



CANTERBURY
BUSINESS COLLEGE

Canterbury Business College (CBC)

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Students Pre Arrival Pack



Published by the Canterbury Business College (CBC)
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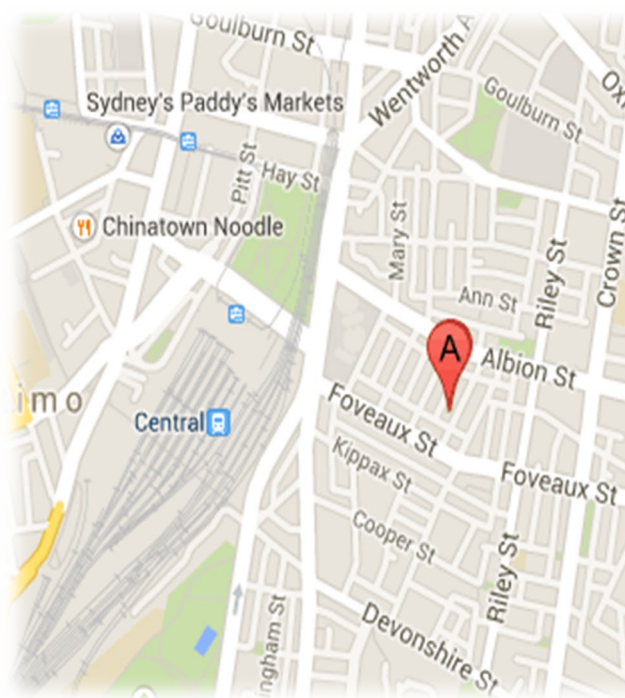
PRE-ARRIVAL INFORMATION PACKAGE

This Pre Arrival pack is designed to assist you in organising and preparing for your arrival to Sydney. CBC wishes you well in your travel to Sydney. For further information about CBC please visit: <https://www.cbc.nsw.edu.au>

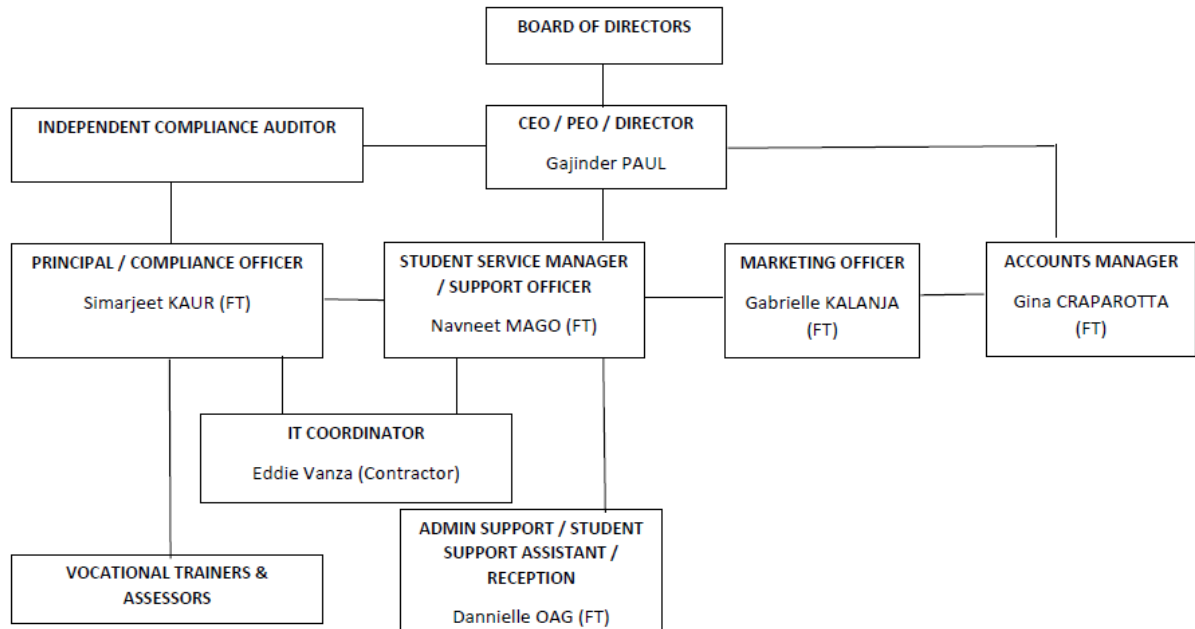
CAMPUS LOCATION

CBC has its campus located in Bellevue St, Surry Hills. You can get to the college by bus or train. If you travel by bus get off at Central, and walk towards Elizabeth Street. If you travel by train get off at Central Station, take the Elizabeth Street exit and walk towards Foveaux Street. For more information regarding bus / train fares and routes please refer to: <https://transportnsw.info/>

