STUDENT ORIENTATION
HANDBOOK 2010

Welcome to AFTA Travel & Tourism College NSW.

This orientation handbook should be your guide as a student at AFTA Travel & Tourism College NSW. You should be aware of what is expected of you and what your options are. We hope the handbook will be useful to you. If you have any queries please don’t hesitate to look on our website, email us, or call us. These details are provided to you in the handbook. Please take the time to read this student handbook and familiarise yourself with the student rules. Updates to this handbook will be available on the AFTA Travel & Tourism College NSW website. You should check regularly for updates.
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WELCOME TO ALL STUDENTS

The Australian Federation of Travel Agents (AFTA) established the AFTA Travel & Tourism College in Adelaide (SA) in 1989 and currently has colleges operating in Adelaide and Sydney. The AFTA Travel & Tourism Colleges are now all franchises, with the NSW College being owned and managed by Australian Pacific Travel and Tourism Pty Ltd since September 2008.

We congratulate you on being accepted into the AFTA Travel & Tourism College NSW. The quality of our graduates contributes greatly to our excellent reputation and we look forward to developing your skills to equip you for a long and rewarding career in the travel industry.

The AFTA Travel & Tourism Colleges are regarded by the travel industry as the leading providers of travel education in Australia. To retain this position we are continually striving for excellence and our course is constantly being refined to meet the ever-changing needs of the industry and government requirements.

At this College we are committed to the achievement of excellence, as demonstrated by the College being awarded “Best Travel Training Institution” in Australia at the National Travel Industry Awards for Excellence for three consecutive years in 2004, 2005 and 2006. We have subsequently been inducted into the Travel Industry “Hall of Fame”. The college has since been nominated by the travel industry as a finalist for the Best Registered Travel Industry Training Institution award in 2007, 2008 and 2009.

Due to the intensity of the course, it will be necessary to exercise your time management skills. Should you have difficulty at any stage throughout the course please ensure you seek the assistance of your Lecturer or Academic Coordinator immediately. Your success is ultimately up to you. The trainers’ focus will be towards facilitating your development. Your focus should be on personal development towards your career. A professional approach is expected and a positive, enthusiastic attitude should always be maintained.

This time marks the beginning of what we hope will be a personally satisfying experience for you. The knowledge, skills and competencies you gain from this program will form the basis of your career in the travel and tourism industry.

On behalf of AFTA Travel & Tourism College NSW trainers and staff we wish you every success during the course and in your future travel career.

Juleen Currie
Academic Coordinator
AFTA represents agencies that are responsible for about 80% of travel sales in Australia. The principal activities of AFTA are to:

- Promote and develop tourism as an industrial resource of Australia
- To represent the business interests of travel agents
- To create a strong and cohesive relationship with Federal and State Government departments
- To increase consumer awareness and create a strong community profile for the services that members provide
- Operate training colleges and develop training for travel industry professionals throughout Australia

Since late 1990, AFTA and the travel and tourism industry have been productive in ensuring that a national career path plan was initiated which encompassed national curriculum materials. This initiative was formerly termed the Australian Travel Agents Qualifications (ATAQ) and is now known as AFTA’s Australian Travel Education Program (ATEP). The program was set up initially by Tourism Training Australia (TTA), the Adelaide Institute of TAFE and AFTA using expertise from the Australian Institute of Travel and Tourism (AITT).

The aims of AFTA and its Australian Travel Education Program (ATEP) are to:

- provide learning resource material, and to allow access to training, for employees so they can gain the competencies necessary to progress their career path;
- provide learning materials and programs for people to continue their professional development;
- provide recognition for the professionalism of individuals working in the industry;
- recognise people with the existing competencies but without formal training;
- develop and conduct national assessments as part of the process for establishing that individuals have the necessary competencies for different career path levels.

The first AFTA Travel & Tourism College was established in Adelaide in 1989 and the current colleges exist in Adelaide and Sydney. The AFTA Travel & Tourism Colleges are considered by the retail travel industry as the leading providers of travel education in Australia. The quality of our graduates contributes greatly to our excellent reputation. To retain this position we are continually striving for excellence and our course is constantly being refined to meet the ever-changing needs of the industry and government requirements.

The AFTA Travel & Tourism College NSW is a Registered Training Organisation (RTO) and is also recognised by Tourism Training Australia (TTA).
Students can complete the following course through face-to-face tuition at the AFTA Travel & Tourism College NSW.

- **Certificate III in Tourism (Retail Travel Sales) SIT30207**

**Entry requirements:** Year 11 HS (or equivalent) for local students. Year 12 HS (or equivalent) for international students together with an verified English level equivalent to at least IELTS 5.5 (or Upper Intermediate)

The certificate course that students are studying at this College is the SIT30207 ‘Certificate III in Tourism (Retail Travel Sales)’. This qualification is recognised nationally. The following, including ATEP modules, are covered in this course and are directly related to the travel industry:

⇒ Customer Service
⇒ Tourism Office Operations
⇒ Tourism Sales Techniques
⇒ Australian and International Destinations and Attractions
⇒ Australian and International Travel Products
⇒ Normal International Airfares
⇒ Promotional International Airfares
⇒ Computer Reservations Systems (CRS) /Crosscheck Travel (CCT)
⇒ Business Technology and Communications
⇒ Consultancy Practise
⇒ Make Presentations

*Elective only, in addition to minimum qualification requirements

⇒ Billing & Settlement Plan (BSP)
⇒ Domestic Australian Airfares

The aforementioned modules incorporate the following Nationally Recognised Competencies:

