



# INFORUM EDUCATION A U S T R A L I A

## **Student Handbook**

Level 4, 33 Scarborough Street

Southport, QLD 4215

Ph; 07 5571 2624

Email; [info@inforum.com.au](mailto:info@inforum.com.au)

ABN 54 124 743 237

CRICOS no: 02894G

## Contents

<b>Welcome to Inforum Education Australia...</b>	3	<b>Life on the Gold Coast.....</b>	12
<b>What is a Forum? .....</b>	3	<ul style="list-style-type: none"> <li>• Climate</li> <li>• Currency</li> <li>• Banks</li> <li>• Personal Budget</li> <li>• Transport</li> <li>• Driver's licence</li> <li>• Food</li> <li>• Shopping</li> <li>• Entertainment</li> <li>• Medical and health insurance</li> <li>• Employment</li> <li>• Beach rules</li> <li>• Clothing and dress</li> <li>• Childcare and/or local schools</li> <li>• Religion</li> </ul>	
<b>College Program.....</b>	4		
<b>Important contact numbers.....</b>	5		
<b>Our promise.....</b>	6		
<b>Students' promise.....</b>	6		
<b>Be safe! .....</b>	7		
<b>College rules.....</b>	7		
<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Assessment &amp; Level change</li> <li>• Textbooks</li> <li>• Attendance</li> <li>• English only</li> <li>• Eating and drinking in the classroom</li> <li>• Mobile phones</li> <li>• Smoking</li> </ul>		<b>Accommodation.....</b>	17
		<ul style="list-style-type: none"> <li>• Students under 18 years of age</li> <li>• Homestay</li> <li>• College residences</li> <li>• Other accommodation</li> </ul>	
<b>Student Services.....</b>	9	<b>College Policies and Procedures.....</b>	17
<ul style="list-style-type: none"> <li>• Academic Certificates</li> <li>• Certificate of enrolment</li> <li>• Certificate of attendance</li> <li>• Computers and Internet</li> <li>• Lost property</li> <li>• Mail and parcels</li> <li>• Newspapers, magazines and books</li> <li>• Printing documents</li> <li>• Welfare and Counselling</li> </ul>		<ul style="list-style-type: none"> <li>• Access to records</li> <li>• Alcohol and drugs</li> <li>• Confidentiality and Privacy Policy</li> <li>• Continued fail grades</li> <li>• Complaints and Appeals</li> <li>• Computer Usage Policy</li> <li>• Discipline Policy</li> <li>• Enrolment and Refund Policy</li> <li>• Fire/Emergency Evacuation Procedures</li> <li>• Gambling</li> <li>• Smoking</li> <li>• Stolen goods</li> <li>• Transfers and Letters of Release</li> </ul>	
<b>Immigration rules.....</b>	10	<b>Who to contact.....</b>	22
<ul style="list-style-type: none"> <li>• Immigration contact details</li> <li>• Who needs a Student visa?</li> <li>• How can I apply for a Student visa?</li> <li>• Contact details - changes</li> <li>• Attendance</li> <li>• Renewing your visa</li> <li>• Changing your visa type</li> <li>• Permission to work</li> <li>• Students under 18 years of age</li> <li>• Travelling with your family</li> </ul>		<b>College location.....</b>	23

## WELCOME TO INFORUM EDUCATION AUSTRALIA

Thank you very much for choosing Inforum Education.

If this is your first day, I'm sure you are feeling a bit nervous but also very excited about starting your course.

Inforum is a small school so it feels a lot like a family because everybody is here to help you achieve your goals. If you have a question about anything, please ask us anytime!

At Inforum, we think that an English school should do two very important things:

1. Give students fantastic lessons; and
2. Be like a family.

Please remember that Inforum is your family in Australia.

I'm sure you will have a fantastic time with us.



**Simon, Managing Director**

### WHAT IS A FORUM?



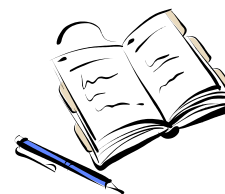
Our college name is a combination of two words - Information and Forum.

In the Longman dictionary, the word *Forum* is described as a noun which has the meanings of:

- 1) A large outdoor public place in ancient Rome used for business and discussion;
- 2) An organisation or meeting in which people have a chance to publicly discuss an important subject.