Campus Location: Level 6, 29-37 Bellevue Street, Surry Hills, NSW, 2010.
Ph: + 61 2 9280 3733



CBC Organization Chart



** All trainers and assessors for Information Technology, Business, Leadership & Management, Travel & Tourism and Hospitality are provided by Cogninet Australia Pty Ltd.*

** FT – Full Time*

Draft - International Student Orientation

Time:	Topic
10:00-11:30	Introduction to Canterbury Business College
	Safety briefing/ Fire Exit Plan/ Evacuation Procedure
	Our Expectation of you
	Outline of orientation program
	<ul style="list-style-type: none"> Topics – COVID 19 – College Location – Facilities & Resources – Course Offered – Student Responsibilities & Rights – Monitoring Course Progress & Attendance Policy
11:30-12:00	Morning Tea
12:00-14:00	<ul style="list-style-type: none"> – College Tour – Student ID Card/ Photos – Complaint & Appeal Procedures – Learner Needs – Support Services – Timetable – USI – Student Visa Work Rights & Fair Work – Fair Work Ombudsman – Job Search – Tax File Number – Overseas Student Health Cover – Questions – Accommodation – Renting property – Bank Account Information – Transport – Attractions & Facilities – Swimming/ beach safety – Alcohol & Drug Awareness
14:00 -15:00	<ul style="list-style-type: none"> – Assistance in filling out the Forms – Timetables – Vocational placement (for Cookery Students) – Conclusion

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of

each term. The orientation covers a range of topics including student visa conditions, accommodation, work permit, overseas health cover, academic support, student services and use of information technology facilities within CBC

Please note that some of the sessions noted in the above orientation program may change depending on the needs of the students and the availability of the speakers. If you are unable to attend the Orientation Program due to unavoidable circumstances please contact info@canterburybc.com.au

Arrive early

CBC will provide an International Student Orientation before the commencement of classes. It is a requirement of the ESOS (Education Services for Overseas Students) Act. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you progress through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to;

See and talk to the most important people who you will need to know at the institution.

- Main Administration staff and their duties
- Course or Academic Advisor
- Student Services staff
- Counsellors

By enrolling early, you will be able to obtain your student card sooner. The student card will help you to open bank accounts, borrow books from the library, and more.

- Meet and get advice from your Academic or Course Advisor
- Find your way around the campus
- Library
- Computer rooms and facilities
- Recreation and eating areas
- Classrooms
- Meet other International students, who may be doing the same course as you and become your class mates
- Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

Important contact details for International students

Information required on	Source	Contact details
CBC Emergency Contacts	Navneet Mago – Manager Student Services Gajinder Paul – Director Student Services	0413 656 896 0414 780 573
Emergency – Police / Fire / Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au Dial '000' in case of emergency.
Standards for RTOs 2015 / National Code / ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.nsw.gov.au Postal address GPO Box 9928, Melbourne, VIC, 3001
Permission To Work Student Visa Conditions Applying For Other Visas	Department Of Home Affairs	https://www.homeaffairs.gov.au/ General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/client/staticpages/oshchome.aspx General Enquiries: 134 148 within Australia / +613 9862 1095 International
Dispute resolution Mediation Services	Resolution Institute	Resolution Institute Level 1 and 2, 13-15 Bridge Street Sydney, NSW, 2000 Telephone: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733 Freecall: 1800 651 650 https://www.resolution.institute/
Overseas Students Ombudsman	Ombudsman	Ombudsman NSW http://www.ombo.nsw.gov.au/ Ph : 02 9286 1000 Email : nswombo@ombo.nsw.gov.au
Information On Renting Real Estate Agents	NSW Office Of Fair Trading Domain	http://www.fairtrading.nsw.gov.au/default.html www.domain.com.au
Employment Writing Applications & Resumes	Seek Career One	www.seek.com.au https://www.careerone.com.au/
Transport	City Rail Sydney Buses Ferries	https://transportnsw.info/

