WELCOMES 2015 INTERNATIONAL STUDENTS
Australia’s population is approximately 23,702,414 million ABS (Australian Bureau of Statistics, March 2014) Australia is one of the top four most multi cultural countries in the world. As at 30th June 2013, 27.7% (6.4 million people) of the estimated resident population were born overseas (Australian Bureau of Statistics).

Australia is the 6th largest country in the world and Western Australia is approximately one third of the total Australian continent.

Perth is closer to Singapore and Indonesia than Australia’s capital city of Canberra.

Although Western Australia is the largest state, it has only 10% of the total population of Australia. Much of WA’s economy comes from the mining industry.

Western Australia is a sunshine state and Perth enjoys an average of 8 hours a day of sunshine per year, so we encourage you to make the most of the beautiful climate and every opportunity to explore our wonderful state.
MCLARTY AVENUE, JOONDALUP
TRADES NORTH, CLARKSON
INTERNATIONAL STUDENT CENTRE

Located On The Ground Floor of D Block, Joondalup Campus

The International Student centre is open Monday to Friday, 8.30am – 4.30pm.

International Staff

Nicole Conti
International Student Coordinator
9233 1239

Wendy Christie
International Student Officer
9233 1179

Karen Boyd
International Student Officer
9233 1206

Rosa Huxtable
International Student Officer
9233 1168
The International Student Centre Can Assist With:

- Campus Information
- Counseling Referrals
- Course Information
- Enrolments
- IELTS Test information
- Academic Study Support & English Support
- Legal Services information
- Personal & Other Concerns
- Safety Information
- Student Support
STUDENT CENTRO & STUDY SUPPORT

STUDENT CENTRO

Student Centro is located in the Learning Resource Centre & Library on the 1st floor of D Block.

At Student Centro you can obtain free assistance with:

- Academic Learning Assistance
- Library Skills
- Resume Writing
- English Assistance

Free computing facilities with internet access are available in the Learning Resource Centre & Library - Your student number is required to book time on a computer.

STUDY SUPPORT

FREE Study Skills Support and English Support is available for international students.

Some courses have English support that is specific to their study such as “English for Health Professionals” for nursing students.

If Study Skills classes or English support are on your class timetable, this is regarded as a scheduled part of your course and will be counted towards your attendance.

Tracy Ware is our current study support officer and is also a lecturer at West Coast Institute. Tracy is experienced and trained to assist international students with learning and English support.
ORIENTATION PACKS

- AHN – Australian Homestay Accommodation Information
- Allianz OSHC - Brochures and Information Page
- CAT Bus Timetable – Joondalup
- ECU Medical Centre Brochure
- ETI Orientation Guide 2015
- Lakeside Joondalup Shopping Centre Directory
- Peoplesense Brochure
- Renting a Home in WA
- Transperth – Public Transport Guide
- WA Police – Personal Safety Tips
- WA Police – Safe Guide to Perth Pocket size booklet
- West Coast Institute Lanyard
- What’s On – A Guide for What’s on in Perth & Fremantle
- What’s On Free Map
ENROLMENT INFORMATION PACKS

- Pre-Enrolment Checklist
- Personal Information Form
- Talent Consent & Release Form
- Code of Conduct
- Application for Smartrider

These forms must be completed and returned to an International Student Officer today.
TRAVEL AND TRAVEL CONCESSIONS

Full time international students in Western Australia are entitled to travel at concession rates on public transport in Perth by applying for a SMART RIDER Card.

You can apply for a Tertiary SMART RIDER card by completing the form provided in your enrolment pack, having it authorized by the International Student staff or student services staff, and then take it to a Transperth Retail Outlet or Transperth Information Centre. The closest office is at Joondalup Train Station. You will need to apply for a new Smart Rider card each semester.

You will also need to complete a travel concession form at the Transperth office and pay a small fee for the card plus a minimum $10 travel refill.

Purchasing Smart Rider travel is cheaper than buying single tickets each time you travel.

For further information, call the Transperth info line on 13 62 13 or look up the website www.transperth.wa.gov.au
To access your Timetables and course and enrolment information, you will need to log into Blackboard. Information on how to log into Blackboard is on your Welcome Letter. Please make sure you do not lose this letter as it is very important for you to obtain a copy of your timetable and other important information for your course. There is also a link on the West Coast Institute website, with steps on how to access your Blackboard; Current Students > Student Services > Tech Support.
INDUCTION

It is essential that you attend your course induction. You will be given important information for many things relating to your course.

