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WELCOME TO SYDNEY

Sydney is the capital city of New South Wales and the second largest city in Australia. It is recognised as one of the world’s most liveable cities because of its safe, secure environment and well-developed infrastructure.

Sydney has a thriving food culture, offering a wide range of dining choices and interesting laneway cafes. A variety of food markets offer the freshest of every ingredient for home cooking and eating. The range of shops from large department stores to smaller designer shops and markets mean whatever you need and want can be found in Sydney.

The streets are alive at night with theatres, bars, nightclubs, and restaurants that line the city streets. Sydney is also home to many major cultural and sporting events each year. Sydney is an attractive city boasting magnificent gardens, nearby beaches.

Sydney attracts students from all over the world to study at the many leading tertiary institutions in the city.

Queen Anne English College (QAEC)

QAEC is located in the heart of Bankstown city. Bankstown is about 20 minutes away from Sydney centre.
Bankstown is safe and convenient and easily accessed by the public transport system.
Bankstown train station is within walking distance from our college.

To contact us:
Add: Level 1 196 Stacey Street, Bankstown NSW 2200
Telephone: +61 2 9707 4840
School Orientation Program

On the first day of your course, you will attend an orientation program. The half day orientation includes familiarising you with living and studying in Sydney. This includes helping you with your banking. Students are made aware of the social and cultural issues associated with living in Sydney.

You will receive:
- information about QAEC
- information about living in Sydney: map of Sydney city; how to use and buy telephone cards, public transport; class times; where to post a letter; shopping; how to open a bank account and where to change money; information about living with an Australian host family or finding accommodation
- tour of QAEC College
- Student card.
- Student Handbook

Please bring your Passport, Offer letter and Confirmation of Enrolment (CoE) with you to the orientation program.

Airport Pick-Up

QAEC can arrange for students to be met and picked up at Sydney Airport upon arrival. Please inform the school at least three days in advance for this service. If you have requested for this service, you will receive an Airport Pick up Notice before your departure with your name, please display the notice and do not leave the airport until you have been picked up. Please make sure you have coins to make phone calls to the number listed on the Airport Pick up Notice.

Accommodation

QAEC can arrange for students to be in placed a homestay family. Students will be provided with full board accommodation, for which a set weekly fee is charged. Living with a homestay can be an enriching and enjoyable experience. Students will share cultural and language experiences with the homestay family and improve their English language skills through regular conversation with the family. Please inform the school at least 2 weeks in advanced for this service.

If you want to live independently, you can find shared accommodation from $100 – $250 per week; or rent a one bedroom flat from $250 - $ 380 per week.
Visa

Depend on your nationality; you can travel to Australia on a Student, Tourist or Working Holiday visa.

There are mandatory and discretionary conditions that are attached to Student Visas. Some examples of the conditions are:

- You **cannot** work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course).
  
  **Note:** No work limits apply during recognised periods of vacation offered by your education provider. A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

- You **cannot** undertake work until you have commenced your course in Australia.
  
  You **must** remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).
  
  **Note:** a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

- You **must** maintain adequate arrangements for health insurance during your stay in Australia.
  
  **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

- You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You **must** notify your education provider of any change in your residential address within 7 days of the change. You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Please refer to Immigration website for more details on Student Visa conditions: [www.immi.gov.au](http://www.immi.gov.au)

School Age Dependents

Adequate schooling arrangements for student dependant visa holders who have turned 5, but have not turned 18 **must** be maintained while they are in Australia and school fee may be incurred.

School-aged dependants of student visa holders can attend any school that meets relevant requirements for domestic registration. They are not required to attend CRICOS registered schools because dependants are not student visa holders.
For more information about visas for dependants of student visa holders, please see the DIAC website: http://www.immi.gov.au

Health Cover

Medical treatment in Australia can be very expensive, so everyone should have some form of health insurance.

If you are on a Student Visa, one of the conditions of the visa is that you must maintain adequate arrangements for health insurance during your stay in Australia.

If you are on a Tourist or Working Holiday visa you are not covered by Overseas Student Health Cover and must make your own insurance arrangements before you travel.

Climate

Sydney has very changeable weather and has been said to have ‘four seasons in one day’. Average temperatures are:

• November to April (Maximum 18 - 38C, Minimum 6 - 11C)
• May to October (Maximum 13 - 19C, Minimum 5 - 9C).