During your classes, you might have something you cannot quite understand or want to make sure that what you understand is right. **Inforum** provides Forum sessions on Fridays to answer your questions!

## COLLEGE PROGRAM



### Opening Hours

Monday – Friday, 8am – 5pm

(Except public holidays and other holidays indicated in the calendar).

### Sample Timetable (Please note this is a sample ONLY; your class times will depend on your level)

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:50 – 10:20	<b>Lead-in:</b> Talking about houses and neighbourhoods  <b>Vocabulary:</b> Lifestyles  <b>Reading &amp; speaking:</b> Exchanging homes  <b>Listening 1:</b> Home exchange	<b>Listening &amp; Speaking</b> Song: “Homeward Bound”  <b>Vocabulary</b> Adjectives for describing cities  <b>Reading:</b> Top Cities	<b>Vocabulary</b> Compound nouns  <b>Speaking</b> Talking about items you have in your home	<b>Vocabulary</b> Prefixes and suffixes  <b>Communication (Listening &amp; Speaking)</b> Living in your dream house	8:30 – 10:30 <b>Friday Forum /</b>  10:45 – 11:45 Guest Speaker (on guest speaker's day)
10:20– 10:30	Break				
10:30 – 12:00	<b>Grammar:</b> Talking about the future: going to; will. <b>Listening 2:</b> Problems during home exchanges <b>Reading &amp; Speaking:</b> Letter of complaint <b>Writing:</b> Write a letter of complaint	<b>Listening:</b> Survey about cities  <b>Grammar:</b> Comparatives and superlatives  <b>Speaking:</b> Giving reasons for interests	<b>Speaking</b> Making predictions about the future  <b>Speaking and Listening</b> Telephone language; practise making a formal phone call	<b>DVD “City or Country”</b> Descriptions of properties; discussing speaker's ideas about living in the city / country  <b>Review and practice</b> Review of grammar and vocabulary	
12:00 – 13:00	Lunch				
13:00 – 14:30	Focus Class	Focus Class	Focus Class	Focus Class	School Activity
Workshops 15:00 – 16:00	Language Lifesavers	Pronunciation	Work Ready	Hospitality English	

### Focus Class information

Level	Focus Class	Description
Elementary	Conversation 1	<ul style="list-style-type: none"> <li>Practise basic day-to-day conversation.</li> <li>Learn important vocabulary for living in Australia.</li> </ul>
Pre-Intermediate	Conversation 2	<ul style="list-style-type: none"> <li>Practise and extend your day-to-day conversation skills.</li> <li>Learn other important vocabulary for conversations with Australians.</li> </ul>
Intermediate	TOEIC	<ul style="list-style-type: none"> <li>Focus on listening, reading for business.</li> <li>Learn important business vocabulary.</li> <li>Practise exam-taking skills.</li> </ul>
Upper Intermediate	Intermediate Business or News 24	<ul style="list-style-type: none"> <li>Focus on important business issues including:                             <ul style="list-style-type: none"> <li>Marketing</li> <li>Conducting meetings</li> <li>Business communication</li> </ul> </li> <li>Upper level conversation about news stories from the last 24 hours</li> </ul>
Advanced/IELTS	IELTS Exam Practice	<ul style="list-style-type: none"> <li>Learn and apply the skills for maximising your IELTS score.</li> <li>Get important tips from Inforum's own IELTS examiners.</li> <li>Receive instant video feedback on your speaking test</li> </ul>



## Workshop information

	Workshop Name	Level	Day	Time	Description
	Language Lifesavers	Elementary – low Pre-Intermediate	Monday	4pm – 5pm	A great class to help you really understand those tricky grammar and vocabulary questions.
	Pronunciation	Pre-Intermediate to Advanced	Tuesday	3pm – 4pm	Learn the secrets of English pronunciation from Simon and practise in a class with your friends.
Job skills program	Work Ready	Pre-Intermediate to Advanced	Wednesday	3pm – 4pm	<ul style="list-style-type: none"> <li>• Make your perfect resume</li> <li>• Apply for a tax file number</li> <li>• Practise job interview skills</li> <li>• Understand job advertisements</li> </ul>
	Hospitality English	Pre-Intermediate to Advanced	Thursday	3pm – 4pm	<ul style="list-style-type: none"> <li>• Understand menus</li> <li>• Take orders</li> <li>• Take telephone bookings</li> <li>• Deal with difficult customers</li> </ul>

This elective focuses on the leading business issues of today, particularly communication, marketing and human resource management.



