
- b) Through newspaper recruitment advertisements
- c) Online through website such as:

www.seek.com.au
www.careerone.com.au
<https://www.adzuna.com.au/>

10. Do I need to pay tax if I work in Australia?

Yes. Even if you have a part time or casual job you need to pay tax on the money you earn. These amounts will be deducted from your pay and sent to the tax office. So if you are applying for work you should register for an Australian Tax File Number (TFN) with the Australian Taxation Office. For more information visit: www.ato.gov.au