



KINGSWAY INSTITUTE

SUPPORT SERVICES BOOKLET For International Students



OVERVIEW

STUDENT SUPPORT INFORMATION

Welcome to Kingsway.

Throughout your studies, we are here to support you.

We make student support information available to student in variety of formats and locations.

The primary sources of student services information available to you include:

- Student Services Guide (this document)
- Kingsway Student Handbook - <http://www.kway.nsw.edu.au/content/downloads>
- Student website information – www.kway.nsw.edu.au
- Plus, a variety of individual factsheets, flyers or electronic messages

Information in all these locations are updated continuously and student should always refer to the latest version for information whenever possible.



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SUPPORT SERVICES

English Placement Tests Available

KINGSWAY organises onsite and distance based English Proficiency tests with affiliated English schools for prospective students. Please refer to KINGSWAY's English Requirements Factsheet for more information on how to request for the placement test: http://www.Kingsway.edu.au/docs/Kingsway_is_englishrequirements.pdf

International Student Orientation and Student Advisors

Student Advisors are responsible for conducting a student Orientation with all enrolled international students before they start their course with KINGSWAY. If you feel you need further clarification beyond the Orientation, you can contact us at any time. In addition to the Orientation program, Student Advisors offer support throughout your studies and can help you with any of the following information:

- Support services available to assist in the transition into life and study in Australia;
- Legal services;
- Emergency and health services;
- Facilities and resources;
- Complaints and appeals processes; and
- Information on visa conditions relating to course progress and attendance.

The Student Handbook and this Brochure also outline some of this information.

Reporting Students

KINGSWAY strives to operate as a supportive education provider for international students. However, KINGSWAY will not compromise its compliance with the National Code and the ESOS Act.

KINGSWAY is required to enter the enrolment of every student from overseas studying at KINGSWAY into Provider Registration and International Students Management System (PRISMS), a database reporting system for the Immigration Department. KINGSWAY has an obligation to report the following



to the Immigration Department via PRISMS. If you:

- Do not commence (i.e. simply do not turn up, or have not arranged with us for a later start because of health or compassionate reasons); or
- Terminate your studies before program completion; or
- Change your program or its duration; or
- Fail to comply with your visa conditions regarding attendance or academic performance; or
- Commit misbehaviour.

If you are reported to the Immigration Department via PRISMS for breaching visa conditions, you are encouraged to contact the Department of Immigration to understand the implications this will have on your visa status. If a decision to report is overturned by the Immigration Department, KINGSWAY will be obliged to accept the student back

Tuition Protection Scheme (TPS)

The ESOS Act 2000 and associated legislation requires all providers who are not exempt from the requirement to pay annual Assurance Fund contributions to be a member of a Tuition Assurance Scheme (TAS), or to claim exemption from TAS membership under the ESOS Regulations. Therefore, KINGSWAY must maintain suitable tuition coverage.

You are provided with the following statement in the Student Handbook, which ensures the safeguard of your tuition fees:

In the unlikely event that Kingsway is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by KINGSWAY at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If KINGSWAY is unable to provide a refund or place you in an alternative course, our Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if our Tuition Protection Scheme cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

It is important for KINGSWAY to have safeguards in place to ensure the complete delivery of tuition and financial stability of KINGSWAY. This is achieved by Management observing sound financial strategies in the business.



Overseas Student Health Cover (OSHC)

As an international student, you must show evidence that you have health insurance cover before a visa can be issued. OSHC is required for the total duration of your studies. There are various Health Insurance Providers available in Australia from where you can purchase OSHC. Upon application to KINGSWAY, you are advised to visit the following website in order to choose from the providers of OSHC: <https://www.oshcaustralia.com.au>

For more information on the OSHC requirements for international students in Australia, please visit:

<http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

Address Details

Once you have acquired permanent accommodation to start your studies, you must notify KINGSWAY immediately. If you change your address at any time you must inform KINGSWAY within 7 days. Contact KINGSWAY to fill in a form to update these details.

