



# STUDENT HANDBOOK



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## Education Services for Overseas Students

The Australian Government is committed to ensuring you have an excellent education experience in Australia.

Our [new fact sheet](#) for international students contains important information about their rights and responsibilities while studying in Australia.

This fact sheet gives you information on:

- choosing and enrolling in a course of study
- support services available in Australia
- the rights and responsibilities of students on a student visa
- working in Australia
- making complaints and getting help.

For more information about studying in Australia visit [Study in Australia](#) or check out [OECD Better life Index- Life in Australia](#).

Download your free [International Student guide to Sydney](#) here.

## Living in Sydney

### Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

### New South Wales

New South Wales is a south-eastern Australian state, distinguished by its coastal cities and national parks. Sydney, its capital, is home to iconic structures such as the Sydney Opera House and Harbour Bridge. Inland are the rugged Blue Mountains, rainforests and outback towns where opals are mined. Along the coastline are long surfing beaches. The Hunter Valley region, in the north, has dozens of wineries.

New South Wales also known as NSW has the largest population in Australia. The state's capital city is Sydney. Sydney is Australia's most populated city with an estimated population of over 4.4 million people. NSW is located in south-eastern Australia. It has a total area of 800,642 km<sup>2</sup> and covers 10.4 percent of Australia. New South Wales' coastline is only 2137 km long.

### Sydney

Sydney is the state capital of New South Wales and the most populous city in Australia and Oceania. Located on Australia's east coast, the metropolis surrounds the world's largest natural harbour, and sprawls towards the Blue Mountains to the west. Residents of Sydney are known as "Sydneyiders". Sydney is the secondary official seat and secondary official residence of the Governor-General of Australia and the Prime Minister of Australia.

The Sydney area has been inhabited by indigenous Australians for at least 30,000 years. The first British settlers, led by Captain Arthur Phillip, arrived in 1788 to found Sydney as a penal colony, the first European settlement in Australia. Since convict transportation ended in the mid-19th century, the city has transformed from a colonial outpost into a major global cultural and economic centre. As at June 2016 Sydney's estimated population was 5,005,358. In the 2011 census, 34 percent of the population reported having been born overseas, representing many different nationalities and making Sydney one of the most multicultural cities in the world. There are more than 250 different languages spoken in Sydney and about one-third of residents speak a language other than English at home.



Despite being one of the most expensive cities in the world, the 2014 Mercer Quality of Living Survey ranks Sydney tenth in the world in terms of quality of living, making it one of the most liveable cities. It is classified as an Alpha+ World City by the Globalization and World Cities Research Network, indicating its influence in the region and throughout the world. Ranked eleventh in the world for economic opportunity, Sydney has an advanced market economy with strengths in finance, manufacturing and tourism. Its gross regional product was \$337 billion in 2013, the largest in Australia. There is a significant concentration of foreign banks and multinational corporations in Sydney and the city is promoted as one of Asia Pacific's leading financial hubs. Polytechnic Institute Australia (PIA) is located right in the heart of Sydney, which was named the top destination in the world for international students by the A.T. Kearney 2014 Global Cities Index and Emerging Cities Outlook.

In addition to hosting events such as the 2000 Summer Olympics, Sydney is amongst the top fifteen most-visited cities in the world, with millions of tourists coming each year to see the city's landmarks. Its natural features include Sydney Harbour, the Royal National Park, and the Royal Botanic Garden. Man-made attractions such as the Sydney Opera House, Sydney Tower and the Sydney Harbour Bridge are also well known to international visitors.

(Reference; <https://en.wikipedia.org/wiki/Sydney>)

The Study Sydney web site is a useful source of information, established by the New South Wales government with information specifically on Sydney and regional cities in New South Wales. The web site address is <http://www.study.sydney/>

## Study Methods

Much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

PIA offers the use of a Learning Management Platform for its students to interact and engage in after lectures and Tutorials. Students are required to have basic digital literacy prior to commencing.