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITXCOM001A</td>
<td>Work with Colleagues &amp; Customers</td>
</tr>
<tr>
<td>SITXCOM002A</td>
<td>Work in a Socially Diverse Environment</td>
</tr>
<tr>
<td>SITXOHS001A</td>
<td>Follow Health, Safety &amp; Security Procedures</td>
</tr>
<tr>
<td>SITXCOM004A</td>
<td>Communicate on the Telephone</td>
</tr>
<tr>
<td>SITXADM001A</td>
<td>Perform Office Procedures</td>
</tr>
<tr>
<td>Course Code</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>SITXCOM003A</td>
<td>Deal with Conflict Situation</td>
</tr>
<tr>
<td>SITXFIN001A</td>
<td>Process Financial Transactions</td>
</tr>
<tr>
<td>SITTIND001A</td>
<td>Develop &amp; Update Tourism Industry Knowledge</td>
</tr>
<tr>
<td>BSBCM205A</td>
<td>Use Business Technology</td>
</tr>
<tr>
<td>BSBCM306A</td>
<td>Produce Business Documents</td>
</tr>
<tr>
<td>SITTTSL001A</td>
<td>Operate an Online Information System</td>
</tr>
<tr>
<td>SITTTSL002A</td>
<td>Access &amp; Interpret Product Information</td>
</tr>
<tr>
<td>SITTTSL003A</td>
<td>Source &amp; Provide International Destination Information &amp; Advice</td>
</tr>
<tr>
<td>SITTTSL004A</td>
<td>Source &amp; Provide Australian Destination Information &amp; Advice</td>
</tr>
<tr>
<td>SITTTSL005A</td>
<td>Sell Tourism Products &amp; Services</td>
</tr>
<tr>
<td>SITTTSL006A</td>
<td>Prepare Quotations</td>
</tr>
<tr>
<td>SITTTSL008A</td>
<td>Book &amp; Co-ordinate Supplier Services</td>
</tr>
<tr>
<td>SITTTSL009A</td>
<td>Process Travel-related Documentation</td>
</tr>
<tr>
<td>SITTTSL010A</td>
<td>Control Reservation or Operations using a Computerised Reservations System</td>
</tr>
<tr>
<td>*SITTTSL012A</td>
<td>Construct Domestic Airfares</td>
</tr>
<tr>
<td>SITTTSL013A</td>
<td>Construct Normal International Airfares</td>
</tr>
<tr>
<td>SITTTSL014A</td>
<td>Construct Promotional International Airfares</td>
</tr>
<tr>
<td>*SITTTSL016A</td>
<td>Administer the Billing &amp; Settlement Plan</td>
</tr>
<tr>
<td>SITXCOM005A</td>
<td>Make Presentations</td>
</tr>
</tbody>
</table>
WHAT POLICIES SHOULD I BE AWARE OF?

If you are an International Student of AFTA Travel & Tourism College NSW you must be aware of the policies below. Extracts from the full policy are in this handbook but, you must refer to the complete policy for more information at the college website [http://www.nswcollege.afta.edu.au/](http://www.nswcollege.afta.edu.au/) in the Policy and Procedures section.

- Access and equity policy
- Assurance and payment of fees
- Deferment, suspension and cancellation policy
- Complaints and appeals policy
- Course progress and attendance policy
- International student transfer request policy
- Recognition of prior learning (RPL)/Credit transfer
- Records management policy
- Refund policy
- Student code of conduct
- Student assessment policy
## STUDENT CODE OF CONDUCT

### 1. Rights and responsibilities

<table>
<thead>
<tr>
<th>Area</th>
<th>My Expectations</th>
<th>My Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Environment</strong></td>
<td>• I should feel safe</td>
<td>• I should consider the safety of others at all times</td>
</tr>
<tr>
<td></td>
<td>• I should feel happy</td>
<td>• I should consider the happiness of others at all times</td>
</tr>
<tr>
<td></td>
<td>• I should enjoy clean surroundings</td>
<td>• I should put litter in the bin and show consideration for others</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Harassment</strong></td>
<td>• I should not be bullied at college</td>
<td>• I should not bully others</td>
</tr>
<tr>
<td></td>
<td>• I should not be teased at college</td>
<td>• I should not tease others</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Politeness</strong></td>
<td>• I expect to be spoken to politely</td>
<td>• I should speak to others politely</td>
</tr>
<tr>
<td></td>
<td>• I expect to be treated fairly</td>
<td>• I should treat others fairly</td>
</tr>
<tr>
<td></td>
<td>• I expect consideration from others</td>
<td>• I should be considerate to others</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Respect</strong></td>
<td>• I expect my property to be safe</td>
<td>• I should not touch the property of others without permission</td>
</tr>
<tr>
<td></td>
<td>• I expect college property not to be vandalised</td>
<td>• I should not vandalise college property</td>
</tr>
<tr>
<td></td>
<td>• I expect my beliefs and ideas to be tolerated</td>
<td>• I should tolerate the beliefs and ideas of others</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Co-operation /obedience</strong></td>
<td>• I expect to be able to do my work without interruption</td>
<td>• I should not interrupt others</td>
</tr>
<tr>
<td></td>
<td>• I am here to learn and achieve my best</td>
<td>• I should be prepared for lessons and do my best at all times</td>
</tr>
<tr>
<td></td>
<td>• I expect everyone to act responsibly</td>
<td>• I should act in a responsible manner and do as I am told</td>
</tr>
</tbody>
</table>
2. Good manners

Please be polite to trainers and classmates and the other AFTA Travel and Tourism College NSW staff including the administration staff. Swearing and insulting language (including threats, racist language and sexist language) are not welcome at AFTA Travel and Tourism College NSW.

Your trainers at AFTA Travel and Tourism College NSW are male and female. Your classmates come from many different parts of the world. We ask that you show respect to all trainers and classmates and all AFTA Travel and Tourism College NSW staff regardless of their age, gender, nationality, religion or the way they look. This helps others to respect you and brings an important dividend - a good reputation for your country!

3. Noise

It is courteous and considerate not to make excessive noise at the college. Please refrain from running and shouting as you are in a professional, business environment. Mobile phones must be switched off whilst on college premises.

4. Lateness

Lateness to class is both annoying and inconvenient. Note that lateness will affect the attendance record. If a student is more than half an hour late to class, the student will be marked absent for half of that session. Attendance in all classes is essential and only under exceptional circumstances should there be absences. If late, you must contact the College as soon as possible so that your trainer can be informed.

Please try to be on time for class/lecture as lateness inconveniences the whole class.

5. Responsibility for equipment used

Students are responsible for any equipment they use at the College. Any deliberate damage to equipment or property by students may mean they have to pay for the damage. Please notify trainers and/or Reception staff if any breakage occurs or if any equipment is not in good working order.

6. Cleanliness and hygiene

Showering or bathing is expected each morning before coming to class. In Australia, both men and women usually apply a deodorant (antiperspirant) under their arms every day. Brush your teeth morning and evening after meals. Wash your hands before meals and after using the toilet. Wash your clothes regularly and wear clean fresh clothes to College.

CLEAN UP AFTER YOURSELF!

Make sure you don’t leave your notes, learning resources, homework, assignments, notebooks or lecture pads behind in the classroom after a class has finished. Do not eat in the classrooms, or leave litter in the classrooms or around the entrance to the building.

Place ALL RUBBISH in the rubbish bin provided in each classroom or other areas.
7. Dress Code

Smart casual dress is an acceptable classroom standard. Please do not wear jeans, shorts, thongs, runners, tracksuits or beach-wear. Bare-midriffs and bare shoulders are also unacceptable. Industry personnel regularly visit the College and your personal presentation may have a bearing on employment and/or work placement prospects.

Business clothing is required when attending Work Placement Program, special industry events, site inspections and when otherwise specified.

8. Speaking in English (for International Students)

At the College you should be speaking English at all times because it will help you to learn and will also improve your English. Please do not speak your own language whilst in the college; it is rude to students from Australia and other countries and also rude to staff. You will get much more English practice if you make friends with Australian students and those from other countries who are also studying in Australia.