Working During Your Stay

As an international student, you can apply to work for up to 20 hours per week while you are enrolled in full time study, in Australia. There is no restriction on the hours you can work during the weeks that your course is not in session, for example during KINGSWAY holiday breaks. You will not be able to apply for your work permit until you have commenced your studies.

The Work Visa Application form (157P) can be obtained from the Department of Immigration website at <https://immi.homeaffairs.gov.au>. Once you have obtained permission to work, you will also need to obtain a Tax File Number (TFN) from the Australian Tax Office (ATO). Most students can apply for a TFN online by visiting www.ato.gov.au.

Job postings and classifieds are available in national and local papers and also on specific job websites. Recommended websites include: www.mycareer.com.au, www.careerone.com.au, www.seek.com.au. For students studying in Australian College of Sport & Fitness, our website has a jobs page <http://www.acsf.edu.au/student-job-board/>. Please note, KINGSWAY expects you to make study a high priority and, therefore, if you are permitted by the government to be employed, then you must not let your employment interfere with your studies. KINGSWAY will not be held responsible for any employment related matters arising from your study timetable or changes in your study timetable that may need to be made from time to time.

Academic Support and Learning Resources



If English is your second language you may be eligible for additional time to read your examination papers. You may also bring a non-electronic translation dictionary into your exam.

Whilst KINGSWAY provides you with the necessary reference materials to complete your courses, you may like to access further information. If you are looking for further reading and research materials you can access the following:

- Public Libraries –there are plenty of free public libraries in and around Sydney, Perth, Melbourne and Brisbane. See ‘Resources’ for a list of current and local libraries;
- Student Area – Kingsway students are able to access academic materials on the student area;
- Student Portal – Fitness and massage students can access learning resources through student portal on

<https://ebecas.equatorit.net/StudentPortal/#public/login/mss>

Third Party Mediation

Whereby a situation requires external counselling or mediation or judgment, then the student and KINGSWAY must both agree in writing on who this third party mediator will be, which will ensure fairness and independence. This third party will make the final judgment that will be binding to both KINGSWAY and student.

Overseas Students Ombudsman

If a student is not successful in KINGSWAY’s internal complaints handling and appeals process, you have the right to access and lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.oso.gov.au/> or call 1300 362 072 for more information.

Other Services

Whilst the Overseas Student Ombudsman is first preference, there may be situation where more suitable mediators are required. Some examples of other suitable counsellors or mediators KINGSWAY can provide to students include:

- **Department of Fair Trade** – for issues involving monies, services or product agreements.



- **Industry Associations e.g. ATMS** – for judgment on course content and learning outcomes.

In the case of direct costs associated to the third-party mediator, e.g. an external counsellor may charge an hourly fee rate to mediate, then the costs of this mediation process will be shared equally by both KINGSWAY and the student. Any expected costs of third-party mediation and the agreement to share these costs will also be outlined and agreed upon in writing.

Mediation for West Australian Based Students

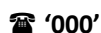
Perth based students should also note there is additional mediation and conciliation services provided through the Western Australian Department of Education Services. This service is called the International Student Conciliator. Either party may consult the independent Conciliator at any stage during a dispute as part of a provider's internal complaints and appeals process. The Conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute between themselves.

EMERGENCY SERVICES

On-Campus - In the event of an emergency during KINGSWAY hours, contact your Trainer or report issue to staff at the front desk/administration office.

Off-campus - In the event of a life threatening or urgent emergency outside KINGSWAY hours, please dial 000. This is a free call from any landline, payphone or mobile and will connect you to police, fire or medical services.

For EMERGENCY



If you are ever in an emergency and need help from FIRE, POLICE, AMBULANCE, dial "000" from ANY public phone

Other phone numbers which may be of assistance during an emergency are:

Electricity Emergencies:

- **Energy Australia** – 133 466

• **Water Emergencies:**

Sydney Water	13 20 90
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- **Poison Information Line** - 13 11 26
- **Gas Emergencies: AGL** - 13 19 09

Sydney	Fair Trading Centre McKell Building, 2-24 Rawson Place Sydney NSW 2000 Telephone: 13 32 20 www.fairtrading.nsw.gov.au
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MOBILE PHONE PROVIDERS

Mobile phone providers in Australia are:

www.optus.com.au, www.virginmobile.com.au, www.telstra.com, www.vodafone.com, www.imobile.com.au.