To be a successful student, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills

## Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring                September - November 11-23 degrees

Summer              December to February 19-30 degrees

Autumn              March to May 15 - 22 degrees

Winter                June to August 9 - 17 degrees

Sydney does not have a specific wet season - it can rain at any time of the year.

Sports and other outdoor activities are possible at all times of the year.

## Festivals

For a full list of festivals and events please visit <http://www.sydney.com/events-festivals-and-celebrations>

- Annual Sydney Comedy Festival
- Pyrmont Wine, Food and Art Festival
- Mercedes-Benz Fashion Week Australia
- Sydney Writers Festival.
- Sydney Film Festival



- Australian International Music Festival
- Sydney Fringe Festival
- Sydney Underground Film Festival
- Octoberfest
- Woolworths Carols in the Domain

**International sporting events:**

- Invictus Games
- Golf Australian Open
- Sydney to Hobart Yacht Race
- Sydney International (tennis)



## Art

The below piece was extracted from sydney.com Destination NSW <http://www.sydney.com/things-to-do/arts-and-culture>

From world-class performances at the iconic Sydney Opera House to the spectacular light sculptures of Vivid Sydney, discover the harbour city's wonderful arts and culture. There are memorable tours of the Sydney Opera House and book your tickets for blockbuster musicals and acclaimed shows.

Enjoy world-class performances, blockbuster musicals, wonderful exhibitions, amazing museums and fabulous festivals in Sydney, the cultural heart of Australia. From the light sculptures of Vivid Sydney to marvellous shows at the iconic Sydney Opera House, the events calendar is exhilarating all year.

Begin your discovery at World Heritage-listed Sydney Opera House, on the edge of one of the great natural harbours in the world. More than 1,600 performances are held each year inside the iconic white sails, from ballet and opera to classical music, contemporary dance, stage plays, and more.

You'll find many more majestic venues putting on spectacular theatre and shows as well as blockbuster musicals, from the State Theatre and Capitol Theatre to the Theatre Royal and Sydney Lyric. For the perfect night out, savour the delicious restaurant and cool bars near the theatres.

The leading Sydney Theatre Company is in Walsh Bay, a lively cultural precinct and home to the Roslyn Packer Theatre, Sydney Dance Company and Bangarra Dance Theatre, the internationally acclaimed indigenous dance company. There are performances on a heritage-listed wharf, too.

There are outstanding neighbourhood theatres. Reserve your tickets for plays at the Belvoir St Theatre, in Surry Hills, where Oscar winners Geoffrey Rush and Cate Blanchett have performed. Some of the big international concerts are held in the ICC Sydney and at Sydney Olympic Park.

In Sydney's museums you'll find everything from dinosaurs and ancient artefacts to colonial and indigenous history, tall ships and warships, and even one of Don Bradman's cricket bats. And the leading public art galleries hang extraordinary collections, from old masters to contemporary art.

## Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## Language

Although English is the official language, a host of other languages are spoken in Sydney. As one of the most culturally diverse cities many Sydneysiders are naturally fluent in other languages.

In Sydney not only is there the opportunity to improve your English through specialist study in an English-speaking environment but sectors of education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.



## Religion

Australia is traditionally a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practise their choice of religion. Churches, mosques, temples and synagogues are located in major cities.

## Clean, safe, cosmopolitan

Students from all over the world come to Sydney to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Sydney has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Sydney offers modern transport systems, cosmopolitan shopping complexes and excellent health services.

## Food

Sydney has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented.

## Transport

With one of the highest standards of living in the world, Sydney offers modern transport systems. Sydney has an extensive public transport system that includes commuter rail, light rail, buses and ferries, four major national airlines and a number of regional airlines. Transport for NSW public transport services use the Opal ticketing system. Fares are controlled by the Independent Pricing and Regulatory Tribunal of New South Wales. You must get an Opal card and top it up each time you use it. Purchasing your Opal card online will mean a wait of up to two weeks for delivery (and even longer if you are overseas). Opal cards can also be purchased from many retailers. Visit <http://www.retailers.opal.com.au/>.

For further information on NSW public transport service please visit <https://transportnsw.info/trip#/> and for ticketing please visit <https://www.opal.com.au/>

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped. Uber cars are also available.

## Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.



## Cost of Living and Money Matters

### Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks, major hotels and currency exchange kiosks in major shopping centres. Traveller's cheques are easier to use if already in Australian dollars; however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for withdrawals and, in many instances, deposits 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

### Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings.

### Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Diners Club International, Mastercard, Visa and their affiliates.

### Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5-cent, 10 cent, 20 cent and 50 cent, and the gold-coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

### Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10% of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

### Accommodation

The following types of accommodation are available for International students:

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **On campus** - \$90 to \$280 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week



- **Boarding schools** - \$11,000 to \$22,000 a year

### Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

\* Source: [studyinaustralia.gov.au](http://studyinaustralia.gov.au)

This accommodation can be booked prior to arrival. Two weeks' advance notice is required before you depart for Australia. Further details can be obtained from the Student Support Officer.

Some useful internet sites for housing are:

[Share Accommodation](#)

[Youth Central Housing and Accommodation](#)

[Student Accommodation](#)

### Transport

Australia has an efficient public transport system (buses, trains, trams and ferries) in all cities. Many students ride bicycles and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Domestic students using public transport can apply for a student concession card that entitles them to discounted fares.

### Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctors' fees.

Indicative annual rates are AU\$544 for single coverage, AU\$3062 for couples and AU\$5373 for family coverage. OSHC is also charged on a pro-rata basis for shorter courses.

For information relating to health cover please [click here](#) to visit the Department of Health web site or to visit PIA preferred provider BUPA website to get a quote [click here](#).

### Annual Cost of Living

Sydney is a reasonably priced city providing good quality affordable living and abundant accommodation. You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 1 July 2016 the 12-month living cost is:

- **You** - \$20,290
- **Partner or spouse** - \$7,100
- **Child** - \$3,040

Australia is a sophisticated, friendly and affordable country that enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$440 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs. School students in Australia typically spend about \$299 per week on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.



The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU\$2,970 per year for each dependent plus AU\$6,940 for their spouse or partner.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

<b>Food</b>	<b>Personal Effects/Services</b>
Milk 1 litre \$1.36	Shoes 1 pair \$162.00
Bread 1 loaf \$2.23	Jeans 1 pair \$98.00
Apples 1 kg \$4.62	Toothpaste 140g \$3.80
Potatoes 1 kg \$3.67	Shampoo 500ml \$5.71
Chicken breast 500gm \$6.00	Dress \$74.00
Eggs 1 dozen \$7.00	Hairdresser (men's and ladies) \$25.00 to \$140.00
cheese 500gm \$11.00	Newspaper \$2.00
Coca-Cola 2 litres \$3.20	Cinema ticket \$25.00
Tomatoes 1 kg \$5.56	Public transport city an inner suburbs monthly \$149.00 for a monthly pass.

### **Retail**

PIA is only a 5 minutes' walk to the heart of the Sydney CBD and its magnificent retail, cultural, dining and business districts.

As well as the local retail, entertainment and dining facilities in Sydney has to offer.

For more information on Life in Australia, please visit <http://www.homeaffairs.gov.au/Trav/Life/Aust/Life-in-Australia-book>

(Translated copies are available)



## Information for Students

### Course assessment

A number of approaches to course assessment are used by Institute staff. Assessment approaches may include written exams, written assignment, seminars/presentations and practical assignments.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

If students fail an assessment they will be required to repeat the unit and pay any fees associated with repeating the unit.

For further information on the assessment policy and process please refer to [www.pia.edu.au](http://www.pia.edu.au)

### Course delivery

A number of approaches to course delivery are used by Institute staff. Course delivery approaches may include teacher led lecture delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations. All the classes will be conducted during day time. PIA does not conduct any evening classes.

### Credit for prior learning (CPL)

Granting credit for prior learning ensures that students commence study at a level that appropriately recognises their prior learning experiences, and are not required to repeat equivalent learning successfully undertaken in another context.

PIA is committed to develop open and accessible guidelines to grant credit towards a course of study on the basis of prior learning, whether from formal studies or professional work experience.