Clothing

You will need to bring clothes for both summer and winter. Most Australians dress casually unless they are working or going to a formal party or job interview. You will need:

• light, comfortable clothing for the warmer months
• jumpers, jeans, jacket and boots for the colder months
• Raincoat and strong umbrella, as Sydney can get wet and windy.

Cost of Living

Sydney is not very expensive compared to other cities in Australia. Please allow a minimum of AUD $18,610 per person per annum for living costs.

Here is a list of common expenses:

• Rent
• Food and groceries
• Utilities such a electricity, gas and water
• $25 - $35 per week for lunch
• Transport cost
• local calls from public phones cost 50 cents. Some phones take only phone cards that can be bought at newsagents and shops showing the phone card sign. You can also make long distance
(STD) and international (ISD) calls from public phones. For international calls, it is cheaper to buy a pre-paid international calling card with a PIN number from convenience shops and newsagents.

- Homestay arrangements costing from $260 per week.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

From July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Per Person</th>
<th>Amount required in AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel</td>
<td>Yourself</td>
<td>Return air fare to Australia</td>
</tr>
<tr>
<td></td>
<td>Family members</td>
<td>One return air fare to Australia per person</td>
</tr>
<tr>
<td>Tuition</td>
<td>Yourself</td>
<td>Course fees</td>
</tr>
<tr>
<td></td>
<td>Children aged 5-18</td>
<td>AUD8000 per year</td>
</tr>
<tr>
<td>Living</td>
<td>Yourself</td>
<td>AUD18,610 per year</td>
</tr>
<tr>
<td></td>
<td>Partner</td>
<td>AUD6,515 per year</td>
</tr>
<tr>
<td></td>
<td>First child</td>
<td>AUD3,720 per year</td>
</tr>
<tr>
<td></td>
<td>Each other child</td>
<td>AUD2,790 per year</td>
</tr>
</tbody>
</table>

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

**Language Difficulties**

- Be patient – if you become tired and frustrated with your English, just take a deep breath and try again. It will take time to become proficient in your speech.
- Ask for help – if there is something you don’t understand, you can ask your host family, QAEC Staff and teachers and friends.

**What to bring:**

- coins to make phone calls
- about $300 cash in Australian dollars for incidental expenses until you can open a bank account
- passport and visa
- letter of offer sent to you by QAEC
- receipt for payment of fees
- certified copies of personal papers including academic transcripts, educational or work qualifications you have already completed
- identification papers such as birth certificate, drivers license/international drivers permit
- credit cards
- official translations of important documents into English.

**Classes**

Class times - you will be advised of the starting time of your class at your orientation. Timetables may
change due to staffing and facilities availability.

Class rolls and attendance – class rolls are legal documents recording student attendance. Tampering with rolls to provide false information about attendance, or encouraging someone else to do so may result in students being suspended or having their enrolment cancelled.

**Fees**

Fees are subject to change without notice.

**QAEC Policies**

Please make sure you have read and understood the policies and procedures on our website particularly:
- Student Code of Conduct
- Course Progress Policy
- Transfer Between Registered Providers Policy
- Course Application and Offer Letter Policy and Procedure
- Refunds Policies,
- Refusal, Deferral, Suspension and Cancellation of Enrolment Policy
- Complaints and Appeal Policy.


**QABC Facilities and Services**

**Student Facilities**

QAEC has been fitted out with modern furnishings and fittings. The library has a wide range of essential texts and students have class sets of text books/resources to use. QAEC also has student common areas, where students can get to know one another and study amongst themselves. Some other facilities/equipment include:
- high speed internet connection and free wireless network access in all common areas
- computer labs
- individual login and web mail accounts
- journals, magazines, newspapers, textbooks and reference books are available access to student common areas with refrigerators and microwaves and big screen TV
- Modern classrooms featuring furniture, fittings and learning resources including data projector.

For further details, please visit QAEC website, [www.QAEC.nsw.edu.au](http://www.QAEC.nsw.edu.au)
**Student Services**

The Student Services Officers will assist you with finding suitable accommodation and can help you with a wide range of issues including buying a mobile phone, employment, legal and financial problems, academic counselling, attendance concerns, recreation etc. The Student Welfare Officer is also available to discuss, in strict confidence, difficulties and personal problems that you might have from time to time.

