



PRE-ENROLMENT INFORMATION

Last Updated: 1 August 2013

ORIENTATION

On your first day at Chambers Institute, you will attend an orientation session. Your attendance is compulsory as the presentation will contain information covering all aspects of your course and life in Melbourne. Remember that at Chambers Institute, we have a Student Services Officer to help you with any part of your stay to ensure that you are completely satisfied and happy studying with us.

On your first day, you will need to attend the Orientation at 8.30am, and your classes will begin the next day. Please bring your Passport, a copy of your Visa or eVisa and any travel insurance documents.

ACCOMMODATION AND LIVING EXPENSES

An international, single student living in Melbourne requires approximately AU\$18,000-\$22,000 for living expenses each year (**source:** Australian Education International).

Note: This figure does not include tuition fees.

Remember that your cost of living in Melbourne will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).

Suggested Weekly Budget

Figures are in Australian dollars and accurate as at 1 August 2013.

- **Accommodation:** \$150 to \$350 (for a room in a shared house or apartment)
- **Food:** \$50 to \$120
- **Public Transport:** \$30 to \$56

Accommodation Options for Students

1. **Homestay** – If you need a homestay, we ask our students to fill out a *Homestay Accommodation Form*, available at the Accommodations page on our website. We need the form to be returned to us at least **4 weeks** before the student's arrival date to arrange the accommodation. The minimum length of stay for homestay accommodation is 4 weeks.
 - a) This is the only type of accommodation that students may apply through Chambers Institute. For other types of accommodation, students must make the bookings and applications directly to the accommodation providers.
 - b) This is the only type of accommodation for student under the age of 18.
 - c) Where students are under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, the Institute must ensure that arrangements are made to protect the personal safety and social well-being of those students are appropriate. Students over the age of 18 or who turn 18 during the course of a homestay/guardian arrangement must continue to live with a guardian approved by the Institute. The Institute must be notified of arrangements made by parents/guardians in writing prior to the student's enrolment at the Institute. The Institute does not allow students to live on their own at any time during their enrolment at the Institute.
2. **Apartments** – We generally do not recommend apartments to our students because of the difficulty and complexity of the application process, and some apartments in Melbourne are unfurnished, which would cause students much more problems. Therefore it is only recommended for the long term and it is strongly advised that the student is familiar with the suburb or area. For purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason international students are advised to secure short term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and begun to seek out areas they would like to live in. Note that a minimum age requirement applies.
3. **Backpackers (Hostel)** – This is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge and recreational activities. Some also provide computer access. It is recommended that students considering this option to look at two or three properties prior to making a decision. Many hostels are privately run and as such come under the Rooming House Act. Please note that if the student signs a lease, they are covered by the Residential Tenancies Act.
4. **Shared Housing** – Shared housing accommodation is where a group of people, usually unrelated, live together in one house. They are usually located further away from the city at much more affordable prices.
5. **Student Housing** – Student housing is available in a number of places at the heart of Melbourne CBD, only minutes from Chambers Institute. All student housing are completely furnished with quality inclusions, and equipped with everything that a student would need to feel safe and comfortable in a share accommodation.

The minimum stay for student housing is usually about 4-5 weeks. Students can book for this accommodation directly through the student housing providers.



STUDENT VISA REQUIREMENTS

All students should be aware of the following student visa requirements:

- You must be enrolled as a full-time student at all times (at least 20 contact hours per week).
- You must leave Australia when your studies are complete and/or when their visa expires.
- You must make satisfactory academic progress and meet attendance requirements (at least 80%).
- You must meet the costs of Overseas Student Health Cover for the period of your enrolment.
- You must provide Chambers Institute with your address in Australia and a local telephone number on which you are able to be contacted. You must inform Chambers Institute immediately in case if you change your address and contact details.
- You cannot transfer to another institution within the first six (6) months of your arrival in Australia, or if your program is of less than six months duration, you must remain at Chambers Institute for the duration of their program. (The Department of Immigration and Citizenship/The College may approve in exceptional circumstances a transfer which does not meet this rule).
- You must ensure that any school-aged dependants accompanying you to Australia attend school. Students will be required to pay full school fees for dependants enrolled in either a government or non-government school.
- For more information about visa conditions visit www.immi.gov.au or www.studyinaustralia.gov.au.

Education of Accompanying Dependants

If you come to Australia as an overseas student on a student visa, you should be aware that you will be required to pay full fees for any of your school-aged dependants who accompany you and who are enrolled in either a government or non-government school in Australia. Information about the enrolment and fees for temporary visa holders and dependants of overseas students may be obtained from:

Department of Education and Early Childhood Development
35 Spring Street, Melbourne, VIC 3000

Phone: (+61) **1800 809 834** (local call)
Website: <http://www.education.vic.gov.au>

Overseas Student Health Cover

All international visitors to Australia under a student visa are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are covered by the OSHC from the day they arrive in Australia, until the end date of their visa.

