



# International Student Handbook 2018

Australian Business School Pty Ltd  
Trading as  
Australian Business School  
Australian English Language School  
ABS Nursing School

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## Welcome

Welcome to the Australian Business School (ABS). We hope that your stay here will be both enjoyable and educational.

Here at ABS we are passionate about your education, and that is reflected in the quality of staff and the quality of courses we offer. Our dedicated staff are here to help you achieve your goals whilst in Australia. We are proud that we go above and beyond for our students.

This handbook is designed to answer your questions about ABS and living in the beautiful city of Brisbane, but feel free to contact us if you have any questions or need assistance in any way. We look forward to meeting you!



*Our beautiful, heritage listed building in the central city*

## Useful contacts

Admissions

[v.martins@abs.qld.edu.au](mailto:v.martins@abs.qld.edu.au)

Director of Studies

[r.tattersall@abs.qld.edu.au](mailto:r.tattersall@abs.qld.edu.au)

Finance

[accounts@abs.qld.edu.au](mailto:accounts@abs.qld.edu.au)

Marketing

[marketing@abs.qld.edu.au](mailto:marketing@abs.qld.edu.au)

Reception:

[info@abs.qld.edu.au](mailto:info@abs.qld.edu.au)

(+617) 3211 5595

VET Academic Support

[helen@abs.qld.edu.au](mailto:helen@abs.qld.edu.au)

Website

[www.abs.qld.edu.au](http://www.abs.qld.edu.au)

### Reception opening hours

Monday to Thursday	8:00am to 6:00pm
Friday	8:00am to 5:00pm
Weekends	Closed
Public holidays	Closed

### Terms and holidays

Our vocational education and training (VET) certificate and diploma courses operate on a cycle of 11 weeks per term, followed by two weeks holiday.

Term One delivery weeks	8 January to 23 March
Term One holidays	26 March to 6 April
Term Two delivery weeks	8 April to 22 June
Term Two holidays	25 June to 6 July
Term Three delivery weeks	9 July to 21 September
Term Three holidays	24 September to 5 October
Term Four delivery weeks	8 October to 21 December
Term Four holidays	24 December 2018 to 4 January 2019

We also observe the following public holidays during the academic year (where the public holiday does not already occur within term holidays)

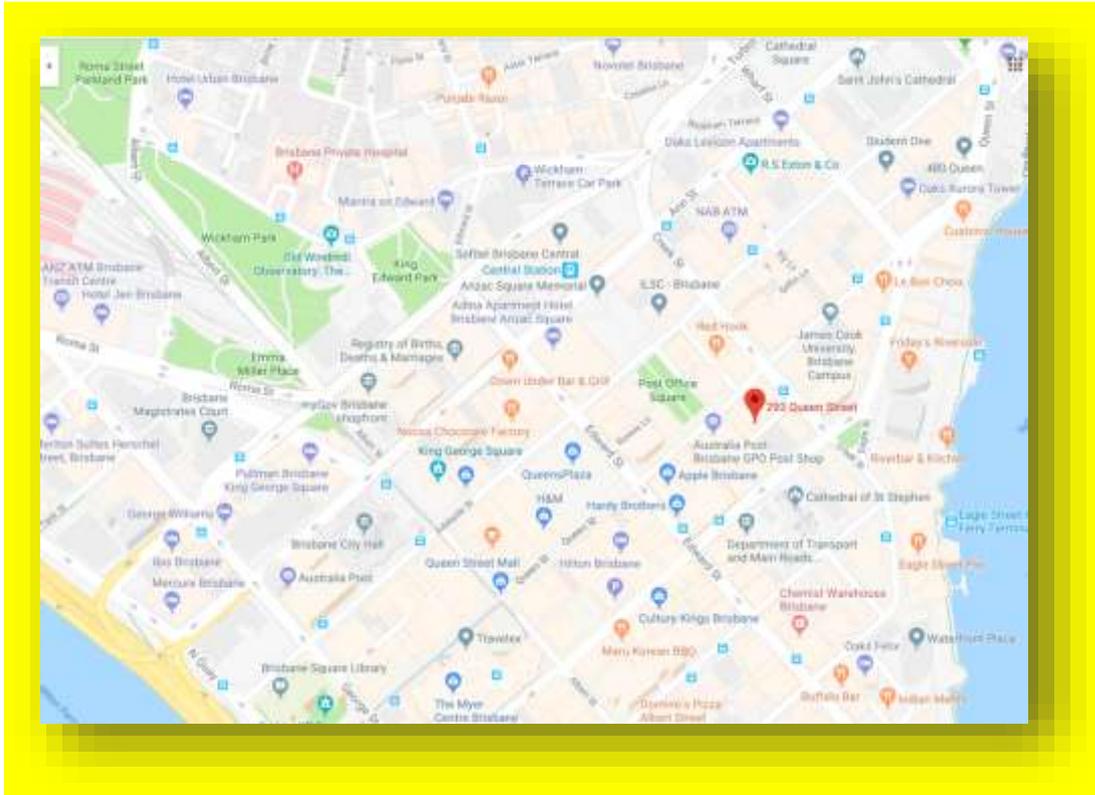
26 January	Australia Day
25 April	Anzac Day
7 May	Labour Day
15 August	Royal Queensland Show