Please make sure that you look at one of the provided posters in the room to get your course information throughout the day.
The Education Services for Overseas Students (ESOS) Act 2000: West Coast Institute and Education Training International have a Critical Incident Policy and Procedure to provide support and assistance to international students in sudden, unexpected circumstances which can include issues such as:

- Death, Suicide, Accident, Serious Physical or Mental Illness, Victim of Crime, Assault, Robbery, Serious Injury, Arrest, Imprisonment, Natural Disaster etc

A 24 hour help line is available through your health cover provider. Information about this is included in your overseas health provider information. The 24 hour help line number is below:

**1800 814 781**

Alternatively a 24 hour confidential telephone crisis support service is available on:

**13 11 14**

A 24 hour line for urgent accommodation assistance is available through the Australian Homestay Network.

The 24 hour number for urgent accommodation assistance is:

**1300 MYSTAY : 1300 697 829**

Information regarding non urgent accommodation assistance is available through Ciswa on the number below:

**9218 2124**

The national emergency telephone number used in Australia for fire, police or ambulance is:

**000**

For non life threatening situations, the WA Police phone number is:

**131 444**

Free professional confidential counselling through a registered counselling service is also available free of charge for international students. A signed referral is required from the International Student Coordinator. Counselling referrals are available at any time for international students as well as during critical incidents.
STUDENT CARDS

Once you have enrolled into your subjects, take you enrolment form to Student Services on the ground floor of D Block.

Your photograph will be taken and your card will be issued straightaway.

PARKING PERMITS

These are available from the Student Service counter. The Cost is $32 per semester. Fines are issued for vehicles parked without a permit displayed on the windscreen of their vehicle.

OVERSEAS STUDENT HEALTH COVER CARDS

Cards are usually posted to your residential address. If you do not receive your card within the first two weeks of the semester, a representative from the Overseas Health Cover Provider attends the Joondalup Campus every Tuesday afternoon between 1pm – 3pm. The International Centre can also provide information about obtaining your card online or alternative locations where the customer service representatives are available.
CULTURE SHOCK

Stage 1 - You may experience anxiety about leaving home and what you will find in the new country.

Stage 2 - This stage can be referred to as the “honeymoon stage”. Things become exciting and interesting. You may feel happy in this period as everything is new and fascinating.

Stage 3 - This is the stage where you may experience your first low symptoms of culture shock. You may feel quite different in the new culture. You may feel like there's too much to cope with: language, new living arrangements, different shops, transportation, classes, homework and more.
It is common to feel exhausted and possibly lonely during this period

Stage 4 - You begin to feel better as you learn to cope with everyday routines and problems and you start to adjust. You can now handle basic interactions, and find it much easier to conduct daily tasks such as going to the shops or the bank. You may feel like you are starting to overcome many initial problems.

Stage 5 - This can be referred to as the ‘relapse’ stage and is the second low stage of culture shock and normally the most severe. You may feel low self esteem as may feel the impact of the distance between you and your family and friends, leaving a sense of isolation. There is often the feeling of being an outsider, and everything may be viewed in a negative light. You may feel angry and resentful.

Stage 6 - Your sense of well-being and happiness begin to return as you establish comfortable routines and learn to understand things a lot more. You have made some friends, and are beginning to enjoy things about your new life. Your perspective becomes more balanced as you have now begun to see that there are good things and bad things about your new life. Some things you may never like, but you accept it as part of life, the same as we accept both the positive and negative aspects in any relationship

Source: Ciswa  http://www.ciswa.com/?page_id=1107
CULTURE SHOCK

WHAT IS IT?
Culture shock is defined as “anxiety that results from losing all of our familiar signs and symbols of social interaction”.
This is due to a change of environment and also a change in signs or cues which you may be used to in order to orient yourself, such as shaking hands, whether a statement is serious or not, facial expressions, gestures etc. When we enter a different culture, these cues that you are used to are removed, which can cause you to feel discomfort, anxiety, and unhappy – these can be symptoms of culture shock.

DON’T PANIC
If you find yourself experiencing culture shock, don’t panic. Culture shock is a transitional experience from a state of low self and cultural awareness to a state of high self and cultural awareness.
People may experience culture shock because they can not use their own cultural references to convey and validate aspects of their identity in their new culture. This is normal for international students to experience.