The *Credit for Prior Learning Policy Procedure* is designed to both maximise the credit students can gain for learning already undertaken and preserve the integrity of learning outcomes or discipline requirements of the award to which it applies.

This policy incorporates the best practice principles outlined in the *AQF Qualifications Pathways Policy*.

The Institute's policy on the granting of credit will:

- be evidence based, clear, equitable, accessible and transparent;
- be applied consistently and fairly with decisions subject to appeal and review;
- recognise prior learning regardless of how, when and where it was acquired, provided that the prior learning is relevant and current and has a relationship to the learning outcomes of the course;
- be academically defensible and take into account the student's chance of success in a course;
- be decided in a timely way;
- ensure that pathways into and between awards are available to all students by furthering articulation pathways with other higher education and vocational training providers and facilitating transfers between courses at the Institute; and
- be formally documented for the student including any reasons for not granting credit.

For a full copy of the policy please refer to our website <http://www.pia.edu.au/>

### Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a testamur and a record of results corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a record of results (at no cost) indicating which units of competency they have successfully completed.



## Student orientation

The PIA program for degree and diploma students is an exciting and important event that marks the beginning of students' academic lives and careers.

Orientation is designed for new students to familiarise themselves with the campus and courses at PIA. Orientation will also help students transition into campus life.

All new students are expected to attend Orientation and it is compulsory for International Students.

Orientation is held at the beginning of each trimester, during the week prior to the commencement of classes. Orientation is usually held on the Thursday of that week.

During Orientation students will do the following:

- meet with the faculty members who will be their lecturers and tutors;
- be introduced to staff who will help with administrative issues;
- be taken on a tour of the Institute and shown the classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas;
- obtain information on student life, academic responsibilities and the services available to students;
- learn how to access important resources for academic work;
- be shown their courses' sequences;
- obtain the trimester's timetable and the unit study guides;
- be shown how to access the Learning Management System (LMS);
- obtain a student ID card;
- attend small workshops and seminar sessions;
- talk to current students about their studies at PIA; and
- ask questions.

## Complaints and Appeals

All students have the right to:

- Appeal against certain academic and administrative decisions taken by PIA.
- lodge a complaint if they feel they have been wrongly treated by PIA or its staff members

International students should also be aware of the implications of PIA decisions for their enrolment and student visa status.

International students should familiarise themselves with the relevant rights and responsibilities as international students. [International Student facts sheet](#)

If you wish to lodge an appeal or complaint, you can get advice on how to proceed from the student support officer or by email [support@pia.edu.au](mailto:support@pia.edu.au)

All formal complaints are to be directed to:

Registrar  
Level 16, 233 Castlereagh Street  
Sydney, NSW, 2000.

Or

[alessia@pia.edu.au](mailto:alessia@pia.edu.au)

Please [click here](#) to download the full policy.

## Facilities and Resources

PIA offers training at a metropolitan location close to transport, retail shopping, entertainment and other colleges and universities. Check out the locations at Google Maps.

Facilities within the campus included:

- the latest audio-visual equipment, and computer and networking labs utilising the latest technologies
- a library of the various textbooks and workbooks
- fast WiFi and internet access
- student common room
- tea room, microwave, refrigerator and hot water
- Access to virtual libraries
- Modern Learning Management System for submitting Assessment
- State of the art plagiarism software to assist and support you in undertaking assessment.

## Address

Level 16, 233 Castlereagh Street  
Sydney NSW 2000

## Map



## Public Transport

PIA is located in the heart of the Sydney business district, near Town Hall Station and the George Street bus routes, and a few minutes from Central Railway Station.

## Recognition and Accreditation

### Australian Government Registration and Accreditation

Polytechnic Institute Australia is a registered Higher Education Provider and the Institute's courses are accredited by the Tertiary Education Quality and Standards Agency (TEQSA) in Australia (Provider Identification Number PRV14049). The courses offered by PIA:

- are accredited by TEQSA and have CRICOS registration (CRICOS Code: 03535M);
- are recognised as being at the same level in terms of as similar courses offered by Australian universities; and
- meet the requirements of the Australian Qualifications Framework (AQF).