ACCOMMODATION

When it comes to finding accommodation, you have many options to choose from ranging from finding your own apartment to homestays to short term rental accommodation.

Before moving in: confirm the weekly rate, and what it does or it doesn't cover; - establish whether there is a bond, make sure you get a lease contract;

Keep any receipts for payments you make: electricity, water, electronic transfers, they will help as evidence of your rent, in case of any disagreement.

Apartments - It is typical that most students will find their own apartment or find an apartment to share with others. Property websites are the best source to find apartments or flat shares. As most properties are unfurnished, you will need to purchase electrical items, furniture, bedding and kitchen utensils. You will also need to pay four weeks rent upfront (known as bond) as well as cover costs for connecting the electricity, gas and telephone land line.

Some include: www.gumtree.com.au, www.easyroommate.com.au, www.domain.com.au, www.flatmatefinders.com.au, www.realestate.com.au.

Homestay - Homestays allow students to have accommodation with carefully selected Sydney homestay families. These offer students a safe, friendly and caring 'home away from home' environment, as well as the opportunity to practise their English in real-life situations. Students are carefully matched with homestay families, to ensure the best possible homestay experience. For homestays across Australia, you can try: www.homestaynetwork.com.au, www.auzziefamilies.com.



Hostels - When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet. Simply go to www.yha.com.au or www.unilodge.com.au to search for youth hostels across Australia.

TRANSPORT & CONCESSIONS

- **Trains/Buses** - The closest train stations to the campuses are Town Hall, Central Station, Wynyard and Museum Stations. www.131500.com.au is also a good site to visit for general information about Sydney. Alternatively, you can telephone 131 500 to speak with an Operator at Sydney Transport who can assist with transport information and local trip planning.
- **Taxis** - There are a number of taxi companies in Sydney few taxi ranks located around the city. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone, which costs you an extra \$1. Most taxis are licensed to carry only 4 passengers. Ordering Taxis: Legion Cabs 13 14 51/ Silver Service 13 31 00/ Yellow Cabs 13 19 24.
- **Ferries** - You may catch the ferry to come to KINGSWAY. Ferries stops at Circular Quay & King Street Wharf.
- **Pre-paid tickets** can be purchased at newsagencies, some convenience stores and/or some bus/train stations.

International Students are not entitled to use student concessions on Sydney Buses, Trains or Ferries UNLESS they study is fully funded by specified Australian Government scholarships. For more information see: transportnsw.info/tickets-opal/ticket-eligibility-concessions.

BANKING

To open a bank account in Australia you must satisfy a 100-point system based on your identification. Types of identification may include your passport, driver's license and student card. Students who show proof of their student status, e.g. student enrolment ID card, may be exempt from paying fees

Trading hours of most banks:

Monday – Thursday 9:30 am – 4:00 pm, Friday 9:30 am – 5:00 pm
(Some branches of some banks are open on Saturday mornings also.)

and charges.

The following are web sites of the major banks in Australia. You will be able to find a branch which is



most convenient to you. When opening an account enquire about services for students.

- **Commonwealth Bank of Australia (CBA)** - <http://www.commbank.com.au>
- **ANZ** - <http://www.anz.com.au>
- **Westpac (WST)** – <http://www.westpac.com.au>
- **St George (STG)** – <http://www.stgeorge.com.au>
- **Hong Kong Shanghai Bank (HSBC)** – <http://www.hsbc.com.au>
- **National Australia Bank (NAB)** - www.national.com.au

SMOKING LAWS IN AUSTRALIA

Every state and territory ban smoking in enclosed public places. Indoor environments such as public transport, office buildings, shopping malls, schools and cinemas are smoke free across the country. It is illegal for anyone to sell cigarettes to you if you are under 18. Anyone who sells cigarettes to someone under 18 can be heavily fined. It is also illegal for someone else to buy cigarettes for you. In this circumstance, anyone can be fined.

