



INFORMATION HANDBOOK

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Handbook Disclaimer

This handbook has been created as a guide only and information may be subject to change or variation. Please read through this information thoroughly.

Being a student of a Registered Training Organisation (RTO) in Australia, you must work in compliance with the National Code 2007 and the Educational Services to Overseas Students (ESOS) Act 2000 also the Vocational Education and Training Act 2005. Students should also refer to and read the ESOS framework document. To access the document, click on the link below:

<https://internationaleducation.gov.au/RegulatoryInformation/Pages/Regulatoryinformation.aspx>

If you are unsure or need clarification about these acts, you are welcome to make an appointment who will direct your inquiry to the relevant staff member.

Welcome to OzTrip Services

Congratulations on making the first step in contacting OzTrip Services.

The management, and our administration team are here to ensure you have a pleasant and successful stay in Australia. We are here to work with you towards achieving your goals through Vocational Education and Training and a smooth transition while staying in Australia.

OzTrip Services will make every effort to ensure you receive the highest quality education and training, and ensure you will be organised and help guide you through the visa process and all other aspects of your stay in Australia. Please read the following information carefully, as it will answer many questions you may have.

OzTrip Services Contact Details

Level 7, Suite 2 / 92 Pitt Street

Sydney CBD NSW 2000

Head Office: 0405 200 041

www.oztripservices.com

Finding The Right School For You

At OzTrip Services we will do most of the ground work for you. You can speak with one of our experienced staff and they will find the right college for your specific needs.

We will find the right course for you and ensure all applications are correctly completed and forwarded to the RTO. We will also advise you of the information we require to ensure it is a smooth and successful process.

OzTrip has affiliations with many Colleges and Universities that way you can rest assured we will have something right for you.

Using our service

In using our service at OzTrip will can assist you with the following services:

- Finding you the right RTO or University and assisting you in the enrolment process
- Assist you in obtaining your student visa and completing visa applications
- We can organise your Health Cover (OSHC)
- Refer you to an employment agency to help assist you in obtaining some casual employment while you study
- Give you valuable information regarding
 - Finding accommodation
 - Obtaining a new phone number
 - Finding a medical centre
 - General advice

Enrolling in an RTO

OzTrip Services will assist you in finding the right RTO for you. OzTrip Services has affiliations with various RTO's and can find a course and college or University that suites you.

Upon completion of enrolment, all learners must supply OzTrip Services with a copy of their Passport and/ or Birth Certificate, IELTS (overall score needs to be a 5.5 or higher), Any previous qualification that must be translated and signed by a Justice of Peace, the learner must complete a medical examination - OHS (OzTrip will help arrange your choice of health provider).

Confirmation of Enrolment

A Confirmation of Enrolment (CoE) is an official document issued to international students by a Registered Training Organisation (RTO). The CoE is required by the Department of Immigration and Border Protection (DIBP) for applying for a student visa. It confirms that you have accepted a place in a course and have paid your tuition fees and Overseas Student Health Cover (OSHC).

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is designed to help you pay for medical and hospital in case you get sick or have an accident while living and studying in Australia.

OzTrip Services will assist you in obtaining Health cover (OSHC) and will take you through the steps in getting it sorted.

The following link will help you: <https://oshcaustralia.com.au/en>

Forms of evidence

- OzTrip will require the following forms of evidence from you (other information may also be required):
 - Current Passport (with a minimum of 12 month left on the passport)
 - Previous study transcripts/qualifications (if required)
 - IELTS test scores

Deferring, suspending or cancelling of overseas student enrolment

If an overseas student has enrolled in a course at OzTrip Services they are not permitted to defer commencement of their studies, or suspend their studies, except on the grounds of illness evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, these criteria is outlined and are the requirements of the ESOS Act and National Code.

If a student defers or suspends their studies on any other grounds, the RTO must report the student to DET/ DIBP via PRISMS, as not complying with their visa conditions. If a student is found to have engaged in academic or non-academic misconduct the RTO may suspend or cancel the student's studies.