### Professional Bodies and Industry Organisations

International students who study our courses are protected under the Australian Tuition Protection Scheme (TPS).

PIA's degree and diploma programs are of the highest standards, comply with the Commonwealth Government's requirements, and are also accredited by the relevant professional bodies, including CPA Australia and the Institute of Chartered Accountants in Australia and New Zealand. PIA is also an Australian Computer Society Professional Partner.



Microsoft® IT Academy  
Program Member





## Courses, entry requirements and fees

### Introduction

#### Polytechnic Institute Australia

Polytechnic Institute Australia (PIA) is a provider of quality higher education with a new campus and the latest amenities. We aim to be the leading private Higher Education Provider of business courses in Sydney, and we would be delighted to have you join us as we forge a superior education institute.

#### Our Degrees

PIA provides superior Business and ICT courses. You can undertake a Bachelor of Business that specialises in Accounting or Marketing, or a Diploma of Business.

The Bachelor of Business is the generalist degree of our age, opening job opportunities in a wide range of businesses all around the world. Young people with business degrees get work in almost every industry, improving the businesses and advancing their own careers.

The courses at PIA prepare students with the skills that are needed to overcome today's Business challenges, and to get ahead professionally.

#### Qualifications offered

PIA offers the following accredited course to international students:

Diploma of Business	DipBus	093284B
Bachelor of Business (Accounting)	BBus(Acc)	093283C
Bachelor of Business (Marketing)	BBus(Mkt)	093090A

## Policies and Procedures

PIA's policies and procedures are located at:

<http://www.pia.edu.au/student-info/policies-procedures>

## Legislative Framework

The Australian **Education Services for Overseas Students (ESOS)** Legislative Framework – Strengthening Australia's Protections for International Students – can be viewed at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

## Student Support Services

All students at PIA are provided with the access to a range of support services these services are designed to enable to assist students in achieving expected learning outcomes, and adjustment to life in Australia.

Some of the support services offered are listed below:



## Life Resolution Student Counselling Services

Life Resolutions are your preferred network of Private Practice Psychologists and confidential counselling services, which we offer to YOU, to support your well-being at work, university or in your personal life.

Visit their website [www.liferesolutions.com.au](http://www.liferesolutions.com.au)

## Academic Learning Support

The Institute provides students with individual Academic Skills Consultations. Students are welcome to visit their lecturers and tutors to make appointments for additional consultations and assistance.

If you would like to discuss any concerns that you may have about your writing or any academic matter that is not limited to a specific unit, you can make an appointment with the Student Support Officer. The Officer will organize an individual consultation to help you with any specific study-related problem or issue.

Study areas for which you might seek help include:

- Academic writing
- Assignment preparation
- Essay and report writing
- Learning skills
- Plagiarism
- Presentation skills
- Referencing
- Stress
- Time management

## Study Skills Workshop

*How can you succeed in your studies?*

*All PIA students are invited to free academic skills workshops to find out.*

*It only takes 15 minutes each week - from 4:45pm to 5:00pm on any day that suits you.*

*Just come to Seminar Room 3 at that time on whichever day you choose - the same topics will be repeated each day. Each week we will move onto new topics.*

*Topics to be covered will include...*

- *Academic English*
- *Reading, research and study skills*
- *Essay writing skills*
- *Referencing skills*
- *Oral presentation skills*
- *Examination preparation and writing techniques*

*There will be ample opportunity to ask and answer specific questions.*

*Looking forward to seeing you there.*



## English Language Learning Support

Some students will experience difficulty producing their work in English that is of the high standards that are demanded in Higher Education. The academic and learning support staff are happy to help students to improve their English.

If your English needs even more assistance, we will help you to find the support that you need.

## Academic Learning Support

Polytechnic Institute Australia helps students up on the path to successful careers.

The Institute's degree and diploma programs are of the highest standards, comply with the Australian Government's requirements, and are designed to be accredited by the relevant professional bodies.