9. Smoking

Smoking is not permitted inside the AFTA Travel and Tourism College NSW building. This includes toilet and stairwell. Those who wish to smoke in BREAK TIMES need to go OUTSIDE for this. PLEASE DO NOT SMOKE around the entrance to the building.

DISPOSE OF CIGARETTE BUTTS AND OTHER RUBBISH THOUGHTFULLY: DO NOT DROP THEM ON THE GROUND.

Warning: Smoking is addictive and causes injury to your health.

10. FINES FOR LITTERING (THROWING RUBBISH ON THE GROUND)

In Australia you will be fined if you are caught throwing rubbish on the ground. Council Rangers can impose on-the-spot fines if they catch you littering. Council fines for littering are:

- $60 for littering of small items such as confectionary wrappers, ATM statements, cigarette packets, bus or train tickets and stubbed out cigarette butts;
- $200 for a lit cigarette;
- $200 for littering any item from a vehicle and for general littering ($400 for corporations); and
- $375 for aggravated littering for example littering of a lit cigarette, a syringe or broken glass bottle that could be dangerous or harmful ($700 for corporations).
COURSE PROGRESS AND ATTENDANCE FOR INTERNATIONAL STUDENTS

1) Course progress

Students are required to maintain a satisfactory academic progress and, to maintain course progress, the student is required to pass at least 50% of scheduled subjects in any given study period.

A study period is defined as the length of time it takes to complete two modules (6 - 24 days depending on the modules).

If an international student fails to maintain satisfactory academic progress in a study period, AFTA Travel & Tourism College NSW Intervention Strategy (refer to Intervention Policy on college website) will be activated and the student will be notified of the risk of not maintaining satisfactory academic progress and continuing risk of the College's intention to report to DIAC for unsatisfactory progress.

If an international student is identified as not making satisfactory course progress in a second consecutive compulsory study period, the student will be contacted by AFTA Travel & Tourism College NSW to notify the student of our intention to report to DIAC for unsatisfactory progress.

International Students who fail to meet this requirement will be in breach of their student visa, and will be advised that they have 20 working days in which to access the college’s internal complaints and appeals process.

Additionally, students must pass all modules pertaining to their qualification in order to be awarded that qualification.

Students may be eligible to be reassessed and a reassessment fee will apply in such cases. Please speak to your trainer or Academic Coordinator for more information.

2) Attendance

Attendance for each scheduled lecture is recorded and monitored for academic progress purposes. AFTA Travel & Tourism College NSW expects 100% attendance of scheduled course contact hours. Satisfactory attendance is 80% of scheduled course contact hours.

Students at risk of breaching AFTA Travel & Tourism College NSW attendance requirements will be counselled and offered any necessary support when their attendance has dropped to 85%.

If the calculation of attendance at 4.f of the Course Progress and Attendance policy indicates that an international student has not passed the required attendance threshold for the study period, AFTA Travel & Tourism College NSW will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the AFTA Travel & Tourism College NSW internal complaints and appeals process except in the circumstances outlined in 4.j of the Course progress and attendance policy.
Recording attendance

- If a student is absent from the college because he/she is sick, they should see their doctor or dentist and obtain a medical or dental certificate (letter). The student may have this copied after presenting the original to College.
- It is the student's responsibility to come to class every day and to maintain a satisfactory attendance rate.
- Class rolls are marked using the following codes:
  - P = present for the whole lesson (attendance for the lesson is 100%)
  - P1 = arrived late (attendance for the lesson is 50%)
  - P2 = arrived more than half way through the lesson (attendance for the lesson is 0%)
  - P3 = left class early (attendance for the lesson is 50%)
  - P4 = Return late after lunch break (attendance for the lesson is 50%)
  - A = absent for the whole lesson (attendance for the lesson is 0%)
  - B = removed from class for behavioural reasons

NOTE: Should AFTA Travel & Tourism College NSW adopt the DEEWR DIAC Course Progress policy (http://aei.dest.gov.au/AEI/ESOS/QuickInfo/DIAC_Course_pdf.pdf) for international students in future, attendance will still be monitored but will not be reported on.

Related Policies, Documents

- Intervention Strategy
- Complaints and Appeals policy
- Student Assessment Policy
- Student handbook: refer to Health and Safety: Medical Certificates, Code of conduct: Lateness

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section.
AFTA Travel & Tourism College NSW is committed to the delivery of high quality academic outcomes for students through the regular monitoring and assessment of course progress and through the provision of high quality support. Standard 10 of the National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2007 requires providers to “systematically monitor students’ course progress” and be “proactive in notifying and counselling students who are at risk of failing to meet course progress requirements”. This policy sets out the means by which the College meets that commitment, and ensures that the legislative requirements of the National Code are met in relation to international students.

Should the student be at risk of not maintaining satisfactory academic progress, the student will be notified and advised:

- on the suitability of the course in which the student is enrolled in;
- of opportunities for the student to be reassessed for tasks in units or subjects previously failed, or demonstrate the necessary competency in areas in which the student had not been previously able to demonstrate competency; and
- that unsatisfactory course progress for international students in two consecutive study periods for a course could lead to being reported to DIAC and cancellation of the student’s Visa, depending on the outcome of any appeals process.

### Table 1 - Intervention strategy process for international students

<table>
<thead>
<tr>
<th>Stage</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study period</td>
<td>6 – 24 days depending on the modules</td>
</tr>
<tr>
<td>“at risk”</td>
<td>When student fails one module, students are given a verbal warning from the Trainer/ Assessor if they are at risk of failing the subject. Trainer advises the Academic Coordinator that this has been done.</td>
</tr>
<tr>
<td>Pre-Intervention stage (identifying at risk students)</td>
<td></td>
</tr>
<tr>
<td>Intervention level 1</td>
<td>Students failing the first study period are required to attend a formal intervention meeting (Intervention level 1) and are given a letter regarding the outcome of their intervention meeting and any conditions attached.</td>
</tr>
<tr>
<td>Mid-intervention stage</td>
<td>After the next module the student is verbally advised of their increased risk of being reported. Trainer advises the Academic Coordinator that this has been done.</td>
</tr>
</tbody>
</table>
Intervention Level 2

Students who have failed more than 50% of subjects in two consecutive study periods are issued with an “Intention to report” letter and given 20 working days to appeal.

Appeals stage

Internal and external appeals process (refer to Complaints and Grievances policy)

Reporting stage

Students who fail to lodge an appeal or whose appeal is unsuccessful are reported on PRISMS

Post reporting stage

Student is sent a copy of the PRISMS non-compliance letter and a copy is kept on the student’s file

Related Policies, Documents

- Course Progress and Attendance policy
- Complaints and Appeals policy

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section.