## IMPORTANT CONTACT NUMBERS

### General

<b>Emergency</b>	<b>000</b>	DIAC (Immigration)	13 18 81
<b>Ambulance</b>	<b>000</b>	OSHC (Medibank)	13 23 31
<b>Fire fighters</b>	<b>000</b>	Translink	13 12 30
Southport Police	07 5571 4222	Taxi	13 10 08
Southport Ambulance	131 233		
Coast Guard	07 5531 1421		
<b>Lost Credit Card?</b>			
Mastercard	1800 120 113	Visitor information	1300 309 440
VISA	1800 450 346	Translating & Interpreting Service	131 450
American Express	1300 132 639		
JCB	07 5592 0630		

### Doctors and Hospitals

Name	Phone	Address
Gold Coast Hospital	Ph: 07 5519 8211	108 Nerang Street Southport
Allamanda Hospital	Ph: 07 5532 6444	150 Queen Street, Southport
Southport Park Medical Centre	Ph: 07 5591 1322	Corner of Ferry and Benowa Roads, Southport
Australia Fair Dental Care	Ph: 07 5591 2661	Level 1, Australia Fair, Cnr Young & Scarborough Sts, Southport

## College Contacts

<b>Emergency</b>	<b>0432 078 371</b>	Director	07 5571 2624
<b>Reception</b>	<b>07 5571 2624</b>	Activities Officer/Student Committee	07 5571 2624
Accommodation / Airport Pickup	07 5571 2624	Academic Manager	07 5571 2628

### NOTE – ICE Number

When you buy your own mobile phone in Australia, please add the college emergency number under “ICE” (In Case of Emergency) in the contacts section of your phone. If you are involved in an emergency, an ambulance or police officer may use your phone to call the college.



### Emergency Mobile Number 112

Number 112 only works from a mobile phone and even works when there is no mobile signal. Make sure your phone has sufficient battery power. This number is useful for an emergency such as you if you get lost in the forest. For other emergencies where there is a signal (most areas in and around cities), please call 000.



### Call Home

We suggest that you telephone your family soon after arriving on the Gold Coast so that your family will not be worried about you.

To telephone abroad you must dial:

0011 or 0018 + country code + area code (without “0”) + personal number. If you dial 0011, you will be charged a per minute rate. If you dial 0018, you will be charged for ½ hour time blocks. There are many overseas phone cards available at local post offices or newsagents with cheaper connection fees. Please ask our staff or your homestay family for more information.

## OUR PROMISE

- We will treat our students with courtesy and respect regardless of your gender, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction.
- We will listen to your opinions and suggestions and take them into account.
- We will provide you with a serious yet fun environment in which to study, with friendly and knowledgeable staff, and safe equipment and facilities that comply with occupational health and safety guidelines.
- We will provide timely, accurate and useful information about your study and life on the Gold Coast.

## STUDENT'S PROMISE

(Student Code of Conduct)

As a student of Inforum, you must:

- obey Australian laws, rules and regulations;
- follow college rules (please see the College Rules section for details);
- treat your schoolmates and staff with respect and courtesy regardless of their gender, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction.
- respect the opinions and views of others.
- try hard to achieve your academic goals and help others to achieve their goals.
- come and talk to any staff member or teacher when you have a problem or happy news!
- have fun!

## BE SAFE!



- DON'T carry too much cash
- DON'T leave your belongings unattended
- DON'T hitch-hike
- DON'T accept drinks from strangers or leave your drink unattended, especially at night clubs
- DON'T go out or walk alone at night
- DON'T swim after drinking alcohol
- SWIM between the flags at beaches
- TELL your share mate or host family when you are going out and if you plan to come home late
- CARRY your keys safely. If you lose your keys, you will have to change all the keys and locks of where you live and pay the cost.
- TELL us or the police if you are threatened or harassed

## COLLEGE RULES

### Contact details

Please provide Inforum with your contact details together with an emergency contact within 7 days of arrival in Australia. We will need your address and the emergency contact person's address, phone number, fax (if available) and e-mail address on the Gold Coast and your home country. If there is any change in the above details, please notify us at Reception within 7 days of the change.