To ensure that students can achieve their full potential and gain the utmost from their studies, the Institute provides friendly academic support to every student.

We pride ourselves on the personal services that we give to students and we are committed to ensuring that students are provided with academic support to assist them to reach their full potential.

**NEED HELP?** Contact Student Support at [support@pia.edu.au](mailto:support@pia.edu.au)

## Safety and Security

Polytechnic Institute Australia ensure that student safety remain paramount to its operations.

To ensure that PIA is able to uphold its staff and students safety the following measure are active:

- Lift access is only available during campus operating and lecturing hours.
- The facility is monitors by CCTV cameras to ensure that in the event of an incident there may be footage available.
  - \* Please, note that footage is deleted after 14 days.
- In the event of an incident, staff and student are encouraged to report it to the Registrar and or Academic Director within 7days to ensure that Critical Incident Team is able to follow up with an investigation.

PIA 'Designated Officer' is  
Ms Alessia Calabrese  
Registrar  
[alessia@pia.edu.au](mailto:alessia@pia.edu.au)

In the event of a critical incident, please notify the designated officer as soon as practically possible via email completing the critical incident report ([click here to be redirected to download](#))

For further details on how to stay safe in Australia, please visit the [Live in Australia website](#)



## Relevant legislation

A range of legislation is applicable to all staff and students (see list below).

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the student support officer if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Education Services for Overseas Students Act 2000  
The Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011  
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018  
Higher Education Support Act 2003  
Tertiary Education Quality and Standards Agency Act 2011  
Higher Education Standards Framework (Threshold Standards) 2015  
The Copyright Act 1968  
The Financial Management and Accountability Act 1997  
Racial Discrimination Act 1975  
Sex Discrimination Act 1984  
Disability Discrimination Act 1992  
Privacy Act 1988  
Occupational Health and Safety Act 2004

## Visa requirements

The Department of Home Affairs publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the [Student Visa Conditions](#) link for details.

### Change of address

Upon arriving in Australia you are required to advise PIA of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important to ensure you receive correspondence whilst studying. PIA may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at PIA to ensure you receive important information about your course, fees and possible breaches of your student visa. PIA will remind you to update any change to contact details every 6 months

### Department of Home Affairs

According to the Department of Home Affairs you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on the [Department of Home Affairs](#) website and the [Study in Australia](#) website.

### Full time study and attendance

Australian law requires international students to study at a full time study load. A full-time study load at PIA is a minimum of 8 units per year.

Students will have their attendance monitored because poor attendance means that students will not progress through the course at the required rate. For students who have unsatisfactory academic progress PIA is required to



review your involvement, counsel you, implement an intervention strategy and, if unsatisfactory progress persists, notify the Department of Education and Training.

### Overseas student health cover

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation, commonly referred to as a health fund before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at the [Department of Health](#).

### School-aged dependents

If you are bringing school-aged children with you when you study in Australia you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools. Following is a summary of the fee arrangements for public schools for New South Wales, along with a link to the relevant websites for more detailed information.

Schools fees apply to most dependents of temporary residents in New South Wales. There are some exceptions, for further information visit the [DE International website](#).

### International student transfer

Under the revised National Code of Practice for Registration Authorities and Providers for Education and Training to Overseas (the National Code), registered providers are only able to enrol transferring students in the first six months from the commencement of the student's principal course of study in limited circumstances. For further information on Polytechnic Institute Australia Policy and Procedure on International student transfer [click here](#), and for an application form [click here](#).

Please note that if you are transferring to another education provider, may influence your visa.

If your new course is at a lower level, you may need to apply for a new student visa.

For further information, please refer to Department of Home Affairs [website](#) or contact them on 131 881 to discuss your circumstances.

Under the ESOS Framework, PIA cannot enrol students seeking to transfer from another institute before that student has completed six months of their principal course of study, except in some circumstances. If you want to transfer from PIA before completing six months of your principal course, you need to ask PIA for a letter of release. The six months is calculated as six calendar months from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a degree program, the degree program is your principal course. If you are considering requesting a transfer before completing six months of your principal course of study please contact PIA administration for a copy of the transfer procedure and the application form.