### Australian Business School provider details

CRICOS Provider Number	03264G
RTO Provider Number	32244
Australian Business Number (ABN)	53 141 903 077

## Campus location

Our Brisbane campus is situated in the heart of the city, in a stunning heritage listed building, conveniently located at 293 Queen Street. Our Reception is on Level 2 of the building.



*Australian Business School is conveniently located in the heart of the city at 293 Queen St (See the red marker on the map above)*

The school is a short five-minute walk from Central Railway Station, and a five-minute walk to Eagle Street Pier where you can catch a ferry on the Brisbane River.

There are several buses that stop on Queen St very close to the Australian Business School.

To plan your journey using public transport, including buses, trains and ferries visit <https://jp.translink.com.au/plan-your-journey/journey-planner>

## Campus facilities

Our campus is equipped with the following facilities and equipment:

- Modern, air-conditioned classrooms
- Computers with application and system software and network facilities
- Multimedia software for group presentation
- Power Point projectors and speakers for audio/visual lectures/presentations
- Class rooms and computer labs for 15 to 30 students
- A cosy student break area, with fridge, microwave, vending machine, and free tea and coffee facilities
- Organised student activities such as BBQs and soccer matches.





### Our courses

We offer a range of General English courses to improve your proficiency in English and a range of vocational education and training courses to provide you with an Australian qualification and improved career options for the future.

ELICOS English Language programs	CRICOS	Duration
General English 20 hours /week	084920J	2 to 60 weeks
IELTS Preparation Advanced 20 hours /week	084918C	2 to 24 weeks

Vocational training courses	CRICOS	Code
Certificate II in Business	086799M	BSB 20115
Certificate III in Business	091271A	BSB 30115
Certificate IV in Business	086986G	BSB 40215
Certificate IV in New Small Business	091307E	BSB 42615
Diploma of Leadership & Management	089268C	BSB 51915
Diploma of Project Management	094134G	BSB 51415
Certificate III in Information, Digital Media and Technology	086513G	ICT 30115
Certificate IV in Digital Media Technologies	086586B	ICT 40815
Diploma of Digital Media Technologies	086721M	ICT 50915
Certificate III in Individual Support	091345K	CHC 33015
Certificate IV in Ageing Support	091346J	CHC 43015
Certificate III in Community Services	094133J	CHC 32015
Diploma of Community Services	094132K	CHC 52015

## Our accreditation

Our courses are accredited with the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Our vocational education accredited courses are competency-based which means that training and assessment focuses on the development and recognition of your ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in *Units of Competency* which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au) (See under *National Register of VET*)

For Australian government information on the Australian Business School please visit <https://training.gov.au/Organisation/Details/32244>

## Entry requirements

For entry to **ELICOS English Language programs**, you will be assessed based on your prior English language scores, or on our ABS Pre-Entry Literacy Assessment (ELICOS).

For entry to **Vocational training courses**, you will need to provide evidence of your English language proficiency and meet academic entry requirements.

Vocational training courses	English proficiency
Certificate II and Certificate III courses	IELTS 5.0, Intermediate level English, ABS Literacy Assessment or undertake a General English course
Certificate IV and Diploma courses	IELTS 5.5, Upper Intermediate level English, ABS Literacy Assessment or undertake a General English course

Vocational training courses	Academic entry
Certificate II and Certificate III courses	Evidence equivalent to Australia's Year 10 of secondary school
Certificate IV	Evidence equivalent to Australia's Year 11 of secondary school
Diploma courses	Evidence equivalent to Australia's Year 12 of secondary school

## Work placement

We currently have four courses which require work based placements. These are the:

- Certificate III in Individual Support
- Certificate IV in Ageing Support
- Certificate III in Community Services
- Diploma of Community Services.

For each of these courses, in addition to your assessments, you will be required to complete 120 hours of work placement within a community services organisation, in order to gain the qualification.