INTERNATIONAL STUDENT TRANSFER

International Student Transfer refers to international students currently enrolled at AFTA Tourism & Travel College NSW who wish to transfer away from the College to another institution.

Transferring to another institution in under the first six months of study

Overseas students are restricted under the National Code 2007 Standard 7 from transferring from their principal course of study for a period of six months and, only under certain circumstances, can the student transfer their course in under six months. This restriction also applies to any course(s) packaged with their principal course of study.

Applying for a letter of release

Students can apply for a letter of release to enable them to transfer to another education provider. But AFTA Tourism & Travel College NSW will only provide a letter of release to students in the first six months of their principal course under certain circumstances.

Related Policies, Documents

- Complaints and Appeals policy

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section.
DEFERMENT, SUSPENSION AND CANCELLATION OF STUDY

**Deferment**

Deferment is the postponement of your studies for a limited period of time.

AFTA Travel & Tourism College NSW will only grant a deferment of commencement of studies for compassionate and compelling circumstances.

**Suspension**

Suspension means the course is halted for a limited period of time after the student has commenced studying. NOTE: International students are only able to suspend their course for a period of less than six months once they have commenced studying. Periods of suspension of longer than six months will result in the cancellation of the student’s visa and will, therefore, require the student to apply for their visa to be reinstated.

- a) Once the student has commenced the course, AFTA Travel & Tourism College NSW will only grant a suspension of study for compassionate and compelling circumstances.

- b) The period of suspension will not be included in attendance calculations for AFTA Travel & Tourism College NSW.

- c) International students who suspend their studies for more than 28 days are required by DIAC to return to their home country unless special circumstances exist (e.g. the student is medically unfit to travel).

The final decision for assessing and granting a deferment or suspension of studies lies with the Academic Coordinator.

**Exclusion from class (1 – 28 days)**

AFTA Travel & Tourism College NSW may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in AFTA Travel & Tourism College NSW’s Code of Conduct.

**College initiated suspension of studies (28 days +)**

AFTA Travel & Tourism College NSW may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in AFTA Travel & Tourism College NSW’s Code of Conduct.
Cancellation of enrolment

AFTA Travel & Tourism College NSW will cancel the enrolment of a student under certain conditions. Please refer to the Deferment, Suspension and Cancellation policy on our website http://www.nswcollege.afta.edu.au/ for the conditions of the cancellation of enrolment.

Student Advice (International Students)

Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students will be directed to contact the Department of Immigration and Citizenship for advice.

Related Policies, Documents

- Complaints and Appeals policy
- Code of Conduct

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section.

COMPLAINTS & APPEALS

A grievance is any concern, difficulty or problem that a student or staff member has concerning their studies or AFTA Travel & Tourism College NSW (“the College”).

Students are encouraged to discuss any concerns or difficulties with the staff members or students in question. Students should contact the Administration Officer in the first instance to attempt mediation/ informal resolution of the complaint. If a student has a grievance with his/her trainer or teacher, the student may choose to refer the matter directly to the Academic Coordinator or the Student Counsellor.

If the difficulties cannot be resolved informally then the student should utilise the Complaints and Grievances Procedure. At this point, the student should notify AFTA Travel & Tourism College NSW in writing of the nature and details of the complaint. Receipt of the grievance will be acknowledged within five working days. All internal appeals processes will be at no cost to the student or staff member.

If grievances are not resolved after discussion with the College, students will have the right to refer to an external agency at minimal or no cost.

Related Policies, Documents

- Grievance form
- Critical Incident policy
- Critical Incident Flowchart

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section.
RECOGNITION OF PRIOR LEARNING (RPL)/CREDIT TRANSFER

RPL is the recognition of existing skills and knowledge, attained from previous study or from work and life experiences, against course outcomes (learning outcome). These can include skills and knowledge from previous study or from work and life experiences. AFTA Travel & Tourism College NSW recognises AQF qualifications and statements of attainment issued by other VET or non-VET training institutions but evidence must be provided to receive RPL.

All RPL must be claimed via the submission of the official RPL form. It is the student’s responsibility to complete the RPL form completely and include all relevant evidence, certified if necessary. A fee will apply to RPL, please see fees section of the handbook.

Students who have previously studied and successfully completed one or more subjects containing the same competencies as those offered by AFTA Travel & Tourism College NSW can apply for Credit Transfer.

Credit Transfer is the recognition of VET study which has been conducted in Australia only.

Credit transfer assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework. AFTA Travel & Tourism College NSW accepts qualifications of other RTOs.

To apply for Credit Transfer students will need to submit certified copies of their transcript prior to starting with AFTA Travel & Tourism College NSW. Fees may apply if application is submitted after the student has commenced with the college.

**Related Policies, Documents**

- RPL and Credit Transfer form
- Course outline

**NOTE:** Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section.
VOCATIONAL WORK PLACEMENT : ON-THE-JOB TRAINING

This is an important component of your course and you can benefit tremendously from the program. However you will only get out of it what you put into it, and you must maximise this time to reinforce what you have studied at the College.

It is expected you will conduct yourself professionally at all times. It is important to pay attention to your personal presentation, punctuality, reliability, honesty and willingness to learn. This is a fantastic employment opportunity for local students and also an opportunity to establish contacts in the industry. Travel Agencies (retail and corporate), Airlines, Tour Operators (outbound and inbound), Cruise Operators, Tourism Offices etc, willingly give their time and support to the College enabling students to gain invaluable experience in the everyday operations of the industry.

Your host agency/airline/tour operator will be asked to complete an assessment (for office use only) of your performance based on criteria which includes:

- Attendance
- Initiative
- Punctuality
- Attitude
- Presentation
- Tasks Undertaken

Similarly, we welcome feedback and impressions of the value of your On-the-Job Training location. A report form will also be supplied for you to complete. This form must be returned upon completion of your placement.

A College Assessor will also visit you to assess your competence in various areas of which you will be informed prior to Work Placement commencement.

Attendance at Vocational Placement during the Certificate III in Tourism (Retail Travel Sales) is a mandatory requirement as it forms part of the nominal training hours in the national training package. Students are also formally assessed during this Work Placement period. A written request to the College is essential if a student does not wish to attend Work Placement. Approval not to attend is required from both the College and the Agency.

If you are unable to attend Work Placement through illness or some unforeseen circumstance, it is essential that you notify both the College and the Agency/Airline/Tour Operator etc, at the start of business or the preceding day if possible, or the morning of the day you are unable to attend at the very least.

For full-time students, your timetable will indicate the exact period you will be placed in the industry for Vocational Work Placement. We will endeavour to place you in line with information given on the Student Timetable, however if you have any specific requests please contact the Academic Coordinator well in advance.