Letters of release will be issued to eligible students free of charge.

Students do not need a letter of release if:

- they have completed more than 6 months of your principal course
- they are a government sponsored student, and their sponsor supports a transfer
- their current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course



## Working in Australia

Like many international students, you may get a part time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the Fair Work Infoline on 13 13 94 or visit [www.fairwork.gov.au](http://www.fairwork.gov.au).

All references to an award or agreement in this fact sheet include modern awards, enterprise agreements, and award or agreement-based transitional instruments.

The above information is extracted directly from the Fair Work web site [click here](#) for more information or [here](#) to download the fact sheet.

Under your visa requirements the Department of Home Affairs allows you to work whilst you study for up to 40 hours per fortnight. You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

- is of benefit to the community
- is for a non-profit organisation
- is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

If you are a postgraduate research student:

- you can work a maximum of 40 hours per fortnight during any preliminary courses you undertake
- if you have commenced your masters by research or doctoral degree in Australia, there is no limit on the number of hours you may work.

For additional information with relation to work conditions for student visa holders please visit the [Department of Home Affairs website](#) for further information.

## Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form. International students pay tax on their earnings.

For further information please visit the website: [www.ato.gov.au](http://www.ato.gov.au). At the end of each financial year, international students need to apply for their tax return through an accountant.

## Referral Service.

In the event that you require access to any of the services listed in the helpful contacts section of this handbook all students are encouraged to make an appointment to speak with the student support officer, who will provide support in establish which support service would better suit their needs and provide them with a referral letter .



## Helpful contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling, Advice and Referral Services	Phone 131 114
Police	Telephone: 131 444 Crimestoppers: 1800 333 000
Doctors	<p><b>Sydney CBD Medical Centre™</b> 242 Castlereagh St. Sydney 2000 P: (02) 9268 0133 , F: (02) 9268 0177 <a href="mailto:sydneycbdmedicalcentre@gmail.com">sydneycbdmedicalcentre@gmail.com</a></p> <p><b>Sydney Premier Medical &amp; Health Centre</b> 309 Pitt Street Sydney NSW 2000 Phone: 8964 8677 <a href="http://www.spmh.com.au/">http://www.spmh.com.au/</a></p>
Dentist	<p><b>Dentistry @ Castlereagh Street</b> Level 6, 64 Castlereagh Street, Sydney NSW 2000 Phone (02) 9221-2299 Fax (02) 9221-2366</p> <p><b>A Better Smile Dental Centre</b> <b>Sydney CBD - Martin Place</b> Suite 8, Level 2, 64-68 Castlereagh Street Sydney, NSW 2000 P: (02) 9427 3366, (02) 9418 6499, (02) 9427 5017</p>
Community health centre	<p><b>Juanita Nielsen Community Centre</b> Corner Nicholson Street and Dowling Street Woolloomooloo NSW 2011 02 8374 6323 <a href="mailto:jncc@cityofsydney.nsw.gov.au">jncc@cityofsydney.nsw.gov.au</a></p> <p><b>KGV Recreation Centre</b> 15 Cumberland Street The Rocks NSW 2000 02 9244 3600 <a href="mailto:kgv@cityofsydney.nsw.gov.au">kgv@cityofsydney.nsw.gov.au</a></p> <p><b>Redfern Community Centre</b> Redfern Community Centre 29–53 Hugo Street Redfern NSW 2016 02 9288 5713 <a href="mailto:redferncc@cityofsydney.nsw.gov.au">redferncc@cityofsydney.nsw.gov.au</a></p>