Information On Location/ Street Maps	Where Is	https://www.whereis.com/
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	13CABS Premier Cabs	http://sydney.13cabs.com.au/ 13 22 27 / 13CABS
Driving license / Vehicle Registration	Roads and Maritime Services (RMS)	http://www.rms.nsw.gov.au/
Professional Counselling Services	Family & Community Services Counsellors & Psychotherapists Association of NSW	Child Protection Helpline: 132 111 Domestic Violence Line: 1800 656 463 https://www.facs.nsw.gov.au/families http://www.1800respect.org.au/ Tel: 1800 737 732

Disability Services	Wesley Mission National Disability Services, NSW	Wesley Mission http://www.wesleymission.org.au/ Ph: (02) 9263 5555 / Fax: (02) 9264 4681 National Disability Services, NSW http://www.nds.org.au/?s=NSW&month=04&year=2011 Phone: 02 6283 3200 / Fax: 02 6281 3488
Legal Services	Legal Aid	Legal Aid Phone: 1300 888 529 https://www.legalaid.nsw.gov.au/
Bullying	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), Level 3, 175 Pitt Street Sydney. NSW 2000 Phone: (02) 9284 9600 National Information Service: 1300 656 419 Fax: (02) 9284 9611 http://www.humanrights.gov.au/
Occupational Health And Safety	Work Cover, NSW Occupational Health And Safety	Occupational Health and safety https://www.safework.nsw.gov.au WORK COVER , NSW Work Cover Assistance Service http://www.workcover.nsw.gov.au/ Phone: 13 10 50

Family Assistance & Child Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ Ph: 1300 364 277
Pregnancy Help	Pregnancy Help Australia	Pregnancy Help Australia http://www.pregnancyhelpaustralia.org.au 1300 792 798
Domestic Violence	Domestic Violence Line NSW Women's Refuge Resource Centre	Domestic Violence Line 24hr telephone support and referral. Ph. 1800 656 463 or TTY: 1800 671 442 https://www.facs.nsw.gov.au/domestic-violence/helpline
Drug And Alcohol	Centre for Drug and Alcohol NSW Health	Centre for Drug and Alcohol, NSW Health 73 Miller Street, North Sydney NSW 2060 Ph: 02 9391 9000 http://www.health.nsw.gov.au/mentalhealth/Pages/default.aspx
Gambling Helpline	Gamblers Anonymous	Gambling Helpline Ph: 1800 858 858
Mental Health Information	Mental Health Association	NSW Department of Health 73 Miller Street, North Sydney NSW 2060 Tel: 02 9391 9000 http://www.health.nsw.gov.au
Postal / Courier	Post Office	http://auspost.com.au/

PRE DEPARTURE CHECKLIST

As you prepare to depart your country for CBC Sydney, you may use this checklist to ensure you are adequately prepared for your journey.

Please ensure you bring the following documents with you to Australia

- Current and valid passport
- Current Student Visa OR other valid Australian Student Visa
- Exit visa (from your country, if necessary)
- Passport size photographs
- Medical records, vaccination records, doctor's prescription of any medication that you are currently prescribed
- Confirmation of Enrolment from CBC - eCOE
- Receipt/s of payment made to CBC
- ID card (driver's license, birth certificate)
- Credit card, Travelers cheques, and some travelling money.
- Transcripts, certificates and course syllabuses of any study undertaken by you
- Work experience certificates and resume
- Marriage certificate if you are bringing your spouse with you or intend to bring spouse to Australia
- If you have children, their birth certificates, academic transcripts

What you need to organise before you leave your country

- Apply for and be granted a valid Australian Student Visa
- Book air travel and arrange to arrive in Sydney one week before classes commence in order to be settled and be familiar with Sydney before the classes commence.
- Complete all medical examinations and dental checks.
- Book and confirm temporary accommodation before arrival in Sydney or contact CBC to arrange accommodation and airport pickup.

Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).