### Assessment & Level change

There is a level placement test during Orientation and you will be placed in the most suitable class. You will stay in the class until your English reaches a satisfactory level. There is a class test every 5 weeks (two tests per level) and you will receive a score (A – D) for each skill (Reading, Writing, Listening and Speaking). A – C are all pass grades while D is a fail grade.

The teacher will grade your test as follows:

85% - 100%	A
70% - 84%	B
50% - 69%	C
Under 50%	D

If your average is at least C for each test, you will be able to move up to the next level at the end of your 10-week program.

Students usually cannot move up to the next level until Week 10. However, students can take a special level-up test after Week 5 if they would like to change level.

Teachers may also assess you on the following:

- Marking of homework.
- Feedback on journals and diaries

Please remember, if you feel your class is too difficult or too easy, come and see the Academic Manager, Mr Jimmy Parfitt. He may re-test your English skills, speak to your teacher and place you in a new level.

### Textbooks

When you start a new class, we'll lend you a photocopy of the textbook for one week in case you need to change your level. Please do not write on the copy. Return your copy to Reception Thursday afternoon to get your textbook.

## **Attendance**

If you are a student on a Student Visa, by law you must attend at least 80% of your classes. Teachers record your attendance for each session. If your attendance falls below 80% and you cannot make up the time, the college must report you to DIAC, unless you have been seriously ill or have very good reasons for not attending. If DIAC are notified, they may cancel your Student Visa and ask you to leave the country.

### **We monitor your attendance and take the following action as required:**

- *If your attendance falls below 90%, the Counsellor will send you the first notification letter and speak to you.*
- *If your attendance falls below 85%, the Counsellor will send you the second notification letter and speak to you.*
- *If your attendance falls below 80% the Counsellor will speak to you and we must report you to DIAC, unless you believe there are very good reasons for your poor attendance. If this is the case, you may appeal Inforum's decision.*
- *You have 20 working days to inform us that you wish to appeal – you can follow the Complaints and Appeals flowchart on page 20 of the student handbook. Your appeal must be made in writing.*

If you do not access Inforum's Complaints and Appeals process within 20 working days, or you withdraw from the process, or the process is completed and results in a decision supporting Inforum, the admissions officer will notify the DIAC that you are not achieving satisfactory attendance as soon as practicable.

### **Inforum will consider not informing DIAC of a student's attendance falling below 80% if:**

- 1. You have a valid doctor's certificate or strong evidence for consideration on compassionate grounds;**
- 2. You are making sound progress in your class; and,**
- 3. Your attendance is above 70%.**

## **Calculating attendance**

The class teacher marks your attendance 1.5 hourly each day; the Focus Classes teacher marks student attendance only once (1.5hrs). Every week your attendance is calculated and entered on Inforum's database. e.g. If you miss three hours of class in one week, then your attendance for the week is:  $17/20 = 85\%$

Students must attend at least 80% of classes over the total period of study.

- **Be punctual**

Please come to class before the lesson starts. If you are late, enter the classroom quietly and apologise to your classmates and teacher. If you are more than 10 minutes late, you will not be permitted to enter the classroom until after the next break and you will be marked absent for that period. If there are personal reasons why you cannot come to class, talk to your teacher or the Counsellor before you take time off.

- **Sick leave**

If you are sick and cannot come to college, please contact the Receptionist and give your student number. If you are sick for more than two days in a row, you will have to see the doctor and ask for a medical certificate, and submit the certificate to the Receptionist. You do not have to pay extra for a medical certificate. Getting a medical certificate is VERY important – please remember to ask the doctor.

If you are a Student Visa holder whose attendance is lower than 80%, you are advised to ask for a medical certificate each time you are sick as proof of your absence.

## **IMPORTANT: Taking a holiday**

Students can have a holiday when it is approved by the college. The application form is available at Reception. The length of holiday allowed is usually one week per 12 weeks of study if you are on a student visa. If your attendance is less than 80% you will not be permitted to take a holiday.