IT TAKES TIME
Moving to another country is a big step and there will be a transitional period. It will take you time to adapt and feel comfortable – this is a natural and normal process.

To help with culture shock try and makes sense of the new environment, be patient, use humour, have faith in yourself, understand this is normal, be mentally, physically and socially active, get sufficient rest, eat well and use logic.

THERE IS ASSISTANCE
If you find that you are suffering culture shock and need some extra assistance there are people and tools to help you.
You can make an appointment with the International Student Coordinator who can refer you to receive confidential counselling through a registered counselling service. You are entitled to three FREE counselling sessions.

Your health care provider also has a range of information available on their website to help you adapt and adjust in Australia.

Information was taken from the following sources:
http://www.agem-ethnomedizin.de/download/029_2-3_2006_S_142-146_Repr_Oberg.pdf
It is important for students to be aware if they are studying as a Streamlined Visa Processing student. As an SVP student you have entered into a written agreement with the University to complete your TAFE qualification in the required time to commence at the University.

As a result of this agreement SVP students course progress is monitored very closely and some academic conditions are more restricted than those students that are not SVP.

Further information will be provided at the SVP Orientation. This orientation will be very beneficial in helping students understand their visa requirements and why they may differ. A representative from ETI will also be attending to answer any queries. It is expected that all SVP students will attend.

The following course progress requirements do still apply to SVP students however the monitoring of students and other academic requirements such as course progress elements differ. Further information regarding how they differ will be explained in detail at the SVP orientation.
Plagiarism and cheating are considered very serious offences at West Coast Institute of Training.

If a student is caught cheating or plagiarising, they may be required to re-sit an exam or test: re-submit an assignment: or given an automatic fail in the subject and the student will need to re-enrol in the subject the following semester. In the worst case scenario, a student’s enrolment may be cancelled.

**What is Plagiarism?**
Briefly, plagiarism is copying someone else’s work and saying it is your own work. This can be copying from another student, copying from a text book or copying information downloaded from the internet.

Assessments and exams are designed to test your overall knowledge and to make sure you have understood the subject. Assignments and tests are not designed to see if you can repeat information exactly word for word. Lecturers are looking for evidence of your own independent reasoning, research, and interpretation.

This is a very limited explanation. If you are not sure about what plagiarism and cheating are, please make sure you ask one of your class lecturers or a study support lecturer.
COMPLIANCE WITH VISA CONDITIONS

MEETING COURSE PROGRESS REQUIREMENTS

Attendance is included in the course progress requirements of your visa and you are expected to attend 100% of all your classes, with a minimum of 80% attendance. Any absences must be supported by medical or other satisfactory written evidence.

Medical Certificates will need to be provided if you miss a class due to illness. Please bring the certificate to the international student centre who will take a photocopy and return the original certificate to you. Please do not give an original copy to lecturing staff. If DIBP request your medical certificates, they will only accept an original copy. Back dated certificates are not accepted by DIBP or West Coast Institute.

PARTICIPATION

- In addition to an 80% requirement, in some courses, there is a participation requirement. For example, Commercial Cookery has a minimum 75% participation requirement. Students who do not attend a minimum of 75% in each unit will not be able to pass practical subjects, even if a medical certificate is provided. This is because different aspects of the practical cookery subject are taught and assessed each week, so if you miss too much of the course content, you will not be able to catch up.
- If you are unsure about attendance for your course, please talk to one of the international student staff.

MUST INFORM THE INTERNATIONAL STAFF OF CHANGE OF DETAILS WITHIN 7 DAYS

As an International student you must advised the International Student Centre of any change of details within 7 days of the change. This includes changes such as a change of address, contact phone number & email address. This is a compulsory requirement of your student visa.

HEALTH COVER

Valid health cover is compulsory for all international students. If you are not sure of your health cover details, please see one of the international student staff or the OHSC representative.

WORK

Students can work up to 40 hours per fortnight during the study semesters and full time during semester breaks. Students are not permitted to start work until their course commences.
The ESOS act requires all education institutions to monitor every international students course progress in every subject they are enrolled in. State Training Providers including West Coast Institute, monitor international students progress in each term of each semester and at the end of each semester.