Vocational Work Placement arrangements cannot be altered without prior consent from the Academic Coordinator. We allow for ten (10) days On-the-Job Vocational Work Placement Training.

Work Placement is not included for part-time, evening (local) students, although we encourage part-time students to partake of some industry work experience. Note: part-time students are not covered by the college’s workers compensation insurance and must find their own work experience.
**Insurance Coverage**

Personal Accident and Public Liability coverage is in place throughout your course and includes Vocational Work Placement for full-time students. If additional on-the-job training is undertaken you will need to organise your own Public Liability Insurance - this also applies to part-time evening students wishing to partake in Vocational Work Experience.

**PLAGIARISM/CHEATING**

Definitions:

Cheating: "obtaining an unfair advantage” or “a deliberately dishonest transaction to obtain gain”.

Collusion: All parties who collude (get together) and copy an assessment item(s) for the purpose of deception will fail. A result of "not yet competent" will be issued. This failure will extend to the author of the original assessment item(s).

Plagiarism: is "the act of taking and using another persons work as one's own". Any of the following acts constitutes plagiarism unless the work is appropriately acknowledged:

- Copying the work of another student
- Directly copying any part of another's work
- Summarising the work of another
- Using an idea derived from another person's work.

Cheating, collusion and plagiarism constitute major infringements of academic values. As such, any cheating, collusion or plagiarism will result in an automatic fail and may result in suspension from further classes. The student must provide a written application addressed to the Academic Coordinator showing due cause as to why the student should be allowed to return to study. The application will be reviewed by the Director of Studies who will decide on appropriate action.

In the event of a student being found to have cheated, colluded or plagiarised in some way in an assessment task, that student will be given a zero mark in that assessment task. Similarly a student who fails to submit an assessment task will also receive a zero mark.

The Academic Coordinator will deal with any dishonest assessments/examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students with or without their consent
- Deceitful conduct by submitting the work of another student (as their own).
- Using or attempting to use information the trainer, college or industry has prohibited from use in that sort of assessment or prohibited by law.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
Students involved in any of the above will be set a new examination/assessment and will be counselled by the Academic Coordinator. A fee of up to $200 will be charged to the student and must be paid prior to the re-assessment. Further academic misconduct will be recorded in the student’s file and further action such as suspension/dismissal will be at the discretion of the Students involved in any of the above will be set a new examination/assessment and will be counselled by the Academic Coordinator.

For more information please see your trainer or make an appointment with the Academic Coordinator.

**Related Policies, Documents**

- Course Progress and Attendance policy
- Student Assessment Policy
- Student Handbook: refer to Student Records

**COMPLETION OF THE COURSE**

For students to pass the course, they must be graded as “competent” for each unit of competency in the relevant course. This means they must gain a PASS (or higher) grade in all certificate modules before a qualification document will be issued.

Students must satisfy all relevant learning outcomes for all modules before being issued a qualification (Certificate) for the course in which they are enrolled. Students will only be issued a qualification upon successful completion of their course (usually 4-12 weeks after the end of term) and payment of all course and other fees. When requested, the College will issue each student an interim academic transcript.

**RECOGNITION OF EXCELLENCE**

*Galileo Agent of the Future (local students)*

Each trainer may nominate a local student (sometimes more than one student may be nominated per-class) for the Galileo Agent of the Future Award. There are three preliminary winners as judged by Galileo by Travelport and its judging panel from nominations made usually in May, August and November each year (exact submission dates are subject to change by Travelport and its sponsors). The final winner is announced in December at the annual Galileo Training Symposium. Full details of this exciting award may be found on the Galileo website www.agentofthefuture.com

There is also the opportunity for students to nominate their trainer for “Instructor of the Year” by simply completing the nomination on the same website www.agentofthefuture.com

*NSW Tourism Minister’s Award for Student Achievement*

One student per course (Certificate) will be nominated by the Academic Coordinator through consultation with the college trainers.

The winner of each category is determined by Tourism Training Australia and Tourism NSW. Refer to:
Professional Registration – Australian Travel Professional Program (ATPP)

Each AFTA Travel & Tourism College NSW student can apply for Affiliate Membership to AFTA’s Australian Travel Professional Program (ATPP). This program recognises professionals in the industry and commits them to ongoing professional development. Once students have been employed within the travel industry for two years and have successfully completed the Certificate III in Tourism (Retail Travel Sales), students are then able to upgrade the membership to become a Certified Travel Consultant (CTC). Further study and experience could see you become a Certified Travel Manager (CTM). A registration fee applies. Refer to: http://www.afta.com.au/ATPP

EMPLOYMENT OPPORTUNITIES

The AFTA Travel & Tourism College NSW will assist local students with direction in seeking employment. Resume preparation and interview technique is taught generally on Supervised Study Days (SSD), however one on one resume preparation advice is also available if required. The College also provides any assistance that may be required for preparation prior to an interview.

Whereas we cannot offer guarantees in regard to employment*, we are available for support and career advice to maximise employment opportunities. Prior to completion of the course please ensure that the College has an updated resume on file by means of USB or email, also containing current contact details. In the event of a position becoming available, we (or the potential employer) need to be able to contact the student immediately.

*Please refer to the College website for current Job Guarantee special offer for local students.

As the AFTA Travel & Tourism College NSW is an industry-based college, we are able to involve all of our students in selected industry events and activities that occur during the period of the course. Functions may vary from the Visit USA Seminars, Northern Territory Muster, Travel Industry Careers Association (TICA) events, Product Updates, etc. Participation in these events is usually voluntary, and provides the opportunity to meet and network with industry personnel. We also endeavour to obtain certificate confirmation for each student attending these functions – these can be included in resumes as proof of industry involvement.

STUDENT EVALUATION FORMS

On two occasions through your course, students will be issued with an evaluation form to complete, giving personal opinion on the course materials, trainer, presentation etc. Comments made by students are treated seriously and suggestions for improvement or change are always considered. These forms may be given directly to the Academic Coordinator. It is optional as to whether students write their name on these forms.

SUPERVISED STUDY DAYS (SSD)

Students are expected to attend college on Supervised Study Days – these are not considered free days. Excursions and site visits are usually arranged for these days including, but not limited to, hotel inspections, visits to tour operators and some excursions such as Tarmac Tours (at additional cost). Industry guest speakers also usually attend on these days. A schedule is advised to students when excursions and guest speakers are confirmed.
RECORDS MANAGEMENT

AFTA Travel & Tourism College NSW maintains student records in hard-copy and computerised forms. All hard-copy student records are kept on campus in a secure location and are accessible only to AFTA Travel & Tourism College personnel. Students are entitled to view their file. They can do so by asking the Student Administration Officer.

All Student files are kept in hardcopy and electronically for 7 years after enrolment has expired. Records of student results, amendments to results, qualification, statement of attainment and transcripts will be kept by AFTA Travel and Tourism College NSW for 30 years after enrolment has expired.