For students on working holiday visas or visitor visas, if you enroll for at least 12 weeks, then you can have 1 week during that time. Your stay at the college will be extended according to the number of holiday weeks granted. If you take a holiday without permission, you will be marked absent and your stay will not be extended. **STUDENTS MUST GIVE AT LEAST TWO (2) WEEKS' NOTICE TO THE COLLEGE BEFORE THE START OF THEIR HOLIDAY!!**

### **English only**

Inforum has a strict English-only policy. You are expected to speak English throughout the school, in all rooms, toilets, the entrance area and elevators. You will receive two warnings for not speaking English. If you are caught a third time speaking your own language, then you will not be permitted to go up to the next level at the end of Week 10 i.e. you must stay in the same level for at least another two weeks, even if you passed your exam.

### **Eating and drinking in the classroom**

Eating and drinking (except for water) are not permitted in classrooms. Please use the recreation area when you wish to eat and drink. Alcohol is **not** permitted on campus unless the Director allows it for special occasions.

### **Mobile Phones**

Please switch off your mobile phone during class. Silent mode is **NOT** enough. If you break this rule, your teacher will have the right to hold your phone during the class or ask you to leave the phone, then you must



your mobile phone during class. Silent mode is **NOT** enough. If you teacher will have the right to hold your phone during the class or ask class. If you need to speak to someone in your own language on the phone, then you must make the call in the entrance area, in front of the elevators.

### **Smoking**

Smoking is permitted in the designated area only. The Students' Committee will show you where you can smoke on the first day of college. Please remember that in Queensland, you cannot smoke inside public buildings or within 4 meters of any entrance or open window.



## **STUDENT SERVICES**

### **Academic Certificates**

When you successfully finish your program, the college will issue you with an academic certificate to show your achievement. The certificate will be given to you on your last day at college or you can collect it from Reception. Students whose attendance is less than 80% or who have outstanding fees or who have not returned college property (such as books) they have borrowed, will not receive their certificate.

### **Certificate of Enrolment**

A certificate of enrolment can be issued on request. If you are a current student, please ask at Reception at least two (2) days before you need the certificate. If you are an ex-student, please make your request by email: [info@inforum.com.au](mailto:info@inforum.com.au) and include your name, student number, date of birth and postal address.

### **Certificate of Attendance**

A certificate of attendance will be required by Immigration if you renew your visa. Please ask at Reception at least two (2) days before you need the certificate.

### **Computers and Internet**

There are some computers for students at college. They are free to use. Please read the rules and use them with care like your own computers. Some different language writing systems are available.



### **Lost property**

If you find something that doesn't belong to you, please bring it to Reception. If you lose something, please come to Reception to see if anyone has brought it to lost property.



### **Mail and parcels**

You can find mail, fax and messages addressed to college at the mail box near the reception area. Registered mail and parcels addressed to an enrolled student will be kept at Reception and notification will be made at the mail box. We will keep them for one week after your last day at college and if not collected, they will be returned to the sender.

### **Newspapers, magazines and books**

These are available in the recreation area and are to share with other students. You cannot take the newspapers and magazines home. Books can be borrowed for a week by students staying more than 2 weeks and must be returned at least 1 week before your course ends. Please see the receptionist to borrow books.

### **Printing documents**

We can print documents you have downloaded or saved at \$0.20 each per A4 size paper (black and white) or \$1 for colour. Please ask at Reception.

### **Welfare and Counselling**

It is natural to come across unexpected problems. Please talk to your teacher or a college staff member. Counselling for academic and personal issues is also available. If you have questions about your class, level or you need more information to make plans for further study in Australia, then please speak with the Academic Manager. For personal issues, including accommodation and life in Australia, then please make an appointment to speak with the Director, Administration.

### **Accommodation**

If you have any questions about your homestay or student residence, please ask Di Pennisi, Inforum's Accommodation Manager. There is also a wide selection of share accommodation on the noticeboard in the student lounge – Di can also help you with any questions about this.

Please book at Reception to see either the Academic Manager or the Director, Administration. You may bring your friend as a translator if you would like to.