	<p><b>Pymont Community Centre</b>                  Corner John Street and Mount Street                  Pymont NSW 2009                  02 9298 3134                  02 9298 3130  <a href="mailto:pymontcc@cityofsydney.nsw.gov.au">pymontcc@cityofsydney.nsw.gov.au</a></p> <p><b>Ultimo Community Centre</b>                  40 William Henry Street                  Corner Bulwara Road                  Ultimo NSW 2007                  02 9298 3111  <a href="mailto:ultimocc@cityofsydney.nsw.gov.au">ultimocc@cityofsydney.nsw.gov.au</a></p>
Counsellors	<p><a href="#">Life Resolutions</a>  <a href="#">Surry Hills</a>                  Shop 2, 300 Elizabeth St., Surry Hills, NSW 2010                  1300 956 579</p> <p><a href="#">Kingsford</a>                  2/40 Gardeners Road, Kingsford NSW 2032                  1300 089 821</p> <p><a href="#">Ryde</a>                  Suite 9, 1st Floor 227 Morrison Road Ryde NSW 2112                  1300 739 514</p> <p><a href="#">Lifeline</a>                  13 11 14 to access 24-hour crisis support and suicide prevention services.                  Visit the Lifeline website to find out more.</p> <p><a href="#">Beyondblue</a>                  1300 22 4636 to get 24-hour support for mental health issues including anxiety, depression and suicide. You can also get support through web chat, email and an online forum on the beyondblue website.</p>
Legal assistance	<p>Community Legal Centres NSW                  102/55 Holt Street, Surry Hills, NSW, 2010                  Phone: 02 9212 7333                  Email: <a href="mailto:clcnsw@clc.net.au">clcnsw@clc.net.au</a>  <a href="#">LawAccess NSW free legal helpline 1300 888 529</a></p>
Pharmacies	<p><b>Castlereagh Pharmacy</b>                  242 Castlereagh Street                  Sydney CBD, NSW                  (02) 9261 3664</p> <p><b>CBD Pharmacies</b>                  92 Pitt St                  Sydney NSW 2000                  ph: (02) 9221 0091</p>



For External Appeals	Overseas Students Ombudsman 1300 362 072 <a href="http://www.oso.gov.au">www.oso.gov.au</a>
Physiotherapist	Castlereagh Physiotherapy and Sports Injuries 502/160 Castlereagh St, Sydney NSW 2000 Phone: (02) 9264 7974
Security Measures	PIA is located in a building by where there is 24-hour security surveillance; the facility is fully secure and monitored.
Religious institutions	<p><b>Anglican</b> Anglican Church Sydney Diocese 507 Pitt St, Sydney NSW 2000 (02) 9211 0560</p> <p><b>Catholic</b> Chapel of Our Lady venue for Mass for city workers Level 6 of Polding Centre, 133 Liverpool St (Corner of Castlereagh St) Sydney Phone: (02) 9390 5100</p> <p><b>Islamic</b> Town Hall Musalla 167B Castlereagh St, Town Hall Pitt Street Musallah 379 Pitt St, Sydney NSW 2000, Australia</p> <p><b>Hindu</b> Iskon Temple of Sydney 180 Falcon St, North Sydney NSW 2060</p> <p><b>Sikh</b> 8 Meurants Lane, Glenwood, Sydney, NSW 2768. (in the Blacktown Council Area) Phone: 61-2-96226994 <a href="http://www.asainc.org.au">www.asainc.org.au</a> <a href="http://www.gurudwara.net/GurudwaraNet/Gurudwara_Details.aspx?GID=114">www.gurudwara.net/GurudwaraNet/Gurudwara_Details.aspx?GID=114</a> Sikh Temple Guru Nanak 81 Kissing Point Rd Turramurra Sydney, NSW 2074 Phone: (02) 9449 8253</p> <p><b>Buddhist</b> International Buddhist Association of Australia Address: 2/382 Sussex Street, Sydney, NSW 2000 NSW Tradition: Mahayana, Humanistic Buddhism Affiliation: Fo Kuang Shan Phone: 02 9267 6122 (Contact: Reverend Hao)</p> <p><b>Jewish</b> 166 Castlereagh St, Sydney, 2000 Tel: 61 2 9267 2477 Fax: 61 2 9264 8871 Email: <a href="mailto:admin@greatsynagogue.org.au">admin@greatsynagogue.org.au</a></p>
Youth Central	<a href="#">Youth Central link</a>
Study Sydney	<a href="#">Study Sydney</a>