**Student Welfare Services**

If you have any issues or need support during your study and life in Australia, including course progress and attendance requirements, and accommodation issues, please make an appointment to see the Student Welfare Officer. Urgent matters will be attended to promptly.

The Student Welfare Officer will refer students to the appropriate QAEC staff member if the matter is of a non-personal nature. Referrals to counselling services and other external providers will be made if deemed appropriate by the Student Welfare Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external service will be paid by the student.

**Course Guide**

Course information, including Course Description, Course Structure, Entry Requirements, and Duration, Modes of delivery, and Assessment Methods for each course is available at: [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au)

Student must be 18 years of age prior to commencement of courses in Queen Anne Business College (QAEC).

**Academic Support:**

Academic support including language, literary and numeracy is the responsibility of the students’ Trainers and VET Academic manager

The **VET Academic Manager** can help you or refer you to the appropriate personnel with the following:

- Academic Problems
- Course transfers
- Language and Literacy issues
Access to your records

Official reports are available every term. Upon completion of ELICOS, eligible students will receive a Graduation Certification issued by QAEC. A letter of completion is available upon request.

Students who need to access their records or request a transcript at other times are advised to fill in a Student Services Request Form available at the Student Services Desk on Level 2.

Education Services for Overseas Students (ESOS) Act

The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE), administers the ESOS Act and its associated instruments.

The Education Services for Overseas Students (ESOS) Act 2000 (current) governs:

- the registration process and obligations of registered providers
- the Tuition Protection Service; and
- enforcement and compliance powers.

For more information, please refer to: https://aei.gov.au/Pages/default.aspx

National Code of Practice 2007

The original National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students has been substantially revised to improve clarity and to give institutions more flexibility. For students the changes bring greater protection. It takes effect July 1 2007. On that date all CRICOS-registered providers must comply with the provisions of the National Code of Practice 2007.

The National Code 2007 contains:

- A description of the principles and guidelines that underpin the National Code 2007;
- A description of the roles and responsibilities of state and territory governments;
- Requirements for CRICOS-registered providers; and
- Standards for CRICOS-registered providers.

Other Useful Information about Sydney, Victoria, Australia

Food

Most Asian products and most European foods products are readily available in Sydney and you do not need to bring these with you.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5 (purple), $10 (blue), $20 (orange), $50 (yellow) and $100 (green). Coins used are silver 5 cents, 10 cents, 20 cents and 50 cents, and gold $1 and $2 coins. Australian currency is the only legal tender in Australia.
Changing foreign currency or travelers cheques is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

**Customs and quarantine**

As Australia has been an isolated continent for many years and is relatively free from pests and diseases there are very strict quarantine laws controlling the importing of food and plants.

**Don’t bring** any plant or animal material into the country (e.g. mushrooms, fruit, Chinese herbs, pork, noodles, spices etc.) However, if you must bring any of these please remember, ALL FOOD AND PLANTS YOU BRING INTO AUSTRALIA MUST BE DECLARED AT CUSTOMS.

For more information, please refer to: 

**Electrical appliances**

Electrical appliances operate on 240 volts. The Australian three pin plug is different to that in many other countries and will require an adaptor plug. Electrical appliances can be bought cheaply in Australia.

**Other Useful Information about Banks town , Sydney, New South Wealth, Australia**

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**Some useful websites:**

For more information on:

Studying in Sydney, Australia
http://studyinaustralia.gov.au

Sydney and surrounding attractions
http://www.sydney.com/things-to-do/attractions

Travel by bus, train or tram is available on:
http://www.sydneytrains.info/
http://www.transportnsw.info

Listing of rental properties:
www.domain.ciom.au
www.realestate.com.au

Student visas:
www.immi.gov.au/students/index.htm

Commonwealth government services:
www.australia.gov.au

Department of Immigration
www.immi.gov.au
ALL THE STAFF AT QABC SYDNEY WOULD LIKE TO WELCOME YOU AND WISH YOU A SAFE TRIP TO AUSTRALIA.

For further information, please contact QABC:
Level 1, 196 Stacey street, Bankstown NSW 2200
T. +61 2 9707 4800 E. www.JEG.nsw.edu.au