Below are some phone numbers you may call if you feel you need some assistance:

<b><u>ABORTION &amp; GRIEF COUNSELLING</u></b> Southport Surge Centre 07 5527 1511	<b><u>DRUG AND ALCOHOL</u></b> Drug and Alcohol office 1800 198 024
<b><u>ALCOHOL &amp; DRUG INFORMATION</u></b> 1800 198 024	<b><u>INTERPRETING SERVICES</u></b> Translating and Interpreting Services 131 450
<b><u>ASIAN SPECIALIST SUPPORT UNIT</u></b> 3364 4165	<b><u>GAMBLERS ANONYMOUS</u></b> 02 9564 1574
<b><u>CHILD PROTECTION</u></b> Child Safety Service Centre 1800 811 810	<b><u>LEGAL SERVICES</u></b> 1300 655 754
<b><u>CHILDREN'S HELP LINE</u></b> Kid's help line 1800 551 800	<b><u>LIFELINE 24 HOURS</u></b> 1300 655 754
<b><u>CRISIS PREGNANCY</u></b> Rape Crisis Centre 1800 424 017	<b><u>POISONS INFORMATION CENTRE</u></b> 13 1126
<b><u>DOMESTIC VIOLENCE 24X7</u></b> 1800 200 526	<b><u>QUITLINE</u></b> (Smoking) 13 7848

## **IMMIGRATION RULES**

### **Immigration Contact Details**

Department of Immigration and Citizenship (DIAC)

Ph: 131 881 (Anywhere in Australia)

Fax: 07 5591 5402

Address: Level 1, 72 Nerang Street

Southport, QLD 4215

Website: <http://www.immi.gov.au/>

Open Hours: Mon – Fri 9.00 – 16.00 (Wed 9.00 – 13.30)

If you need to see an immigration officer, please call and make an appointment.

### **Who needs a Student Visa?**

A student who wishes to study longer than 12 weeks and does not have a Working Holiday Visa or any other visa which allows study for more than 12 weeks needs a Student Visa. Students with a Working Holiday Visa can study up to four months without applying for a Student Visa

### **How can I apply for a Student Visa?**

When you first apply for a Student Visa, your subclass will be ELICOS (Subclass 570) unless you are going on to higher education. Please check the DIAC homepage or contact the local immigration office in Australia or a nearby Australian Embassy in your home country to find out your assessment level and method of applying for the visa.

### **Contact details - changes**

If you change your contact details while you are studying with us, please notify us within 7 days. There is a form at Reception to fill in.

### **Attendance**

Please see our attendance policy on p 8.

### **Renewing your visa**

While you are in Australia, you may be able to renew your visa. However, there are some rules for renewal depending on your visa type and assessment level.

To renew your Student Visa, you have to enroll in a program and pay the fees before you apply for the renewal. You must also provide the documents listed below.

- Complete Form 157A
- Application fee or credit card details to pay the fee (AU\$540 as of January 2010)
- Your valid passport
- Confirmation of Enrolment (Inforum will issue a CoE after confirming your payment)
- Evidence of your OSHC. (You can extend it yourself at the insurance office or Inforum can do it on your behalf)
- Results of the medical examination and X-ray (if required)
- Attendance letter from college. (If attendance is below 80%, please write a statement to explain the reasons for your absence.)



For further information, check the DIAC website [www.immi.gov.au](http://www.immi.gov.au) or talk to staff at Reception.

### **Changing your visa type**

If you want to change your visa to another type of visa, please obtain information from DIAC staff as there are restrictions depending on the visa type and your nationality.

### **Permission to work**

- Students on a Visitor's Visa cannot work in Australia.
- Students on a Working Holiday Visa are permitted to work for the same employer for up to 6 months.
- Student Visa holders need to apply for permission to work and pay a \$70 fee. Once you have permission, you can work a maximum of 20 hours per week during the weeks that you are enrolled to study.

You can apply for permission to work online if you have a credit card to pay the fee (AUD\$70 as of January 2010), or by filling in the form 157P (available at Reception) and going to DIAC yourself. Please see the Receptionist for the confirmation of your commencement date, which we will send to DIAC online, before you apply for permission.

Also, please check the Tax File Number section (p15) before you start working.

### **Students Under 18 years of age**

There are some special requirements for students under 18 years of age who wish to obtain a Student Visa. Please refer to the DIAC website: [www.immi.gov.au](http://www.immi.gov.au)

We can also help you with finding the right accommodation and guardian if you cannot provide them yourself. Please contact us for more information.

### **Travelling with your family**

When you are travelling with your family, please talk to staff at DIAC or Inforum to find out about suitable visas for you and your family. We may be able to help to place your children in a local school if required.

## LIFE ON THE GOLD COAST

### Climate

The Gold Coast is located in southeast Queensland and enjoys a sub-tropical climate.