Check List Of Clothing To Bring With You

- In summer most people wear light cotton clothes whereas in winter people wear slacks, a jacket / sweater / coat and closed shoes. It is advisable that you bring suitable clothes with you
- Please organise to bring with you clothes for winter such as thermals (special clothes designed to retain body heat), a winter jacket to keep you warm from cold and wind , wool socks, wool scarf, sweat shirt and slacks
- Shoes – a pair of black leather shoes, pair of slippers/sandals, pair of sports shoes

- Bed linen and a light blanket – quilt
- Umbrella, raincoat & torch

What to Bring to Australia

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australia.com website for further information for visitors.

<https://www.australia.com>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (20-30kg) and 1 x carry-on (7kg) for international flights.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

For further information regarding climate in Sydney please refer to:

<http://www.sydney.com.au/weather.htm>

Electricity Info



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

On Your Flight

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick " ☐ YES if you are carrying any food, plant material including wooden souvenirs, or animal products". This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is recommended, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odors.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined.

TRANSPORT FROM SYDNEY AIRPORT

From the airport you may choose to proceed by train, taxi or airport shuttle bus.

- Taxi charges \$35 – \$40 from the airport to the city
- Train charges \$15 - \$25 from the airport to any station in the city
- Uber charges \$25-\$30 from the airport to the city

For more information on the transport facilities at the Sydney Airport visit:

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

Arrangement and Airport Pick Up Request

CBC is able to make arrangements for student's airport reception and temporary accommodation at the cost of AUD\$220 per person. If you would like to utilise this service, please email your request for accommodation and airport pick up to reception@canterburybc.com.au. You will need to submit your request at least 2 weeks before your arrival in Australia.

In case of emergency upon arrival in Sydney please call Navneet MAGO Student Service Manager on mobile number 0413 656 896.

Accessing Money

All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

Cost of Living in Sydney

You will need to make sure you have enough funds to support you when you first arrive. It is

recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport.
You should allow approximately AUD \$21,041.00 for living expenses for each year of study.

Average weekly living expenses in Sydney

Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$95 to \$215 per week
- On campus - \$110 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$185 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$30 to \$60 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Cost of Living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019, the 12-month living costs are;

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/ .

If you experience financial trouble while in Australia, talk to your institution's international student support and student accommodation services staff for assistance.

Accommodation

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. You can stay at budget accommodation such as motels, backpackers or hostels.

INFORMATION ON TEMPORARY ACCOMMODATION IN SYDNEY

CBC does not have on campus accommodation facilities for International students.

The following is a list of private hotels/ hostels that you may contact to organise temporary accommodation when you arrive in Sydney.

- Alfred Park – <http://www.accommodationsydney.net.au/property/alfred-park-accommodation/3292>
- Footprints Westend - <http://nomadsworld.com/hostels/australia/sydney/westend-backpackers>
- Sydney Central YHA – www.yha.com.au

For further information on Sydney city and accommodation please refer to:

<http://www.sydney.com.au/hotels.htm>. The above hotels/hostels provide budget accommodation in the Sydney CBD. They are located within walking distance to CBC.

HOME STAY

Home Stay provides accommodation for students with a local family. The following is a list of some of the Home Stay organizations

Auzzie Families Homestay Care

4/795 New South Head Rd, Rose Bay NSW 2096

Phone: (61 2) 9301 0900

www.auzziefamilies.com

Homestay Network

Phone: (61 2) 9412 3100 (Sydney)

www.homestaynetwork.com.au

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances with the Department of Immigration and Border Protection See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially.

Advice for those considering bringing their family members.

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Child Care

Many schools offer before- and after-school care programs (usually 7:30 am- 8:45 am and 3:30pm- 6:00pm).

Schools:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
2. Children can enrol in Kindergarten (first year of school) if they turn five before 31 July – NSW *[check the starting age for your state]*.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its

- duration, so that you can obtain the appropriate visa for your child.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

Adjusting to Life in Australia:

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life such as culturally and socially. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand, as this will reduce the chance of confusion or misunderstandings.

Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Be aware that you are not alone and can ask for assistance from your friends and college.

Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital and help to keep you connected socially.

Culture Shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you. The potential stress of dealing with these persistent challenges can result in feelings of loneliness and frustration with your host country as well as a profound longing for home.

Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations to ensure you have a successful and enjoyable time in Australia.

MEDICAL INSURANCE

It is an Australian Government requirement for overseas students and their dependents to maintain

CBC-PAP-V2020.1

self-funded medical and hospital cover for the duration of their study in Australia. There are several companies that provide health cover.