NEARBY MEDICAL SERVICES

You can find many practitioners near all campuses. For more details of local doctor's services please check more details on this website: <https://healthengine.com.au/appointments/gp/>

TAX FILE NUMBER

Tax file numbers can be obtained through the Australian Taxation Office (ATO). A tax file number is a unique number issued by the Tax Office. You must have a tax file number when starting or changing jobs. For further information, please contact the Australian Taxation Office at 13 28 61 (8.00 am-6.00 pm Monday - Friday).

DRIVING WITH AN OVERSEAS LICENSE

Sydney

If you are licensed to drive in your home country, you may be able to drive here in NSW (laws differ



throughout Australia) using your original licence, however there are certain things you will have to do before you drive here. For example, the law requires that you carry an official translation of your licence if it was originally issued in a language other than English. Refer to the Roads and Traffic Authority (RTA) website (www.rta.nsw.gov.au) for up to date information. Please note other states and territories of Australia may have different driving laws.

Enquire at the RTA about driving in other states and territories within Australia.

PLACES OF WORSHIP in Sydney

Sydney is well known for its multiculturalism. With such a mixture of religions, it is very easy to find your preferred place of worship. Please find below a list of some of these places:

- **Christianity**

St. Mary's Cathedral – Cathedral Street, Sydney Anglican Christ Church – 507 Pitt Street, Sydney

- **Judaism**

Great Synagogue – 166 Castlereagh Street, Sydney Bet Yosef (The Caro Synagogue) – Bondi

- **Hinduism**

Sri Mandir – 286 Cumberland Road, Auburn

Sydney Hare Krishna Temple – 180 Falcon Street, North, Sydney

- **Islam**

Sydney CBD Musallah – 84 Pitt Street, Sydney Wynyard Musallah – 60 Clarence Street, Sydney

- **Buddhism**

Wah Tsang Temple – 2/209 Liverpool Rd, Greenacre Mahamakut Temple – 88 Stanmore Road, Stanmore

LEGAL ADVICE /SERVICES

Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid Office.

Legal Aid Head Office Sydney

Ground Floor, 323 Castlereagh St, Sydney NSW 2000

Phone: (02) 9219 5000

or 13 3677 www.legalaid.nsw.gov.au



INTERPRETER ASSISTANCE

- Our Student Advisors can help you locate a suitable interpreter service.
- You should also be aware of Telstra's twenty-four (24) interpreter service.
- Telephone 131 450 anytime if you are having difficulties communicating in English.

LIBRARY SERVICES

City of Sydney information page has many options for locations and opening hours of libraries close to you:
www.cityofsydney.nsw.gov.au/Library/Branches/

COUNSELLING SERVICES

Counselling Services are available by appointment. KINGSWAY provides a free counselling session to all students. Appointments with a Counsellor can be made through Student Advisors.

If the Student Advisor deems situation requires specialist advices, they may refer you to additional external counselling support that may incur additional costs.

- Beyond Blue: A free counselling service that you can contact if you are feeling depressed or anxious. www.beyondblue.org - Phone: 1300 22 4636
- Reachout - www.reachout.com.au
- Lifeline (24 hour emergency number) Phone: 13 11 14 - www.lifeline.org.au
- Sexual Assault Crisis Line: Phone: 9819 6565
- NSW Rape Crisis Centre: www.nswrapecrisis.com.au Phone: 1800 424 017
- New South Wales Domestic Violence Line: www.lawlink.nsw.gov.au Phone: 1800 656 463

THE FAIR WORK OMBUDSMAN'S TOP TOOLS AND RESOURCES FOR INTERNATIONAL STUDENTS

The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.