Please refer to the average temperature chart below (in °Celsius) to prepare the right clothing for your stay.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Average High	29	29	28	26	23	21	20	22	24	26	27	29
Average Low	21	21	20	17	14	11	10	10	13	16	18	20

### Currency

We use Australian dollars and cents in notes and coins.

100 cents = 1 dollar

Coins: 5c, 10c, 20c, 50c, \$1 and \$2

Notes: \$5, \$10, \$20, \$50 and \$100

### Banks

When you come to Australia, it is a good idea to bring Travellers Cheques or obtain a bankcard in your home country to which you can have access in Australia. Major credit cards and Cirrus group cards are accepted by many Australian bank ATMs.



Branches of major Australian banks and their location near the college:

<i>Bank</i>	<i>Address in Southport</i>	<i>Phone number</i>
<b>The Commonwealth Bank</b>	5 Nerang St	(07) 5532 4280
<b>Australian and New Zealand (ANZ) Bank</b>	81 Scarborough St	13 1314
<b>National Australia Bank (NAB)</b>	27 Scarborough St	13 2265
<b>Westpac</b>	19 Scarborough St	13 2032

*Common trading hours are:*

9.30am – 4.00pm Monday to Thursday

9.30am – 5.00pm Friday

Some banks have branches open until 12.00 noon on Saturdays.

### *ATMs and EFTPOS*

Automatic Teller Machines (ATMs) are located in many places and are open 24 hours a day, seven days a week. You can also use the Electronic Funds Transfer Point of Sale (EFTPOS) system which allows you to pay with your bank card and often withdraw some cash from your account at many shopping centres, supermarkets, newsagents and gas stations.

**VERY IMPORTANT: It is NOT a good idea to carry large amounts of cash with you.**

### *Finance*

- *Saving*

Students who have brought a large sum of money to fund their stay in Australia may like to talk to a bank officer to choose the best option for banking.

- *Borrowing*

Do not borrow from or lend money to strangers or your friends! In case of emergency, the college will lend you some money (up to \$400) provided you prove the funding is on its way from your home country. Please make an appointment to see the Director at Reception.

## **Personal Budget**

### *Average weekly budget*

Shared accommodation or furnished college residence: \$160~

Food and daily goods: \$100

(rice 2kg - \$3.00, milk 1 litre - \$1.20, bread 20 slices - \$2.00, orange juice 1.5 litres - \$2.00, coffee - \$3.50, take away pizza - \$6.00)

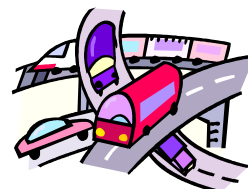
Leisure: \$100 ~ (Movies: \$6.00 for students, Backpackers on the Gold Coast \$30, Hostel \$50)

Bus/train tickets: \$30

## **Transport**

You must buy an adult ticket. English language students are not eligible for student discounts on public transport in Queensland. If you travel with the wrong type of ticket, you may have to pay a fine.

TransLink operates a single public transport network for Brisbane, the Sunshine Coast, north and south of Brisbane and the Gold Coast. With one ticket, you can travel on any train, bus or City Cat (ferry in Brisbane) within the TransLink network. You can buy a single, daily, weekly or monthly ticket. Please ask Reception staff or your homestay family about the best type of ticket for you.



The nearest transportation stops to college are bus stops at Australia Fair (2 minutes' walk)

**To find the best way to travel to the above stops from your street, please visit the TransLink website [www.translink.com.au](http://www.translink.com.au) or call 13 12 30.** You can check the TransLink website to find your way to any part of the Gold Coast, Brisbane and the surrounding regions. Also, some bus and train timetables are available at Reception.

## **Driver's licence**

You will need a valid International Driver's Licence from your home country to drive in Australia. If you are a Student Visa holder you do not need an International Driver's Licence if you have a valid driver's licence from your home country. However, you will need to have a translation of your licence in English to go with your original licence. Translations can be done by nationally accredited translators. Please check the NAATI website: <http://www.naati.com.au>. Please note that sometimes translations can cost more than the cost of an International Driver's Licence.

## **Food**

The Gold Coast is a multicultural city where you can easily find food from all over the world!