## Recognition of Prior Learning (RPL) and Course Credit

If you believe you already have the skills and knowledge required to demonstrate competency, please apply for *Recognition of Prior Learning (RPL)*. If you already have a *Statement of Attainment* for any Australian units of competency, you may apply for Course Credit.

Please note that gaining RPL or Course Credit may reduce the length of your Confirmation of Enrolment (COE). For further information, please ask for our *Recognition of Prior Learning* policy before you enrol.

## Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is insurance that provides cover for the costs of medical and hospital care, which you may need while in Australia. OSHC is mandatory for international student visa holders for the duration of your studies. OSHC will also cover the cost of emergency ambulance transport and some prescription drugs. Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC.

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive until you have OSHC organised and can provide evidence of OSHC cover. For ABS you must provide evidence of your insurance no later than at Orientation.

Some students may be exempt from enrolling in the OSHC such as students from countries whose governments have Reciprocal Health Agreements for students in Australia. Note that only some reciprocal health agreements cover students in Australia. Some reciprocal agreements will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

For some information please see the Australian government fact sheet on OSHC:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

### Meeting your Student Visa conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include but are not limited to:

- maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- maintaining enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa
- remaining with the education provider until you have completed six months of your principal course (the main course of study you are undertaking), which is normally the final course for which you are enrolled
- completing each course within the duration specified on your Confirmation of Enrolment (COE)
- maintaining satisfactory attendance for each study period as required by your education provider
- maintaining satisfactory course progress for each study period as required by your education provider
- notifying your training provider of your Australian address, phone or email and any subsequent changes of address within seven days.
- not working more than 40 hours per fortnight when your course is in session. (You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider).

For some information on visa conditions for students please see the Australian Department of Home Affairs information at:

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

In accordance with Student Visa conditions, you must attend a minimum of 20 hours of classes per week or as per your timetable if there is an approved online/distance component in your course.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study, please refer to the individual course marketing material found on our website <https://abs.qld.edu.au/courses>.

## Attending Orientation

It is a legal requirement that you attend your scheduled Orientation. Orientation will be held before the start date of your first course. You will be notified of the exact date and time of the Orientation for your intake.

Orientation will cover important information it is vital for you to know during your studies with ABS and your time in Australia.

Information discussed at Orientation will include:

- Campus facilities
- Course information and requirements
- Classes and assessments
- Student support services available
- Important policies and procedures
- Providing any missing enrolment documents required
- Applying for your Unique Student Identifier (USI)
- Obtaining a student ID card
- Completing a Student Data form
- Applying for your *Go Card*, a public transport concession card.

If you are unable to attend your scheduled Orientation please ABS immediately. A \$50 penalty may be applicable for rescheduling of Orientation without official evidence demonstrating a valid reason for your non-attendance (such as a medical certificate).

## Student support services

ABS supports international students in adjusting to study and life in Australia, and in achieving their learning goals and the learning outcomes of their course. Students can approach the Student Contact Officers, Yusa or Helen, who will help to solve problems with your studies and provide information and guidance on the following:

- OSHC membership or claims
- Where to go if a student has medical problems
- Options for further study
- Support on any issue you need help with
- Social events for students.

## Your Unique Student Identifier (USI)

Every student studying nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI Account stores a record of all of your nationally recognised training. It is free and easy both to create your USI and to maintain your USI account. Please visit <https://www.usi.gov.au/students/create-your-usi>. Have at least one (and preferably two) forms of identification ready. If you do not have a USI prior to enrolment, you will need to create one at Orientation.

### Your Student ID card

At Orientation you will be issued with an Australian Business School student ID card. As identification, please keep it with you at all times and learn your four digit ID number.

Your student card may be used to receive concessions, discounts or entry for the following:

- Public transport
- Cinemas
- Attractions
- Restaurants and meals
- Bars and nightclubs
- Retailers.

Replacement cards will incur a \$10 fee.

### Your Go card

Eligible full-time students of ABS can apply for a 50% concession fare on *TransLink* public transport services (excluding Airtrain), regional *qconnect* bus services and approved regional ferry services.

You need to purchase an adult go card and apply online for tertiary concession fares to be activated on your go card. The fastest way to buy a go card is at a retail location, including:

- Queensland Rail Station ticket offices
- 7-Eleven stores and selected retailers where you see the 'buy' symbol
- Fare machines at G:link and busway stations
- On board Brisbane City Council CityCat and ferries.

Alternatively, you can buy go card online or over the phone.

When you purchase your go card you'll pay a refundable deposit of \$10.