Tool or Resource	Description	Links to resources
General information for international students	The Fair Work Ombudsman (FWO) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> • www.fairwork.gov.au/internationalstudents • Visa protection • International students fact sheet • Jessica's story • Unpaid work • Student Placement and Internships
Community presentation package	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package – the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> • www.fairwork.gov.au/presentationpackage
Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android, and developed with young visa workers in mind. It's available in 18 languages and automatically detects the language settings on a user's smartphone.	<ul style="list-style-type: none"> • www.fairwork.gov.au/app • iTunes store • Google Play



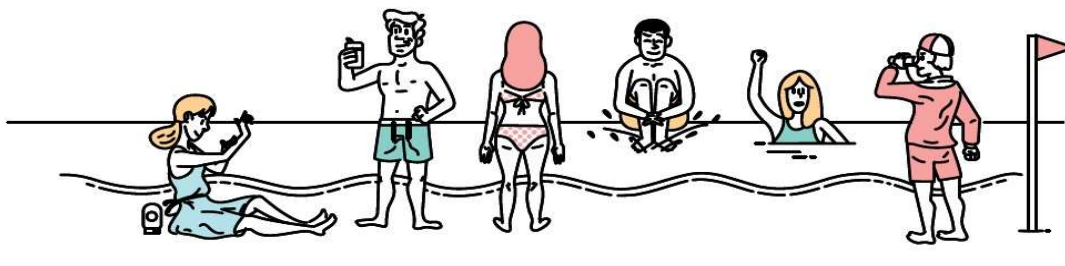
Anonymous Report	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and 16 other languages .	<ul style="list-style-type: none"> • www.fairwork.gov.au/tipoff • www.fairwork.gov.au/inlanguageanonymousreport
In language content	The FWO website translates into 40 different languages and recognises browser settings automatically translating content into a user's preferred language. The FWO's website also delivers professionally translated information in 30 languages . The content includes downloadable resources and more detailed topic based information to address the common questions asked by international students. It also includes in-language video resources in 16 languages .	<ul style="list-style-type: none"> • www.fairwork.gov.au • www.fairwork.gov.au/languages

If you have any questions about the Fair Work Ombudsman's tools and resources, please contact the FWO at community.engagement@fwo.gov.au.

BEACH SAFETY

Beach Safety

A day spent at one of Australia's 10,685 beaches is rarely a day wasted. If you're planning a day out by the water, here's your guide to staying safe and having a great day.



Check the weather forecast before you leave. If there's heavy rains or storms, consider postponing. Make sure you apply and pack sunscreen. Even if it's cloudy the UV can be high. Don't go swimming if you have consumed drugs or alcohol.

Don't go swimming alone - grab a couple of friends and head to a patrolled beach. Once there, check for any signs and follow the instructions. Swim between the yellow and red flags, this is the monitored spot that's been deemed safest for swimming. Don't dive into water, you may overestimate the depth and this can have very serious consequences.

If you ever find yourself in trouble while swimming, try to stay calm and raise your hands to show that you need help. If you see someone else in distress in the water, emergency dial Triple Zero (000). For more information see Royal Lifesaving Australia.
www.royallifesaving.com.au



USEFUL CONTACTS

- **Department of Immigration**

This government department handles visa enquiries and issues. <https://immi.homeaffairs.gov.au/>

- **Australian Diplomatic Missions Overseas:** Website: www.dfat.gov.au/missions
- **Tourism - Australian Tourist Commission Website:** www.australia.com
- **Tourism NSW Web:** www.tourism.nsw.gov.au **City of Sydney Web:** www.cityofsydney.nsw.gov.au
- **Sydney Transport Info Web:** www.131500.com.au -
- **CRICOS Website:** <http://cricos.education.gov.au/>
- **Newspapers:**
 - **Sydney:** www.newspapers.com.au/sydney.html
- **Health Insurers**
 - **A list of health providers of OSHC can be found at:** www.studyinaustralia.gov.au/en/Study-Costs/OSHC
- **English Language Websites**
 - **International English Language Testing System (IELTS):** www.ielts.org
 - **Test of English as a Foreign Language (TOEFL):** www.toefl.org

REFERENCES

International Student Guide. Sydney 2019 ed. Available on
<<https://insiderguides.com.au/international-student-guides/>> Accessed on 28/07/2019.