For privacy reasons, information about a current or former student of AFTA Travel and Tourism College NSW will not be released to any one without written permission of the student unless where the college is legally required to release such information.

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section.

FEES

Students must pay their fees before starting their course, unless prior arrangements have been made. Failure to pay in time will result in the student being unable to obtain a timetable for study.

If international students do not commence studies on the course start date as stated on your eCOE, DIAC will be notified and you may lose your visa.

<table>
<thead>
<tr>
<th>STUDENT (local and international)</th>
<th>2010*</th>
<th>2011*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class text/materials, hand-outs, internet</td>
<td>$715 includes GST</td>
<td>$715 includes GST</td>
</tr>
<tr>
<td>Student Card – 1st Free, each paid enrolment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Replacement Student Cards (lost/stolen/reissue etc.)</td>
<td>$5</td>
<td>$5</td>
</tr>
<tr>
<td>Replacement textbooks, materials</td>
<td>Between $80 and $125 per book</td>
<td>Between $80 and $125 per book</td>
</tr>
</tbody>
</table>

Charged to the student after enrolment and orientation has already been completed once:

<table>
<thead>
<tr>
<th>ITEM (local and international)</th>
<th>2010*</th>
<th>2011*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Changes</td>
<td>$100</td>
<td>$100</td>
</tr>
<tr>
<td>Timetable Changes</td>
<td>$100</td>
<td>$100</td>
</tr>
<tr>
<td>Re-assessment (assignments) per item</td>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>Re-examination - failed or missed</td>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>Replacement Certificate /Reports (each)</td>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>eCOE administration &amp; re-issuing (per eCOE per 6 months or part thereof)</td>
<td>$16</td>
<td>$16</td>
</tr>
<tr>
<td>Repeating any subject (per subject) after prepaid period (excludes textbook)</td>
<td>$510</td>
<td>$510</td>
</tr>
</tbody>
</table>

* Fees are subject to change at any time. Please add 10% GST where applicable.
**Payment of tuition fees**

**ALL** course instalment fees must be paid before the start of your course, unless prior arrangements have been made. Make sure you have paid your fees before the next due date. You will not be allowed into class if you have not paid your tuition fees and this may lead to loss of attendance. Please keep your receipt as proof of payment.

Payments are accepted in Australian dollars and can be made by:

- Cash
- Traveller’s cheques (please bring your passport)
- Instalment Plan available to local students (service fee applies)
- Bank draft/Money order
- Credit card (surcharge fee applies): Mastercard and Visa cards accepted

Note: Personal cheques can only be accepted if prior arrangements have been made.

**REFUND POLICY**

Students must refer to the complete policy for more information at the college website http://www.nswcollege.afta.edu.au/in the Policy and Procedures section. You can also find the policy in your Application form.

**STUDENT SUPPORT SERVICES**

**Student cards**

All students in AFTA Travel & Tourism College NSW will need a student card for access to the campus (security may ask for it to be shown), admission to exams, etc. A photograph will be taken during orientation. Student cards will be ready to be picked up within 2 weeks of the course start. See Administration to collect the student card.

**Learners support (Tutoring)**

Should a student require additional tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the trainer. A student may be charged for a scheduled tutorial. This charge will be at the discretion of the college but $40 per hour may be used as a guide.
Counselling

Hopefully, your time at the College will be a happy one. However, inevitably, sometimes problems occur in your life that can’t be controlled. AFTA Travel & Tourism College NSW understands that these problems often feel worse when you are a long way from home and family. The AFTA Travel and Tourism College NSW Counsellor is available to talk through and problems you have, and to lend a sympathetic ear. Her name is Mrs. Karina Alouisa, and she has many years of experience in counselling. If you would like to speak to her, please feel free to make an appointment through the Administration officer. The Counsellor can help you with the following, or any other, problems:

- Crises in your life (your own or your family’s);
- Difficulty in making an important decision;
- Feeling depressed;
- Feeling highly stressed;
- Alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning, including your study;
- Eating disorders;
- Suicidal thoughts.

Stress

Many things can happen in life, some good and some bad. If you have problems while you are studying at AFTA Travel & Tourism College NSW, the college counsellor may be able to help. Please see ‘College Counsellor’ for details.

Lost property

Any lost property found will be kept at the reception area. Please ask at reception.

Interpreter service

The counsellor will help students with any Interpreter assistance. We have access to interpreters 24 hours per day. Students should also be aware of the 24 hour Translating and Interpreting Service. Call 131 450 any time if you are having difficulty communicating in English.

Student Notice Board

This is located on in the student lunch room area. Please check regularly for important notices or general information of forthcoming travel industry events.

Students MUST NOT put any unauthorised notices on the College notice board.
**LEGAL SERVICES**

International students can seek legal advice in relation to immigration (visas), discrimination and many other matters.

Legal advice and assistance can be obtained for free or at minimal cost. For further information please see below:

Legal Aid NSW can provide free legal advice by calling Law Access NSW legal help line on 1300 888 529 (cost of a local call from within NSW).

Medibank Private OSHC offers Free 24 Hour Emergency Advice and Assistance, this service is only available for international students who are members of Medibank Private OSHC (Overseas Student Health Cover)

Call Toll Free 1800 234 601

One of the many benefits of your Medibank Private OSHC membership is that you have access to a 24 hour emergency telephone service which provides medical, legal and other assistance over the phone, with the aid of an interpreter where necessary. This emergency advice telephone service is provided by International SOS, the largest 24 hour medical and security assistance company in the world.

Services include:

- Emergency medical advice and assistance
- Referrals to doctors or medical centres for medical treatment and assistance with making appointments
- Access to a solicitor for general legal advice and referrals
- Phone assistance to replace travel documents or passports

Interpreters available for Japanese, Mandarin, Indonesian, Malay, Cantonese, Thai, Korean, Portuguese and many more.

**FACILITIES**

**Photocopying facilities**

Student photocopies can be done through the AFTA Travel & Tourism College NSW reception. Please ask the person at the desk to make copies. The print out will be charged at a cost of 20c per sheet. Blank paper can be purchased at 10c per sheet.

Copyright legislation does not allow photocopying of more than 10% of a published text.

**Computer facilities**

These are located on campus. Students need to make a booking to use computer room facilities. Bookings should be made with Student Administration.
Rules for the Computer Rooms

1) Do not eat or drink in the Computer Room (smoking is not permitted in the building).
2) Do not alter any settings on your computer. If there is a problem, speak to your trainer about it.
3) Report any malfunctioning or broken equipment promptly to your trainer.
4) Do not save files to the computers. All computers are reset each day and your files will be lost.
5) Floppy disks, CDs, DVDs and USB drives can be purchased from your local stationery supplier.
6) Read and observe the instructions for Internet use on the door of the computer rooms.
7) Downloading of anything is prohibited.
8) The viewing of any pornographic or illegal material is prohibited.