A student may also withdraw from a course and thereby cancel their study for their own reasons. This policy has been designed to provide a procedure for assessing, approving and recording deferment of the commencement of study, suspension of study or cancellation of study for overseas students. OzTrip Services has outlined the policies for all circumstances so that the student is aware of their obligations when deferring or cancelling their studies.

Transfer between registered providers

Generally speaking, an RTO will not accept a student from another registered provider if they have not completed 6 months of their principle course. The Institute will also not approve a student to transfer to another registered provider if they have not completed 6 months of their principle course at the current RTO.

Students seeking to transfer from one Registered Provider to another Registered Provider

Generally, the RTO will only allow/ accept a student to transfer from another Registered Provider in the following circumstances:

The original registered provider has provided a written Letter of Release;

The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;

A government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change. Overseas students seeking to transfer must comply with the RTO's admissions procedures and meet the course entry requirements.

Additional course requirements

Please be aware that some courses may contain **compulsory** minimum work experience hours in-order for you to complete the specific course.

For more information on the **compulsory** work experience hours' requirements please visit the following training.gov websites:

ASTAR Personnel

ASTAR Personnel is an affiliated company of OzTrip Services. Students who are on a student visa and are using our FREE service are eligible to register at the agency to seek employment.



ASTAR Personnel will endeavour to assist the student to find casual employment while they are studying and referred from OzTrip Services. While studying in Australia the student is only eligible to work for 40 hours per fortnight, for further information please click on the following link: <https://www.border.gov.au/>

Accommodation

Your OzTrip Consultant will help to guide you in finding accommodation if you require assistance. There are various different places you can look at to organise your accommodation:

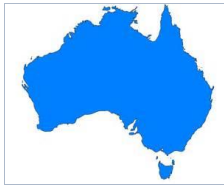
1. Gumtree (find shared accommodation) – www.gumtree.com.au
2. Backpacker lodges (Many are located all around Sydney/Australia)
3. www.realestate.com.au
4. Local Newspaper

There is also various student accommodation you can contact to see for availability, below is a list just to name a few:

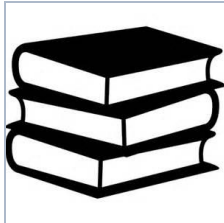
- | | | |
|---------------------------------------|---|------------------------|
| 1. Sydney student living | - | 0477 999 656 |
| 2. The Pod Sydney | - | 8959 1293/0411 476 966 |
| 3. Maze backpackers – Sydney | - | 9211 5115 |
| 4. Sydney backpackers | - | 9267 7772 |
| 5. Summer house backpackers – Sydney | - | 9358 4327 |
| 6. East Hyde park backpackers | - | 9282 9266 |
| 7. Big hostel | - | 9281 6030 |
| 8. Secret Garden backpackers – Sydney | - | 9699 3964 |
| 9. Home backpackers | - | 9211 9111 |
| 10. 790 on George backpackers | - | 9080 1155 |
| 11. Nates place backpackers | - | 8354 0488 |
| 12. Sydney Central backpackers | - | 9358 6600 |

There are also various shared accommodation options where individuals advertise on Gumtree (www.gumtree.com.au) and other various sites.

Visa Application Procedure



1. Choose to study in Australia



2. Decide on a course & an institution



3. Check entry requirements for course and visa



4. Apply for the course



5. Receive your letter of offer



6. Receive confirmation of enrolment



7. Apply for your visa



8. Plan your arrival

IELTS Score - Description

Band Score	English Level	Description	Key Points
9	Expert User	Has complete command in the English language; accurate, appropriate, highly flexible, fluent with full understanding. www.ieltsliz.com	(1) accurate (2) full understanding
8	Very Good User	Has complete command with only rare errors (which are unsystematic) or inappropriate words. Deals with complex situations well but has rare errors in complex situations but can deal with detailed argumentation.	(1) rare errors (2) uses complex language well
7	Good User	Has good command of English but also has occasional inaccuracies, misunderstandings or inappropriate words. Can use complex language quite well and understands detailed argumentation quite well.	(1) only occasional errors (2) uses complex language quite well in most situations
6	Competent User	Has effective command of English but also has some errors, inappropriate words and misunderstandings in some situations. Can use complex language quite well but best in familiar situations.	(1) some errors (2) use some complex language which is best in familiar situations
5	Modest User	Has partial command of English and can deal with overall meaning. Make frequent errors. Has better English in common situations. Does not deal with complex language well.	(1) frequent errors (2) has difficulties with complex language