**STUDENTS AT RISK**

In addition to the regular course monitoring, academic staff will monitor and report any student who is deemed to be “At Risk” of unsatisfactory course progress throughout the study period. Factors considered when determining if a student is ‘at risk’ include:

- Lack of English language proficiency
- Non attendance of scheduled classes
- Failure to demonstrate competency
- Failure to participate in class activities
- Late arrival in class or poor behaviour

If you have been deemed ‘At Risk” an International Student Officer will send a letter to you making an appointment with you to discuss why you have been deemed At Risk and if the Student Officer/Lecturer deem it necessary, an intervention strategy may be implemented at this point in time.

The aim of an intervention strategy is to enable a support program to be established to assist students to achieve satisfactory course progress. An intervention strategy may consist of, where applicable, the following:

- Attendance requirements
- Re-enrolment in subjects
- Academic / study support
- Individual case monitoring
- Course change
- Counseling Referral
- English Support
- Online study
- Additional subjects
- Reduced study Load
INTERVENTION STRATEGIES CONTINUED...

The International Student Officer will discuss the details of any recommended intervention strategy that has been documented with the student and ensure that he/she fully understands what is expected of them and that they are committed to the process. A signed acknowledgement must be received by the student. Copies of all paperwork and related notes will be forwarded to Education & Training International (ETI) for recording.

In cases where the student is not willing to agree to the recommended intervention, the matter will be referred directly to the Manager Student Services at ETI.

The ETI Student Services Manager will assess the circumstances in accordance with the ESOS Act and National Code and advise the student of the options available to them. Failing this, formal action as required will be taken. The student and related parties will be advised in writing of the outcome of this meeting/assessment.

**Only two enrolments in the same unit is allowed. A third enrolment is rarely permitted and can only be approved by the Director/Executive Director of the academic area** - A second enrolment opportunity does not apply to those students on an SVP Visa

REPORTING

If a student is identified as not making satisfactory progress in a second consecutive compulsory study period in a course, the student may be reported to the Department of Immigration and Border Protection (DIBP). If the circumstance is applicable to a student, the International Student Coordinator will notify the student in writing that he/she is going to be reported to DIBP for unsatisfactory progress.

If the student:

- Does not choose to access the complaints or appeals process within the 20 working day period and withdraws from the process
- Appeals the process and is unsuccessful

ETI will cancel the students COE within 5 working days at the end of the 20 day period.

If a COE is cancelled, a non compliance notice will be issued to the student. DIBP will subsequently review the student’s progress and /or attendance) and make a decision about possible visa cancellation. Students who COE has been cancelled and a non compliance notice issued can contact DIBP by emailing student.integrity.WA@immi.gov.au
UNJUSTIFIED ABSENCES

Students who continuously do not attend classes and do not contact the International Student Centre to explain the reason for their absence will be reported to the Manager Student Services at ETI. Non attendance over a 4 week period may be deemed to be a “passive” withdrawal and the students COE and enrolment cancelled.

Students who fail to attend classes on a regular basis over 4 weeks who have communicated with international staff at West Coast Institute but do not have medical certificates or evidence of compelling & compassionate circumstances that provide a satisfactory explanation for their absences, may also be regarded as breaching their course progress requirements on the grounds of misbehaviour and their enrolment may be cancelled.

The student will be advised in writing by an International Student Officer that they are required to make arrangements within 5 working days to meet with the International Student Coordinator to discuss their enrolment.

The International Student Coordinator will assess the circumstances in accordance with the ESOS Act and National Code and advise the student of the options available to them.

OTHER GROUNDS FOR AN INTENTION TO REPORT

Along with Academic Progress and Unjustified Absences, a student may also be reported to Immigration for Misconduct and Non Payment of Fees.
APPEALS

Students who have been issued with an Intention to Report to DIBP may lodge an internal appeal on the following grounds:

- Inaccurate calculation or recording of the students marks
- Compassionate or compelling circumstances (written evidence required)
- The intervention strategy and other policies that have been made available to the student have not been implemented

In order to lodge an appeal students must apply in writing to:
Manager of Student Services
West Coast Institute
Locked Bag 7
Joondalup WA 6919

The appeal will be reviewed by the relevant Manager at West Coast Institute who will assess the grounds of the appeal and if necessary meet with the student. The student and related parties will be advised in writing of the outcome of this meeting/assessment.

If the appeal is successful due to an inaccurate calculation or recording of the students marks ETI will not report the student to DIBP, and there is no requirement for intervention by the institute.