Once you are determined to be eligible for the concession fares, you will receive a notification via email or SMS from Translink.

Remember, when travelling on tertiary concession fares, you must carry a current approved photo ID and show it as proof of concession eligibility when asked by a TransLink driver or authorised person.

If you choose to travel on concession fares without your approved ID, or you do not meet the eligibility criteria, you could be fined \$252.

## Our Code of Conduct

While you are a student of ABS, you are expected to follow the Code of Conduct.

- Students are expected to be genuine students, to study and complete their course and therefore meet course attendance and progress requirements
- Students must abide by all applicable Australian Business School policies and procedures
- Students must submit their assessment items by the due date.
- Students must not cheat. Academic misconduct is defined as 'attempts by students to cheat, plagiarise, collude or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so'. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer about their knowledge, ability, or the amount of original work they have done.
- Students must follow the directions of their trainer at all times
- Students are expected to attend class punctually at the scheduled times
- Mobile phones should be turned off before entry into classrooms unless prior arrangements have been made with the trainer
- Clothing and behaviour should be appropriate and not cause offence to anyone
- Students must not use inappropriate or offensive language, signs or gestures
- Students must not interfere with another's ability to learn through disruption of classes or harassment of any kind
- Racist behaviour will not be tolerated
- Sexual harassment will not be tolerated
- Students are expected to take responsibility for their own safety and that of others
- Students must follow all safety and emergency evacuation procedures as directed by any Australian Business School staff member
- Students are required to use equipment safely and appropriately
- The school accepts no responsibility for personal property lost or stolen
- Eating or drinking is not permitted in any space other than the designated areas
- Smoking is not permitted inside the building
- The school prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any time
- Weapons cannot be carried on to the school premises
- No violent behaviour, aggressive physical contact or verbal abuse is to occur between any persons at any time
- If students break Australian law, ABS may call the Police.

### Use of ABS computer facilities

A computer room is available for individual student use at all times. ABS expects students to act responsibly in computer rooms and follow these guidelines:

- Save your files to a USB or email them to yourself. All material in 'My Documents', or on the Desktop may be deleted upon restart
- No downloading videos and/or music
- Play no videos longer than five minutes.
- Access no inappropriate sites and/or offensive material
- Log off and turn off the monitor at the end of your session
- ABS takes no responsibility for lost or deleted files.

### Miscellaneous fees

Below is a list of fees that you may encounter while studying at ABS. If you have any questions about these fees, please contact reception.

Reason	Fee \$AUD
Assessment resubmission (3 <sup>rd</sup> attempt)	\$95
Cancellation of course	\$300
Certificate re-issue	\$50
Change start date	\$50
Course extension	\$250
Course transfer (internal)	\$250
Enrolment fee (ELICOS & VET)	\$220
International bank transfer	\$25
Late assessment	\$95
Late Orientation	\$50
Late payment of tuition fees	\$100 per week that is outstanding
Non tuition fee ELICOS	\$20 per week (Min \$80, Max \$400)
Non tuition fee VET – Cert II & III	\$150
Non tuition fee VET –Cert IV & Diploma	\$200
Payment plan fee	\$100
Replacement student ID card	\$10
Resubmission of COE	\$50

## First aid

If you or someone else are injured and require assistance, report to your trainer immediately or approach the Student Contact Officers at Reception. Students are not permitted to use First Aid facilities or boxes and/or self-administer pain medication without prior permission from a staff member.

## Emergency procedures

The campus has an evacuation plan in case of emergencies. The evacuation diagrams are displayed in all classrooms and on campus. Fire hoses and extinguishers are provided for your safety. Students will be shown these when they arrive, but they are also strongly encouraged to become familiar with their location. In the event of an emergency, wait for instructions from your trainer or fire warden.

In an emergency evacuation, the following procedures apply:

- Remain calm. Do not rush or panic
- Follow all instructions given by your trainer, any ABS staff member or any building broadcasts
- Take only your ID, purse and/or wallet
- Do not use the lift
- Use the fire exit stairs on either side of the building
- Move with your class or group to your designated assembly area – this is across the road of Queen Street, on the grassed area of Post Office Square
- Remain with your group and stay in the designated assembly area for further instructions
- Follow the directions of Police, Fire Service or other emergency services
- If you are not in class, get yourself and others to the nearest safe assembly area.

## Critical incident

If you encounter a Critical Incident during your time as a student with ABS, we will implement procedures to ensure your safety and that the matter is properly dealt with by the appropriate personnel.