- On enrolment all international students must pay a fee for health insurance in accordance with the length of their course.
- Chambers Institute forwards payment and application on behalf of new students to Bupa Australia (for policy information please see <http://www.overseasstudenthealth.com>)
- Bupa can take up to 4 weeks to process applications and return student OSHC Cards back to Chambers Institute.
- If you have any health problems before receiving your card you are still covered. When you go to the doctor and pay for your consultation, you must ask for a receipt. AHM will reimburse your money provided you produce the receipt.

Remember you are covered from the day you arrive Australia (even though you may not have your card).

ESOS FRAMEWORK

The following is from information provided by Australian Education International (AEI) (www.aei.gov.au).

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course, including its location, to match the information on CRICOS.



Your Rights

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and a complaints and appeals process.
- One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

Your Responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

| For information about | Who to Contact | How |
|--|---|--|
| Policies and procedures that affect you | Student Welfare Officer | Level 3, 169 Swanston Street Melbourne VIC 3000 Phone +61 3 9041 0585 Web: www.chambers.vic.edu.au |
| Your ESOS rights and responsibilities | Department of Education, Employment and Workplace Relations | ESOS Helpline: +61 2 6240 5069 Website: www.aei.gov.au Email: esosmailbox@dewr.gov.au |
| Your Visa matters | Department of Immigration and Citizenship | Website: www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country |
| External Complaints | Overseas Students Ombudsman (OSO) | Helpline: 1300 362 072 Website: http://www.oso.gov.au ombudsman@ombudsman.gov.au |



DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled. A student's enrolment can be deferred, suspended or cancelled by Chambers Institute, or by the student. Deferral means to delay the commencement of a course. Suspension means the temporary postponement of enrolment during a course. Cancellation means termination of enrolment in a course.

Deferral, Suspension or Cancellation by a Student

Students who wish to defer, suspend or cancel enrolment can apply to do so only if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or the student's well-being. Compassionate or compelling circumstances include:

- Serious injury or illness, supported by a medical certificate which states that the student was or will be unable to attend classes bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country, requiring emergency travel which has had an impact on the student's studies
- Traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime

Effect of Deferral, Suspension or Cancellation of Enrolment on a Student's Visa

Deferral, suspension or cancellation of an enrolment is likely to have an effect on a student's visa. Students should contact the nearest DIAC office or refer to www.immi.gov.au for further information. All deferrals, suspensions and cancellations of enrolment are notified to DIAC via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

Deferral, Suspensions or Cancellation by Chambers Institute

Deferral

Chambers Institute may defer the commencement of a course if the course is not offered.

Suspension

Chambers Institute may suspend a student for misconduct, under circumstances where the student:

1. has been in breach of an Chambers Institute's rule
2. is in breach of enrolment conditions
3. is assessed as providing a threat to the well-being of other students or staff

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as specified on the eCoE, the student must apply for a course extension by making a written request with the Student Services Officer. The student will be advised to check with the nearest DIAC office for information about the impact of the extension of the course on the student's visa.

Cancellation

Chambers Institute may cancel the enrolment of a student if the student:

1. is in breach of enrolment conditions
2. has been in breach of Chambers Institute's rule
3. is assessed by the Director of Studies as providing a threat to the well-being of other students or staff
4. has been assessed as behaving in a way such as to constitute serious misconduct
5. fails to meet the requirements of the course progress policy
6. fails to pay tuition fees
7. fails to re-enrol.

Notice of intention to defer, suspend or cancel enrolment

Where a suspension is initiated by Chambers Institute, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the Chambers Institute's internal complaints and appeals process. If an appeal is lodged, Chambers Institute will maintain the student's enrolment until the internal appeals process is complete.

FACILITIES

At Chambers Institute, courses are designed to provide intensive training for career success in a professional learning environment that is both challenging and motivating.

General facilities and services for students include:

- Computer lab and independent study area
- Social programs
- Assistance with accommodation
- Free wireless internet access
- Language assistance
- Student lounge

Campus Location and Contact Details

Address : Level 3, 169 Swanston Street, Melbourne, VIC 3000

Telephone (Main) : +61 3 9041 0585

Website : www.chambers.vic.edu.au

Facsimile : +61 3 9041 0586

E-mail : info@chambers.vic.edu.au

24 Hour Contact : +61 433 010 084