CBC's preferred Overseas Health Cover provider is Medibank. Health cover prices are subject to change, please refer to the following website: www.medibank.com.au for updated price list.

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders.

How do I get OSHC?

You will be requested for an OSHC payment from CBC in the offer package or you may choose your own health cover provider. If you are bringing your dependents to Australia, you will need to obtain additional health cover for each family member.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider.

You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Home>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. For further information please refer to the following website: www.medibank.com.au

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee, pay the total amount, keep the receipt and you can claim the refund back from your OSHC provider.

How do I make a claim?

For further information please refer to the following website: www.medibank.com.au

Renewal information

For further information please refer to the following website: www.medibank.com.au

Medical Services

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the internet to search for local GP's and makes an appointment.

Seeing a Doctor

If you have or need to take time off studies you will need to get a medical certificate from the doctor to provide to CBC. It is essential to provide doctor's certificates for any period taken off from your studies.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical center, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Attending an Australian Hospital

If you attend an Emergency Department in a hospital you will be attended to immediately by a registered nurse for information about you, your cover, and your current health condition.. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. You may be eligible for a refund of the cost of medication depending on your health cover policy.

Dental and Optical

Dental and optical health services **are not covered by your OSHC** unless you take out extra cover.

Interpreter Services

If you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used.

Call 131-450 for immediate access to the translation services.

Medical Facilities in Sydney

Hospitals

Balmain Hospital
29 Booth Street, Balmain NSW 2041
(02) 9365 2111

Hunters Hill Private Hospital
9 Mount Street, Hunters Hill NSW 2110
(02) 8876 9300

Strathfield Private Hospital
3 Everton Road, Strathfield NSW 2135
(02) 9745 7444

Sydney Children's Hospital Foundation
19 Eurimbla Ave, Randwick NSW 2031
(02) 9382 1188

Canterbury Hospital
575 Canterbury Road, Campsie NSW 2194
(02) 9787 0000

Royal Prince Alfred Hospital (RPA)
50 Missenden Road, Camperdown NSW 2050
(02) 9515 6111

Wesley Private Hospital
91 Milton Street, Ashfield NSW 2131
1300 924 522

Royal Alexandra Hospital for Children
Corner Hawkesbury Road and Hainsworth Street
Westmead NSW 2145
(02) 9845 0000

Alwyn Rehabilitation Hospital
1 Emu Street, Strathfield NSW 2135
(02) 9747 5333

St George Private Hospital & Medical Centre
1 South Street, Kogarah NSW 2217
(02) 9598 5555

St Vincent's Hospital – Emergency
390 Victoria Street, Darlinghurst NSW 2010
(02) 8382 1111

Medical Centres

George Street Medical Centre
308 George Street, Sydney, NSW 2000
(02) 9231 3211

Chinatown Medical Centre
Lv 1/768 George St, Haymarket, NSW 2000
(02) 9212 0228

Sydney Airport Medical
Level 3, Sydney International Airport,
Airport Drive, Mascot, NSW 2020,
(02) 9667 4355

Macquarie Medical Centre
(02) 9878 6666

Auburn Family Medical Centre
22/1 Civic Rd, AUBURN, NSW 2144
(02) 9207 4100

Crown Street Medical Centre
351 Crown Street, SURRY HILLS NSW 2010
(02) 9360 3338

Oxford Village Medical Centre
18/63 Oxford Street, Darlinghurst NSW 2010
(02) 9194 2010

Inner West Spinal & Sports Injury Centre
Shop 86/24 Buchanan St, Balmain, NSW 2041
(02) 8065 5896

Marriage & Relationship Counselling Sydney
418/185 Elizabeth Street, Sydney, NSW 2000
(02) 8205 0566

Allcare Laser Dental & Cosmetic Centre
Suite 4, 118-120 Longueville Rd, Lane Cove,
NSW, 2066 (02) 9420 5577

Eye Associates
4/187 Macquarie St, Sydney, NSW 2000 (02)
9247 9972

Pharmacies

Chifley Plaza Pharmacy
Shop 29, Level 1 Chifley, 2 Chifley Square,
Sydney, NSW 2000
(02) 9232 3126

Surry Hills MediAdvice Pharmacy
608 Crown Street, Surry Hills NSW 2010
(02) 9319 7547