If the appeal is successful based on compassionate or compelling circumstances the student will be referred to the International Coordinator and an Intervention Strategy will be put in place for the new study period.
Deferrals can only be granted in compassionate or compelling circumstances and satisfactory evidence in writing such as medical/death certificates, doctors/hospital letters, legal documents etc will need to be provided. A Deferral can only be granted for a maximum of 6 months and the student will usually be required to go home during the deferral period.

Cancellations and suspensions: If a students enrolment is cancelled or if a student is suspended, they will be informed in writing by West Coast Institute and will have 20 working days to appeal the decision unless there are extenuating circumstances relating to the students welfare.

All deferrals, cancellations and suspensions will be reported to the Department of Immigration and the students COE will be amended or cancelled accordingly. When a COE is cancelled, students must either leave the country, obtain a new COE or obtain another visa.

**APPROVED ABSENCES**

Occasionally international staff are asked if they can approve a leave of absence for an international student to take extra long holidays or attend birthdays, weddings, family occasions and religious or cultural events. We understand these are happy occasions, however to comply with immigration requirements, only absences for “compelling or compassionate” reasons can be approved and supporting written documentation is required. E.g. Medical and death certificates, letters from DIBP, police reports etc. Compelling or compassionate circumstances include:

- Serious illness or injury
- Bereavement of close family members
- Major political upheaval or natural disaster in your home country
- A traumatic experience
- Witnessing or being the victim of a serious crime
- Education Institute was unable to offer prerequisite units or courses
- Delay in receiving a student visa

The ESOS act states “Compelling & compassionate circumstances are generally deemed to be beyond the control of the student”.

COMPLAINTS PROCESS

COMPLAINTS

- Most problems can be resolved quickly and informally.

- However, if a satisfactory resolution cannot be reached, the complainant will be given the opportunity to present their case by following the West Coast Institute Student Feedback Procedure. The complaint should be put in writing using the West Coast Institute Customer Feedback and Grievance form which is obtainable from Student Services or from the International Student Centre.

- A receipt to acknowledge the complaint has been received will be posted to the student within 5 working days.

- The complaint process must commence within 10 working days of the complaint being lodged and all reasonable steps must be taken to finalise the process as soon as possible.

- Each party has the right to be assisted by a support person or assistant at the relevant hearing.

- All parties must be notified in writing of the outcome including the reason for the outcome.

- There is no cost involved to the student.

Note: This process does not apply to assessment appeals.
GRIEVANCE MANAGEMENT

The ombudsman/state conciliation & mediation service will deal with all issues relating to institutions services & facilities, content & standard of education services, amount of refunds paid to students, quality of instruction, academic progress of students, conduct of international students, welfare services, information concerning part time employment opportunities, accommodation provided by or advertised by an institution, suspension & expulsion of overseas students, and any other matter deemed appropriate by the conciliator.

Further information can be obtained from: www.aei.dest.gov.au/ESOS or www.immi.gov.au
ASSESSMENT & COMPETENCY APPEALS

Students at West Coast Institute have the right to challenge assessment results. This challenge is formally known as an assessment appeal and an appeal lodgement fee of $25* is payable. Contact Student Services to obtain an appeal form. An assessment decision can be challenged on the basis that:

- The assessment was not conducted in accordance with the assessment plan provided to the student
- The decision maker did not adequately address the standards outlined in the unit of competency
- The assessor was influenced by bias or an improper purpose in reaching the decision
- The assessor failed to afford the student natural justice in the means and methods of assessment
- The decision failed to take into account relevant considerations or was otherwise unreasonable
- There was a conflict of interest between the student and the assessor

EXTERNAL APPEALS

If the internal appeal is not successful, international students can make an external appeal to the state conciliator from the Department of Education or to the international student ombudsman. More information about contacting the state conciliation & mediation services can be obtained from the international student centre.

* This amount is indicative at the time of this orientation and may increase
International students under 18 years of age

- Under the ESOS Act, all education providers (which includes West Coast Institute) have duty of care requirements for ALL students but there are special requirements for students under 18 years of age.

- If you are under 18, you will receive a letter from our international student centre asking you to attend an interview in each term of your studies until you become 18.

- If you miss a class, as a duty of care, international staff are required to contact your parent or guardian to notify them of the absence and to ascertain the reason for the absence.