If you experience a Critical Incident at any time during your studies with ABS, please contact us via phone on 07 3211 5595 (office hours), or 0411 792 664 (after hours), or email [reception@abs.qld.edu.au](mailto:reception@abs.qld.edu.au).

When any staff member feels a Critical Incident has occurred they are immediately obliged to contact the emergency services (if required) and to alert another member of ABS staff.

The National Code 2007 defines a Critical Incident as, *A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.*

Examples of events which may be deemed Critical Incidents include:

- Any fatality, near-fatality, or incident likely to seriously affect staff and/or students
- Serious traffic accidents, e.g. An accident during a student field trip
- Threats of violence and/or sexual assault to staff/students
- Murder, suicide, or attempted suicide involving students, staff or family members
- Fire, explosion, bomb threat, or similar
- Hold-up or attempted robbery
- Storms/natural disasters causing major damage.

Students may contact any member of ABS staff to inform us of a Critical Incident. Our designated Student Contact officers are the Receptionist, Yusa ([info@abs.qld.edu.au](mailto:info@abs.qld.edu.au)/[reception@abs.qld.edu.au](mailto:reception@abs.qld.edu.au)), and the Academic Support Officer, Helen Fuaiolo ([helen@abs.qld.edu.au](mailto:helen@abs.qld.edu.au)) can be contacted on (07) 3211 5595.

### Emergency call numbers

Australia's primary emergency call service number is Triple Zero (000), which can be dialled from any fixed or mobile phone, pay phones and certain Voice over Internet Protocol (VoIP) services.

There are also two secondary emergency call service numbers - 112 and 106.

112 is available from all GSM or GSM derived mobile phones. 106 connects to the text-based relay service for people who have a hearing or speech impairment. All calls to the emergency numbers, whether from fixed, mobile, pay phones or VoIP services are free-of-charge.

Stay focused, stay relevant, stay on the line:

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious accident or crime?

If you answered YES call Triple Zero (000).

When you call Triple Zero (000):

- Do you want Police, Fire or Ambulance?
- Stay calm, don't shout, speak slowly and clearly.
- Tell them exactly where to go to. Give an address or location.

### Useful numbers – Student guidance and welfare

Throughout your course, ABS will help you to access welfare-related services if you need them. The following contact details are for various services, either national and/or state-based.

Problem	Phone no.
Emergency	000, 112 or 106
Abortion Grief Counselling	1300 363 550
AI Anon Family Group	1300 252 666
Alcohol & Drug Info Services 24 hrs	1800 422 599
Alcoholics Anonymous	<a href="http://www.aa.org.au/">http://www.aa.org.au/</a>
ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill)	1800 35 1881
Central Brisbane Area Mental Services	1800 636 825
Centrelink Youth & Student Line	132 490
Credit Helpline	1800 808 488
Domestic Violence Services	1800 656 463
Fair Trading Centres	133202
FPA (Family Planning) Health Line	1300 658 886
Gay & Lesbian Counselling Services	1300 364 277
G-Line (Gambling Counselling) 24 hrs	1800 633 635
International Student OSHC World Care (24hours)	1800 814 781
Legal Aid (Brisbane Head Office)	07 3238 3500
Lifeline	13 1114
Men's Line Australia 24 hrs	1300 789 978
Mental Health Info Services	1300 794 991
National Pregnancy Support Helpline	1800 422 213
Ombudsman's Office of QLD	1800 068 908
Poison Information Services	13 1126
Pregnancy Help Line	1300 139 313
Rape Crisis Centre	1800 424 017
Salvo Crisis Line	13 11 14
SANE Helpline (Mental Illness Info & Referral)	1800 18 SANE (7263)
SIDS QLD Support for any infant death, stillbirth or miscarriage	1800 651 186
Ted Noffs Foundation (Drug & Alcohol Counselling)	1800 151 045
Tenants Union of QLD Hotline	1800 251 101
Welfare Rights Centre	1800 358 511

### **The Department of Home Affairs**

The Department of Home Affairs is the governing body overseeing visas and immigration to Australia.