Obtaining a new phone number while in Australia

You can obtain a SIM card with a new number from many locations such as:

- Service Stations
- Phone Stores
- Supermarkets
- Convenient stores
- Post office

Once you purchase a pre-paid SIM card you will need to provide your details to register the phone number. Then you can recharge your SIM card with different amounts of top up credit as you like.

The most popular phone carriers in Australia are as follows:

- TELSTRA (Best reception – higher price)
- Vodafone (Good deals/lower price)
- Optus (Good deals/lower price)
- Virgin (Good deals/lower price)

Your equity

Students who feel that they have been discriminated against or harassed should report this information to a staff member of the RTO or University that they feel they can trust. This should initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to the RTO or University, they are advised to contact the Australian Human Rights and Equal Opportunity Commission (HREOC) Complaints Info-line on 1300 656 419.

Privacy

OzTrip Services takes the privacy of students very seriously and complies with all legislative requirements. Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

Accessing your personal information

You are entitled to have access to your file on request. Whilst these records will be retained by OzTrip Services, you are welcome to have access anytime just ask your consultant and it will be organised immediately. If you request a copy an administration fee of \$10.00 will need to be paid.

Suggesting improvements

Students are encouraged to provide feedback to OzTrip Services so we can improve our services in the future.

The Chief Executive Officer ensures that at all times OzTrip Services operates with full co-operation of the following legislation, but is not limited to:

- Work Health and Safety Act 2011
- Workplace harassment, discrimination & bullying
- Privacy Act 1988
- Copyright Act 1968
- Anti-Discrimination Act 1977
- Equal Opportunity Act 2010
- The Disability Act 2012
- Data Provision Requirements 2012
- Australian Qualifications Framework (AQF)
- Australian Skills Quality Authority (ASQA)

For more information, please refer to the following links;

- <http://www.humanrights.gov.au/>
- <http://www.oaic.gov.au/>
- http://www.ipc.nsw.gov.au/privacy/ipc_index.html
- <http://www.safeworkaustralia.gov.au/sites/SWA>
- <http://www.workcover.nsw.gov.au/Pages/default.aspx>
- http://www.community.nsw.gov.au/docs_menu/for_agencies_that_work_with_us/c_hild_protection_services.html

Immigration Laws

It is the responsibility of all individuals who hold visas to understand and comply with the conditions of their visas. Students should understand their work rights and study obligations. If students have any doubts about the conditions of their student visas, please

consult with the *Immigration Department* immediately on www.immi.gov.au . Please remember noncompliance with the conditions of your visa may result in its cancellation.

OzTrip Services Staff

OzTrip prides itself in delivering professional services to students wanting to study in Australia.

All our staff are trained education agents with extensive knowledge in the Australian education system and are all QEAC accredited and qualified agents.

Support Network for Learners

You are not alone; there are always people available to help you. If you are experiencing personal problems or need someone to talk to, please contact one of the following support networks.

Lifeline Australia

13 11 14

www.lifeline.org.au

Lifeline is a national charity providing 24 hour access to crisis support counsellors and suicide prevention services.

Kids Helpline

1800 551 800

www.kidshelpline.com.au

counsellor@kidshelp.com.au

Kids Helpline is a free 24 hour counselling service for young people up to age 25 years. Counselling is offered over the phone, email and web.

Beyond Blue

1300 224 636

www.beyondblue.org.au/get-support/get-immediate-support

Beyond Blue have trained mental health professionals ready to chat 1x1 with their callers.

Men's Line Australia

1300 789 978

www.mensline.org.au

A dedicated line to supporting men with family and relationship issues. Men's line provides 24 hour phone support service.