- If you fail a subject, your parent or guardian will also be notified.
Some international students may find that study in Australian classrooms very different to their experience in their own country.

Asking questions in class or letting the lecturer know that you have not fully understood is quite usual. Lecturing staff and other students will not think badly of any student who asks questions. There is no “loss of face”. It is polite to raise your hand if you wish to ask a question and considered rude to just call out.

Seeking assistance from study support is also considered quite usual. Some international students fear asking for assistance may be viewed in a negative way, or feel that they may thought of badly, however this is not the case in Australia.

Also some international students find group or team work a very different concept to the way they have studied in the past. Working in a team does not mean that each person is responsible for their own work and the final effort is collated and put together for submissions. In a group or team, students are expected to discuss the assignment and everyone should research and discuss the project, and then present it as a collaborative effort. This helps students prepare for situations for example, a work place meeting for case management, care plan or running an event.
Learning and understanding Australian customs and laws will help you to adjust to life in the Australian community. Australia is a tolerant, diverse society with people from many different cultures and ethnic backgrounds. Australians come from all corners of the world. Although English is the national language, there are around 300 languages including indigenous languages, spoken in Australia. Australians also practice a wide variety of religions.

In Australia, everyone is free to express and maintain their cultural and religious traditions, within the law, and participate. At first, you may not be used to such diversity. However if you are open and respectful towards other people, ideas and traditions you are likely to fit in and be successful.

**EQUALITY AND ANTI-DISCRIMINATION**

- You have the right to be respected and to have your needs considered as fairly as everyone else. Similarly, you should respect other people, whether they were born in Australia or not.

- Under Australian anti-discrimination laws, no person should be treated less favorably than others because of their age, race, country of origin, sex, marital status, pregnancy, political or religious beliefs, disability or sexual preference. This applies to most areas, including employment, education, accommodation, buying goods, and access to services such as doctors, banks and hotels. Men and women are equal under the law and for all other purposes.

- Australia has a tradition of free speech. However, it is unlawful to insult, humiliate, offend or intimidate another person or group on the basis of their race, gender, marital status, pregnancy, or political or religious beliefs.

PERSONAL SAFETY

- Take normal sensible precautions for personal safety. Perth is a wonderful place to live and study but wherever you live and study, thieves do exist. Lock car doors and house doors and windows and keep wallets and purses out of sight.
- Auto (Bank) tellers: Use reasonable caution when withdrawing cash.
- Avoid carrying large sums of money.
- If you are travelling at night try to travel in groups or at least in two's: arrange to share lifts: walk in well lit areas. If you have special circumstances you wish staff to consider in regard to prac placements, you should advise this in writing as soon as possible. Late requests will not be considered.
- Use passwords on computers, Your bank will never ask you to confirm your account details on the internet. Delete any emails asking you to give your account details and beware of emails (or letters) offering schemes to make money easily. Many common scams are listed on the Australian Competition and Consumer Commission (ACCC) website: scamwatch.gov.au
- Please be aware that it is illegal to carry knives in Australia. Cookery students are provided with a free locker at the institute for storing their kitchen utensils and knives.
HELPFUL INFORMATION

BANKS & POST OFFICES

Banks open from 9:30 am to 4pm Monday to Friday. Some banks close later at 5pm on a Friday, and some open for a few hours on Saturday mornings. You will need to check with your bank what hours they are open.

**Western Union facilities** are available at the Post office at Lakeside Shopping Centre as well as many other places throughout Joondalup and Perth. Western Union as a fast way to transfer money from overseas.

HOSPITALS

Some hospitals are open 24 hours a day for accident and emergencies (Joondalup Health Campus is open 24 hours a day). Also, some hospitals have an after hours general practitioner (GP) clinics for minor ailments, however you should check with the hospital beforehand rather than just arrive there. If the hospital does not have an after hours GP clinic, you may be charged emergency fees for treatment and this can be much more expensive than going to a local GP medical centre. For minor illnesses you will need to make an appointment with a local doctor (GP). The same applies to dentists, optometrists and other medical services.

PUBLIC PHONES

There are three public phones on campus at West Coast Institute. One is located on the ground floor of A Block West, another on the first floor on C block just outside the lift, and the other in the canteen area, ground floor D block. Public phones are also located at Joondalup Train Station and in the lakeside Shopping Centre.