Railway Square Pharmacy
Shop 16/ 2 Lee Street, Sydney, NSW 2000
(02) 9212 5506

Pulse Pharmacy
Shop1037-1038 Westfield Bondi Junction
500 Oxford Street, Bondi Junction, NSW 2022
(02) 9387 1977

Centennial Plaza Pharmacy
300 Elizabeth St, Sydney, NSW 2000
(02) 9281 9331

Simply Pharmacy
496 Princes Hwy, Rockdale, NSW 2216
(02) 9567 2632

Xtreme Chemist Superstore Burwood
35 Burwood Rd, Burwood, NSW 2134
(02) 9715 1077

Soul Pattinson Chemist
42-44 Lackey St, Summer Hill, NSW 2130
(02) 9567 3404

Chemist Warehouse Campsie
265 Beamish St, Campsie, NSW 2194
(02) 9787 5077

General Health

Sydney Counselling Centre
407/7 Help Street, Chatswood NSW 2067
(02) 9415 2223

Kids & Co. Clinical Psychology
397 Darling St, Balmain NSW 2041
(02) 9555 1168

Quality Dental
3/1 Elizabeth Plaza, North Sydney, NSW 2060
(02) 9922 1159

Legal Services

Redfern Legal Centre
Legal enquiries: 02 9698 7277
Office & administration:
02 8037 8001
Email: info@rlc.org.au

Legal Aid Office
323 Castlereagh Street
Haymarket NSW 2000
Ph: 02 92195000

In Counsel Legal Services
Level 1/ 483 Riley Street
Surry Hills NSW 2010
Ph: 0414 274 168



STUDENT VISA CONDITIONS

All students must have a valid Student Visa and are required to abide by the conditions attached to that visa by the Department of Home Affairs, while they remain in Australia. Not being fully aware of the conditions governing a stay in Australia does not free visa holders from the possible penalties associated with a breach of any visa condition.

Conditions and compliance

Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the Department of Home Affairs website at: <https://www.immi.homeaffairs.gov.au/visas/getting-a-visa>

Deferral of studies / leave of absence

CBC expects its students to plan their course of study without any interruption based on the term dates and break periods. However CBC does understand where this is not possible CBC makes reasonable provision for students who cannot do so to temporarily suspend their studies

Student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a "Student Request" form and be submitted to the Principal /MSS.

CBC will consider all leave application based on Department of Home Affairs rules on the basis of compassionate or compelling circumstances. Students must realize that a request for Leave / Course Deferment / Cancellation will affect their student visa and / or the duration of their course of study. This information will be provided by the MSS when making the application for leave.

Students will normally be required by Department of Home Affairs to leave Australia for the period of the Leave of Absence where it exceeds 28 days. Students should be aware of their visa durations and must make

appropriated arrangement to renew / extend their visa prior to leaving Australia.

Approved Leave of absence will not be considered as an “absence” and will not affect the students overall attendance percentage. The student needs to contact CBC and make arrangements prior to returning to CBC with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, following efforts by CBC administration staff to contact the student, CBC will report the student to Department of Home Affairs via PRISM as "student notified cessation of studies". CBC is not obliged to notify the student of the intent to report nor to allow 20 days for an appeal.

Re-entry to Australia

Most Student visas permit multiple entries to Australia – please check the visa label in your passport or eVisa email. Students, who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by Department of Home Affairs. A list of Department of Home Affairs contacts around the world is available at: <https://www.immi.homeaffairs.gov.au/visas/getting-a-visa>

STUDENT SUPPORT SERVICES AT CBC

CBC has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact our staff. Our highly trained staff is always happy to help you whenever possible.

The details of student support services are as follows:

Academic support

In addition to regular lectures and tutorials students are provided with extra academic support such as revision tutorials and peer aided learning. For academic support and assistance please contact the respective Trainer & Assessor / Principal.

Counseling services

The student counseling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other difficulty that students may have. Student Service Manager assist's with all student counseling in the first instance. However for further professional counseling needs, CBC will advise / recommend students to seek professional counseling assistance through qualified and approved practitioners.

Computer Labs

CBC has computer labs with free Internet facilities. Students can use email for all correspondence with CBC. Computer Lab operating hours are:

- **9.00am – 6:00pm - Monday to Friday**

For more information please refer to the Student Handbook on www.cbc.nsw.edu.au