Child minding

There are no child minding facilities at the college. Please make arrangements with your local child care centre for the care of pre-school aged children. School aged children are required to be enrolled at a local primary or high school.
HEALTH AND SAFETY

OH&S

AFTA Travel & Tourism College NSW has a number of policies to facilitate a safe and harmonious working environment and to meet various statutory compliance requirements.

In brief, under our OHS policy students:

- are required to take reasonable care of themselves and others in the college
- have a responsibility to co-operate with all health & safety provisions
- have a responsibility to comply with relevant OH&S management system policies, procedures and programs, as appropriate
- must not bypass or misuse systems or equipment provided for OH&S purposes
- are required to carry a student identification card at all times while on AFTA Travel & Tourism College NSW premises.

Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries/major cities, undue risks should not be taken in Sydney. For example, avoid poorly-lit areas at night time, do not provoke undue attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you are not familiar with Sydney, or if you must travel at night, please travel with a friend. Also do not accept a ride in a car from someone you do not know, even if they seem friendly or helpful.

Emergency Telephone Numbers:
Police/Fire Department/Ambulance 000 from a landline, 112 from a mobile

Overseas Health Cover

Overseas Student Health Cover (OSHC) is a Student visa requirement. You must maintain your health cover for the period of your stay.

For those students who have just arrived in Australia on a Student Visa, your Overseas Student Health Cover has already been paid on your behalf by AFTA Travel & Tourism College NSW.

Medibank Private will send your membership card to AFTA Travel & Tourism College NSW approximately 4 weeks after your first day of study.

Medibank Private has retail outlets in most major shopping centres as well as in World Square, 644 George Street, Sydney 2000. Medibank Private is open Monday - Friday, 9:00 am - 5:00 pm.

You can still see a doctor while you are waiting for your membership card to arrive. You do not have to wait for your card to arrive before you see a doctor. Please remember to keep your receipt.
Personal health

Australia's hospital system will be explained to you during orientation. If you need any assistance whatsoever please see the counselor.

In terms of sexual activity, AIDS and other sexually transmitted diseases are a reality and precautions must always be taken. If you have sex, you should always use a condom. Condoms can be bought from supermarkets, chemists and vending machines.

If it is a life-threatening medical emergency please call 000 from a landline or call 112 from a mobile (this is the Australian emergency services number and will connect you to the police, ambulance and fire department).

Medical Certificates

The college will accept only certificates from registered medical and dental practitioners. Receipts from doctors are not acceptable.

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- Access to a solicitor for general legal advice and referrals
- Phone assistance to replace travel documents or passports

Interpreters are available for Japanese, Mandarin, Indonesian, Malay, Cantonese, Thai, Korean, Portuguese and many more.

Fire procedures

Study the emergency exit map in each classroom. If there is a fire:-

1) You will be notified by an area warden.
2) Follow your trainer to the allocated EXIT. Leave books etc but take your wallets and keys with you.
3) Walk calmly out of the building and refrain from excessive talking.
Exits

Make sure you are familiar with the location of exits at each of the campuses. A map in each classroom indicates the closest exits.

In EMERGENCIES, please observe the following:

• Please use the emergency exits, marked with a green EXIT light.
• In case of fire, follow procedure outlined in Fire Procedures in this manual. There is also an emergency procedures guide in each classroom.

Your trainer will instruct you on how to exit the building in case of an emergency.

First aid

Any personal injury sustained at the College must be reported immediately to the first aid officer. A basic first aid kit is available for emergencies at reception.

Critical Incident

AFTA Travel & Tourism College NSW recognises the duty of care owed to its students and that planning for the management of a critical incident is essential. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury.

In the event of a critical incident please contact the Student Administration Officer on tel.: (02) 9387 4230, or email: info@nswcollege.afta.edu.au

Related Policies, Documents

- Critical incident flow chart
LIVING IN SYDNEY AND STUDYING AS AN INTERNATIONAL STUDENT

About Sydney

AFTA Travel & Tourism College NSW is located in the beautiful city of Sydney. Sydney is recognised as a safe, clean city with fresh air and numerous trees, parks and green spaces. It also has stunning beauty including wonderful supervised surfing beaches where you can walk and swim in safety. If sport appeals to you, there is a great variety from which to choose. Australians love sport and either participate in their favourite sport or watch it regularly.

Sydney CBD is rich in history from the colonial past, Chinatown, and some of the world's finest shopping centres — Sydney has it all and it is all within a ten minute train ride from the College.

Australians also enjoy eating out in many of the fine restaurants available in Sydney. Restaurants cater for every taste and budget. The cosmopolitan nature of Sydney has enabled the development of a wide variety of ethnic restaurants providing the opportunity to experience cuisine from around the world.

Weather in Sydney

Sydney’s Climate is temperate with up to 342 days a year of sunshine on average. The wettest months are March to May; the coldest month is July and the hottest months are January and February.

Clothing

Layered outfits are the most practical clothing for Australian conditions. A waterproof jacket is also useful. Australian dress is generally casual by international standards. Remember the smart casual dress code whilst attending classes at the college. No jeans, running shoes, thongs, bare midriffs etc permitted.

Living costs

The average international student in Australia spends about $360 per week on:

- accommodation
- food
- clothing
- entertainment
- transport
- international and domestic travel
- telephone
- incidental costs

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

When you are structuring your budget also take into account the following:

- tuition fees
- health insurance
- working while you study

**VISAS**

If you have a problem or question about your visa talk to the Student Administration Officer or you can talk to the Department of Immigration and Citizenship (DIAC) about your visa or other immigration matters, located at: 26 Lee Street, Sydney 2000 Ph: (02) 13 18 81

Under the ESOS framework overseas students on a student visa 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.

For more information please refer to:


**Work**

If you are on a student visa you are permitted to work up to 20 hours per week during your course. You will be in breach of your visa if you work more than 20 hours per week. Additionally you are required to make study your priority. Although the college endeavours to be as flexible as possible with your timetable, the college may be unable to work your time around all of your work hours. Please ensure that you restrict work to weekend shifts and shifts that don’t conflict with your study commitments.

**Libraries**

- Macquarie University: Balaclava Rd, North Ryde. Tel: 9850 7501 for opening hours. www.mq.edu.au
- The State Library of New South Wales: Macquarie St, Sydney. Tel: 9273 1299 for opening hours. www.slnsw.gov.au
- The University of New South Wales: Anzac Parade, (High Street entrance) Kensington. Tel: 9385 2687 for opening hours. www.unsw.edu.au
Accommodation

A variety of high standard student accommodation is available to suit different budgets and needs. Students can opt to live in university accommodation or with an Australian family. Shared accommodation with other students is common and popular.