Brisbane office:  
299 Adelaide Street, Brisbane, QLD 4000  
9:00 am to 4:00pm Monday to Friday

Offices in Australia:

<https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>

Make an Enquiry:

<https://www.homeaffairs.gov.au/about/contact/make-enquiry>

### **The Department of Foreign Affairs and Trade**

The Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

<http://www.dfat.gov.au/embassies.html>

The contact number of some embassies/consulates are listed below for your convenience:

- Brazil (02) 6273 2372
- China (03) 9822 0604
- Colombia (02) 6273 2090
- France (02) 6216 0100
- Indonesia (03) 9525 2755
- Japan (03) 9639 3244
- Malaysia (03) 9820 0921
- South Korea (02) 6273 3044
- Switzerland (02) 6162 8400
- Taiwan (03) 9650 8611
- Thailand (03) 9650 1714
- Vietnam (02) 6268 6059

## Brisbane city



Brisbane is the third largest city in Australia with a population of around 2.4 million in the greater metropolitan area. The city is located in the southeast corner of Queensland (27.5oS, 153oE) and is 960 km (596miles) north of Sydney and 97 km (60miles) north of the Gold Coast. Greater Brisbane comprises over 180 suburbs and localities and covers an area of 1,141 sq. km (440 sq. miles).

Brisbane is a river city making full use of its enviable environment. The Brisbane River winds gently through the city and serves as a delightful way to explore the area. And there is so much to explore.

A day in Brisbane might include international standard shopping in the Queen Street Mall; a swim, rainforest walk and lunch at South Bank Parklands; feeding dolphins at Tangalooma Island, then in the evening dine in world class restaurants and finish with a late-night river cruise. Take some time to discover the Botanical Gardens, take an enchanting stroll through Fortitude Valley and Chinatown and a cruise out to the Bay Islands.

## Arrival and transport in Brisbane

The closest international airport is *Brisbane International Airport*. For further information about the airport, visit <http://bne.com.au/>

On arrival at the airport there are many options to travel to your accommodation, such as the Airtrain, taxi, shuttle bus or private transfer.

### Train

The Airtrain is a quick and easy option for getting to and from the airport. Brisbane Airport is just 20 minutes by train from the city. Train services run every 15 minutes during peak times and every 30 minutes in off-peak periods.

To use this service you can purchase tickets at the Airtrain desks in each of the terminals, or at the Airtrain stations. Airtrain also offers great savings for booking online and in advance.

### Taxi

Taxis are available 24/7 from sheltered ranks right outside the Domestic and International Terminals. During peak times, kerbside officers are on hand to assist.

- At the **Domestic Terminal**, the taxi rank is located centrally in the front of the Terminal building.
- At the **International Terminal**, you will find the taxi rank at the northern end of the Terminal, through the doors and out to the left.

Expect to pay \$45 to \$55 (one way for a trip from the airport to Brisbane City). Outside of peak periods, it is approximately a 20 minute drive from the airport to the city.

### Shuttle Bus

If you're looking for a door to door transfer to and from Brisbane Airport, consider using the Con-x-ion shuttle bus transfer service. Con-x-ion operates from both Terminals with a pick and drop off service that goes door-to-door to dozens of locations around Brisbane the Gold Coast and Sunshine Coast.

Tickets can be purchased online or at the sales kiosk at each Terminal. To book visit the Con-X-ion website.

### **Where to find Con-x-ion?**

- **International Terminal:** Meet your transfer at the Visitor Information desk in the International Terminal.
- **Domestic Terminal:** Meet your transfer outside on the forecourt towards the Virgin end of the Terminal.

## Finding accommodation in Brisbane

There are many options of accommodation in Brisbane. The most popular are Share accommodation and Homestay.

If you decide on Share accommodation then you will be living with some other students who rent and share a unit or a house. Depending on your preferences you can have your own room or you can live with some other people.

Homestay gives you the option of staying with an Australian family who take care of you, however it is a bit more expensive. Other options are accommodation in backpackers' hostels, or hotels. Prices of these vary from very cheap to very expensive.

Useful websites for finding your own rented accommodation in Brisbane are:

[www.domain.com.au](http://www.domain.com.au),  
[www.realestate.com.au](http://www.realestate.com.au) and  
[www.gumtree.com.au](http://www.gumtree.com.au) or  
<https://www.gumtree.com.au/s-real-estate/brisbane/c929613005721>

If you are interested in boarding with Australian families (Homestay) please contact *Homestay Network* directly on <https://www.homestaynetwork.org/homestay-brisbane/>. You should inspect any prospective accommodation before agreeing to move in. Alternatively, you can visit real estate agents or look in Brisbane newspaper publications.

For more information about laws and conditions for renting, contact *The Residential Tenancies Authority* from 8:30am-5pm on 1300 366 311, or go to <https://www.rta.qld.gov.au/Renting> for more information.

## Cost of living in Brisbane

Students typically spend about \$300 to \$500 a week on accommodation, food, clothing, entertainment, public transport, telephone and incidental costs.

The following chart is only a guide to help you understand the breakdown of costs.