A - Rosa Huxtable: Information Technology (IT) Students

B - Karen Boyd: Hospitality (Cookery, Baking), Commerce (Business), Accounting & Management, Horticulture, Trades & Events

C - Wendy Christie: Beauty, Community Services, Health & Nursing & Education Support

USI

Under the Student Identifiers Act 2014 passed in June 2014; all students (including international students), from 1 January 2015, will require a Unique Student Identifier (USI) before any results or qualifications can be issued. A USI is effectively an account or reference number made up of numbers and letters. The USI will allow all of an individual’s training records, entered in the national vocational education and training (VET) data collection, to be linked and it is compulsory.

Following the lunch all students will be required to obtain their USI Numbers – once each student has obtained their USI number they will receive their enrolment statement
AUSTRALIAN SLANG

Many common Australian expressions or slang may seem very strange to people new to Australia. If you are unsure what an expression means, it is acceptable to ask. Some common examples are:

- **“Bring a plate”**: when you are invited to a social function "bring a plate“ means to bring a dish of food to share with other people.
- **“BYO”**: this means to 'Bring Your Own' drinks
- **“Are you crook?”**: Are you sick
- **“See ya later”**: Ok Goodbye
- **“Snaggers”**: Sausages
- **“Barbie”**: Barbeque
- **“Chock a Block”**: full, crowded
- **“Good on ya”**: Well Done
- **“G’day”**: Good day/Hello
- **“Servo”**: Petrol Station
- **“Traino”**: Train Station
- **“Footy”**: Football, an Australian sport
- **“Beaut”**: Great, fantastic
- **“Mate”**: Buddy/friend
- **“Veg”**: Relax, take time out
- **“Arvo”**: Afternoon
- **“Roo”**: Kangaroo – native animal

For more information on Australian slang:
http://www.australianexplorer.com/australian_slang.htm
At West Coast Institute, we want you to enjoy your learning experience as much as possible and we hope that during your time here, in addition to gaining a qualification, you will have a rewarding and positive experience, make many new friends and enjoy experiencing a different culture and lifestyle.

Staff are here to help and support you and we wish you every success with your studies at West Coast Institute.
CISWA (COUNCIL FOR INTERNATIONAL STUDENTS WESTERN AUSTRALIA)

CISWA run events, provide helpful information and assist international students in WA. Information about CISWA events has been provided in your orientation pack. Information about CISWA and their services can be obtained from their website http://www.ciswa.com/

UMBRELLA BAY

Umbrella Bay is an organization in Perth who arrange international student social events. You can find more about Umbrella Bay and these events by looking on the umbrella bay facebook page: http://www.facebook.com/UmbrellaBayFestival or email to: umbrellabay@gmail.com
SOME USEFUL WEBSITES

- **Taxation**
  ato.gov.au

- **Department of Immigration & Border Protection:**
  www.immi.gov.au

- **Public Transport:**
  www.transperth.wa.gov.au

- **Tenancy, Consumer Protection, Workers Rights**
  www.docep.wa.gov.au

- **Consumer Protection and Legal Enquiries:**
  www.accc.gov.au
  www.cabwa.com.au

- **Driving License Information for Overseas License Holders**
  www.dpi.wa.gov.au
SOME USEFUL WEBSITES

Tourist:
- http://www.australianexplorer.com/perth_information.htm
- www.whatson.com.au
- www.westernaustralia.com/au/Things_to_See_and_Do
- www.whatssogreataboutperth.com

Other:
- http://www.australianexplorer.com
- www.studyinaustralia.gov.au
- http://australia.gov.au/people/students/international-students
- http://www.newcomersnetwork.com/australia/international_students.php
- https://www.facebook.com/perthdeals
SOME USEFUL WEBSITES

Personal Safety:
- www.bullyingnoway.com.au
- www.cybersmart.gov.au
- www.beachsafe.org.au
- www.oshcworldcare.com.au

Personal Issues:
- www.headspace.org.au
- Reachout.com
- www.somazone.com.au
- www.youthbeyondblue.com
- www.facebook.com/ehub.selfhelp
- www.thedesk.org.au
WEBSITES

Continued

ESOS ACT Information

ESOS Act National Code of Practice 2007:


ISANA Student Animations to Explain ESOS Rules:

- [http://www.isana.org.au/files/cartoon03/study_choices_assistance_v2.swf](http://www.isana.org.au/files/cartoon03/study_choices_assistance_v2.swf)

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