Institutions provide students with help in finding accommodation and understanding lease and tenancy conditions. Temporary accommodation can be arranged before you leave home allowing you time on arrival to consider where and how you would like to be accommodated in the longer term. Student notice boards and newspapers often advertise rooms, apartments and houses for rent.

Please ask the Student Administrator for more information.

You can check out www.realestate.com.au or your local newspaper for accommodation advertisements.

Student with dependents

If you plan to bring your child with you to Australia they must be between the age of 5 and 15 years old. You must enroll them into a school, and full fees are payable to both government and non-government schools.

Please see the following link for NSW Public Schools http://www.schools.nsw.edu.au/index.php.

Check with DIAC (Department of Immigration and Citizenship) for more information.
LEGISLATION

For more information about the legislation (laws) in NSW and Australia, please refer to the following websites.

(NSW) = State (NSW) legislation

(Cth) = Federal (Commonwealth) legislation

**For information regarding Australian Law (State & Commonwealth Laws) see:**

http://www.austlii.edu.au

http://www.scaleplus.law.gov.au

http://www.lawlex.com.au

**For information about NSW state legislation refer to “legislation in force” at**

http://www.legislation.nsw.gov.au

**For information about privacy of information see:**

http://www.privacy.gov.au


**LEGISLATION SPECIFICALLY REFERRING TO DISCRIMINATION ISSUES**

See the Human Rights & Equal Opportunity Commission website

http://www.hreoc.gov.au

Sex Discrimination Act 1984 (Cth)

Racial Discrimination Act 1975 (Cth)

Disability Discrimination Act 1992 (CTH)
LEGISLATION SPECIFICALLY REFERRING TO OCCUPATIONAL HEALTH & SAFETY

Occupational Health and Safety Regulation 2001 (NSW)

Occupational Health and Safety Act 2000 (NSW)

Workers Compensation Regulation 2003 (NSW)

Workers Compensation Act 1987 (NSW)

See also http://www.nohsc.gov.au

LEGISLATION AND GUIDELINES REGARDING PRIVACY OF INFORMATION

Privacy Act 1988 (Cth)

National Privacy Principles

Privacy and Personal Information Act 1988 (NSW)

Health Records And Information Privacy ACT 2002 (NSW)

LEGISLATION SPECIFICALLY REFERRING TO OVERSEAS STUDENTS

Education Services for Overseas Students (Assurance Fund Contributions) Act 2000 (Cth)

Education Services for Overseas Students (Registration Charges) Act 1997 (Cth)

Education Services for Overseas Students Act 2000 (Cth)
IMPORTANT INFORMATION AND EMERGENCY CONTACTS

Education Provider Main Contact Details

100 Ebley Street, Bondi Junction NSW 2022
☎ (61 2) 9387 4230  Fax: (61 2) 9388 9626
e-mail: info@nswcollege.afta.edu.au
Internet: www.nswcollege.afta.edu.au

Academic Co-ordinator and Trainer/Assessor

Miss Juleen Currie
☎ (61 2) 9387 4230

24 Hour Emergency Contact

For medical, police or fire emergencies please contact 000 from a landline or 112 from your mobile telephone.

Counsellor

Mrs Karina Alouisa
☎ (61 2) 9251 7000
Email: kalouisa@apc.edu.au
Available: Tuesday, Friday

Department of Immigration and Citizenship (DIAC)

General Enquiries: ☎ 131 881
Postal Address:
GPO Box 9984 Sydney N.S.W 2001

Sydney CBD Office: 9am – 4pm, Mon – Fri
Street Address:
Ground Floor 26 Lee Street, Sydney, N.S.W 2000
Courier Access: Level 3

Parramatta Office: 9am – 4pm, Mon – Fri
Street Address:
9 Wentworth Street, Parramatta, N.S.W 2000
### Translating and Interpreting Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Telephone</th>
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<tr>
<td></td>
<td>131 450</td>
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### Medical Centres

<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Address</th>
<th>Telephone</th>
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</thead>
<tbody>
<tr>
<td>Spring Street Medical Centre</td>
<td>32 Spring St, Bondi Junction NSW 2022</td>
<td>(61 2)9369 1177</td>
</tr>
<tr>
<td>Bondi Medical Centre</td>
<td>70 Pitt St Near Cnr Martin Place, Sydney 2000</td>
<td>(61 2) 9231 1000</td>
</tr>
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### Hospital

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Address</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>War Memorial Private Hospital</td>
<td>125 Birrell St, Bondi Junction NSW 2022</td>
<td>(61 2) 9369 0100</td>
</tr>
<tr>
<td>Bondi Junction Private Hospital</td>
<td>21 Spring St, Bondi Junction NSW 2022</td>
<td>(02) 9387 6622</td>
</tr>
<tr>
<td>Royal Prince Alfred Hospital</td>
<td>Missenden Road, Camperdown NSW 2050</td>
<td>(61 2) 9515 6111</td>
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</tbody>
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### Emergency Telephone Numbers

Police, Fire, Ambulance – 000

### Transport

Train -
www.131500.info

### Public facilities

**Location of Police Station**
- 77 Gould St, Bondi Beach NSW 2026, (02) 9365 9699
- Waverly Police Station 153 Bronte Rd, Waverley NSW 2024 - (02) 9369 9899

Access the Waverly Council Website for locations of parks and beaches and information on the local area:
STUDENT DECLARATION

I have received the College Handbook and have read, understood and accept the course procedures. In particular I acknowledge:

- Assignments and projects must be submitted within the time frame nominated by the lecturers.

- Re-sits of exams and assessments will occur at the discretion of the College: a non-refundable fee of $50.00 will apply for each re-sit (with the exception of Galileo which costs $100 per re-sit). These re-sits must be taken within 6 months.

- Course fees are non-refundable/non-transferable once the course commences.

- Smart casual dress is the acceptable classroom standard and students are expected to be courteous and respectful to both lecturers and fellow students.

- Attendance in classes is essential. Communication with the college if unable to attend for any reason is also essential.

- Acceptable standards of conduct will be upheld in the College precincts, during Vocational Work Placement and external visits arranged by the College.

- Maximum time to complete the course (including re-sits) is two years from the date of original commencement.

- Overseas students’ responsibilities to comply with student visa conditions.

I understand the College offers assistance and counselling and is committed to servicing my professional development according to the course syllabus. I accept that it is my responsibility to act on my own initiative if I require academic assistance or counselling beyond scheduled classes.

I have read and understood the AFTA Travel & Tourism College NSW Student Handbook.

_______________________________________          __________ __________
Student’s signature                                      Student’s name (please print)    Date

* Please detach and return this page to the Student Administration Officer*