Accommodation	\$150 - \$300 / week
Food	\$100 - \$200 / week
Public Transport	\$20 - \$ 50 / week
Entertainment/movies	\$13 per ticket

While this is a guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. Some people spend a lot more than this, and others spend less.

We anticipate that international students will require approximately AUD\$20,290 for living expenses for each year.

For the most recent figures for the Cost of Living in Australia visit:  
<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

### Working in Brisbane

International students on Student Visas are eligible to work up to 40 hours per fortnight while studying, and full-time during the school holidays.

Before you find a job and start working in Australia you will have to obtain a Tax File Number. Application forms are available from the Australian Taxation Office website [www.ato.gov.au](http://www.ato.gov.au).

To look for part-time or casual jobs visit [www.seek.com.au](http://www.seek.com.au) or [www.mycareer.com.au](http://www.mycareer.com.au) or <https://au.indeed.com/>.

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions. Pay rates and workplace conditions are set by Australian law.

Your employer should give you a pay slip with your pay; this shows the hours worked, total wages, tax deducted, and superannuation details.

The [Pay and Conditions Tool \(PACT\)](#) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The [Fair Work Ombudsman](#) can give you further information and advice about your workplace rights and obligations, and has workplace information translated into [different languages](#).

Refer: <https://www.fairwork.gov.au/employee-entitlements>

Your employer cannot cancel your visa, only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

#### Helpful recordkeeping hints when you start working in Australia

Keep a diary of days and hours worked. Keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links:

<https://www.homeaffairs.gov.au/trav/check-pay-conditions>

<https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their [anonymous reporting service](#).

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, education agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport, safety and so much more.

### **Brisbane**

<http://www.studyqueensland.qld.edu.au/>

<http://www.choosebrisbane.com.au>

### **Study in Australia**

<http://www.studyinaustralia.gov.au/>

### **Living in Australia**

<http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm>

### **Life in Australia Book**

<https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

**Translated versions are also available on this page.**

## **Useful local facilities**

### **Hospitals**

#### Mater Adult Hospital

Raymond Terrace, South Brisbane

Ph: (07) 3163 8111

#### Royal Brisbane and Women's Hospital

Corner Butterfield St and Bowen Bridge Rd, Herston

Ph: (07) 3646 8111

#### Princess Alexandra Hospital

199 Ipswich Road, Woolloongabba

Ph: (07) 3176 2111

### **Medical Centres (non-emergency) close to the school:**

#### Brisbane City Doctors

Manor Apartments, 289 Queen St, Brisbane City

Ph: (07) 3221 3366

#### Central CBD 7 Day Medical Centre

Level 1, 245 Albert St, Brisbane

Ph: (07) 3211 3611

E: [cbdmedical@ozemail.com.au](mailto:cbdmedical@ozemail.com.au)

#### Queen St Medical Centre

Level 3/141 Queen St, Brisbane City (Travelex Building)

Ph: (07) 3229 9355

### **Banks and Automatic Teller Machines (ATM) close to the school:**

#### CBA ATM (Post Office Square)

270/280 Queen St

#### ANZ ATM

Corner Queen and Creek St

#### rediATM

226 Queen St

#### Commonwealth Bank

240 Queen St, Brisbane City

### **Keeping yourself safe**

Australia is a relatively safe country, however you should still use common sense to ensure the safety of yourself and your personal possessions.

Here are some general safety tips to keep in mind:

- At night, stay in well-lit areas and avoid walking alone
- Lock your house and car and don't leave your valuables unattended
- Be aware of your surroundings, especially when using headphones or talking on your phone
- Change your computer passwords regularly and don't share them with anyone
- Don't post personal details on your social media accounts
- If shopping online, use a secure payment method such as PayPal
- In the event of an emergency never hitchhike or pick up a hitchhiker
- Never drink and drive
- Avoid drinking to excess and look out for your friends don't leave your drink unattended or accept a drink from a stranger.

For further information, refer to the Queensland Police Service Safer Living website: [https://www.police.qld.gov.au/programs/cscp/personalSafety/adults/Documents/SaferLiving\\_Website.pdf](https://www.police.qld.gov.au/programs/cscp/personalSafety/adults/Documents/SaferLiving_Website.pdf)

Ring PoliceLink 131 444 for general non-urgent enquires.

Ring 000 for all emergencies including Police, Fire Brigade or Ambulance.

### Safety at the beach

Australians love going to the beautiful beaches and you will love to visit the beaches too. However, the beach can be a dangerous place if you are unfamiliar with the conditions and if you are not a strong swimmer. These simple tips will help you to stay as safe as possible at the beach:

REMEMBER THE **F-L-A-G-S**

**F:** Find the flags and swim between them – the red and yellow flags mark the safest place to swim at the beach

**L:** Look at the safety signs – they help you identify potential dangers and daily conditions at the beach

**A:** Ask a surf lifesaver for some good advice – surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water

**G:** Get a friend to swim with you – so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult

**S:** Stick your hand up for help – if you get into trouble in the water, stay calm and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember:

- Always swim or surf at patrolled beaches
- Always swim between the flags
- Always swim where there is shark safety equipment.
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Do NOT:

- swim alone
- swim or surf after dusk, at night or before dawn
- swim under the influence of alcohol
- run and dive into the water
- swim directly after a meal.

### Safety in the sun

The sun in Queensland is very strong and you may find that your skin burns easily if you spend a lot of time outdoors. Australia has the highest rate of skin cancer in the world. Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR).

To avoid being burnt and risk developing skin cancer, protect your skin from the sun by:

- minimising your time in the sun between 10am and 3pm
- seeking shade where possible
- wearing suitable clothing that provides good sun protection, including long sleeves, pants, a hat and UV protective sunglasses
- applying SFP 50+ broad spectrum, water resistant sunscreen 20 minutes before you go out into the sun.

Visit the Sun Smart website for more information at [www.sunsmart.com.au/uv-sun-protection](http://www.sunsmart.com.au/uv-sun-protection)

### Health risks in North Queensland

If you are planning to travel during your holiday breaks please ensure you are aware of any possible health risks for that area. For example, Far North Queensland visitors need to be careful to protect themselves from mosquito bites, to avoid such things as Dengue Fever. Dengue Fever is spread by mosquito bites in a certain breed of mosquitoes known to be in North Queensland and the South Pacific Islands. If you are worried, check with a doctor prior to your travel to ensure you are aware of any possible health risks and then take preventative action.

### Deadly creatures in Queensland

With its spectacular beaches and lush tropical rainforests, Queensland is a natural mecca for visitors worldwide. But with its natural beauty come dangerous (and sometimes deadly) creatures that also call it home. Although many are predators, they are also an important part of the state's ecosystem, and some are endangered species. Knowing how to avoid them and treat attacks if they occur will not only give you peace of mind, it might save a life.

Venomous and deadly creatures found in Queensland include:

- Venomous spiders
- Jellyfish, octopus and stonefish
- Crocodiles.
- Venomous snakes
- Sharks

For more information, please see <https://www.health.qld.gov.au/news-alerts/news/14-of-queenslands-most-dangerous-creatures-where-they-are-and-how-to-prevent-and-treat-attacks>

### **ABS policy documents**

From time to time, issues may arise for which you will refer to Australian Business School policies, which are related to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*. Complaints and appeals may apply to training and assessment services and decisions, administrative services and decisions, or enrolment services and decisions. For any complaints or appeals, ABS will abide by policy when making decisions.

For our policies and procedures, please visit our website.

- Access equity
- Assessments
- Certifications
- Complaints and appeals
- Deferring, suspending or cancelling the overseas student's enrolment
- Enrolment
- Learner support
- Overseas student support services
- Overseas student transfers
- Overseas student visa requirements
- Privacy
- Refunds
- Recognition of Prior Learning and Course Credit
- Student Code of Conduct
- Student academic progress
- Student inductions
- Transition
- Workplace health and safety

As part of our continuous improvement processes, policies will be reviewed, amended or developed from time to time.

## Legislation information for overseas students

The *Education Services for Overseas Students Framework (ESOS)* that includes the ESOS Act 2000, ESOS Regulations and National Code and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian legislation and how it affects international students, visit:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Students Regulations 2001](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 - National Code 2018](#)

In addition, please see:

- For Vocational Education and Training (VET) courses, the provider must comply with the [VET Quality Framework](#), and
- For English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the [ELICOS National Standards](#).

## Help when you need it

We want your experience at Australian Business School and in Brisbane to be successful and enjoyable.

Please let us know if you need any help or advice. In the first instance we request that:

- For training delivery, marking and assessments, see your trainer first
- For enrolment and administration, see Reception and Academic Support
- For serious concerns or complaints, see the Director of Studies.

## **Student Declaration**

I understand that I need to return a signed and dated Student Declaration form with my enrolment. This will verify that I have read and understood all the information contained in this Student Handbook and that I have reviewed the ABS policies on the website.

If you have any questions that have not yet been answered, please feel free to contact us.

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