To find a particular restaurant, please check the Gold Coast website (Very Gold Coast): [www.verygc.com](http://www.verygc.com) or the Yellow Pages telephone directory site: [www.yellowpage.com.au](http://www.yellowpage.com.au)

Many supermarkets such as Coles and Woolworths in Australia Fair sell ingredients for international dishes. There are many Asian supermarkets around the college and Surfers Paradise. Regional newspapers also introduce many restaurants and supermarkets. For Halal food, please check the Queensland Muslim Times website: <http://www.qmt.org.au/>.

## **Shopping**

Enjoy shopping in the major shopping centres in Southport, Surfers Paradise and Broadbeach or outlet centres like Harbour Town.

### ***Common trading hours:***

- Monday – Thursday, 9.00am to 6.00pm
- Thursday in suburbs, 9.00am – 9.00pm
- Friday 9.00am – 9.00pm
- Saturday, 9.00am – 5.30pm
- Sunday, 10.00am – 4.00pm



### ***Shopping destination suggestions***

- Australia Fair Shopping Centre: <http://www.australiafair.com.au/> (2 minutes on foot)
- Pacific Fair Shopping Centre: <http://www.pacificfair.com.au/> (15 minutes by bus)

- Harbour Town outlet: <http://www.harbourtown.com.au/> (15 minutes by bus)
- Surfers Paradise (5 minutes by bus)

For more information, please visit Very Gold Coast website [www.verygc.com](http://www.verygc.com) or see the Activities Officer.

### **Entertainment**

There are too many things to do on and around the Gold Coast to list on this page!! We enjoy sub-tropical weather, which means we have a lot of entertainment related to the outdoors and water activities. The world famous beaches are just around the corner. Outside cafes and restaurants are everywhere including the one in our college building! There are also outdoor and indoor sports, camping, bush walking, marine and water sports, art exhibitions, concerts, cinemas and much much more!

Please visit our Activities Officer for more information about this month's college activities or visit the website [www.verygc.com](http://www.verygc.com) for exciting events around the Gold Coast.

### **Medical and health insurance**

In accordance with Immigration law, Student Visa holders and their dependants must have Overseas Student Health Cover (OSHC). If you apply for a Student Visa, we will include the insurance fees in your tuition fee invoice. Please include this fee when you make the payment. It is the student's responsibility to ensure that his/her cover is renewed prior to the expiry date.



Our college currently uses the service provided by Medibank. If you are not happy with the provider, you can change to another company after your initial cover expires. The insurance card will be sent to college about 10 days after your course starts and can be picked up from reception when it arrives.

### ***Please note!***

OSHC does not cover some areas covered by travel insurance, such as stolen goods and coverage while you travel from and to your home country. If you would like this coverage, you may like to take out travel insurance as well as OSHC.

If you are on a visa other than a Student Visa, you need to arrange your own travel insurance before you depart from your home country.

Some doctors and specialists charge you only what you have to pay after the insurance cover. However, you may have to pay the total account at some doctors. If that happens, please keep your receipt and claim at any Medibank office.

Medibank office in Southport:

Shop 1038 Australia Fair Shopping Centre  
42 Marine Parade  
Ph: 132 331

Opening hours:

Mon – Fri (except Tues): 9.00am – 5.00pm  
Tue: 10.00am – 5.00pm  
Sat: 9.15am – 1.00pm  
(NO CASH TRANSACTIONS ON SATURDAYS)  
Sun: Closed

**\*Information provided here is limited. Please check the Medibank homepage:**  
<http://www.medibank.com.au/Overseas-Students/About-OSHC.aspx> for further details.

### ***Current (2011) OSHC fees for a single student***

3 months – \$107.25  
6 months – \$214.50  
12 months – \$429.00

### ***OSHC covers:***

#### **Doctors and specialists**

- Medical Practitioners (including specialists) who treat you in hospital, at home or at the doctor's surgery
- Pathology services such as blood tests
- X-rays

OSHC pays 100% of the Medicare Benefits Schedule (MBS) fee. For specialists and all other medical services that do not take place as an in-patient in a hospital, OSHC pays 85% of the MBS fee for that service and you pay the difference.

## Hospitals

There are two types of hospital in Australia, public hospitals, operated by state/territory governments, and private hospitals, which operate on a commercial basis.

- *Public hospitals*

OSHC pays all hospital charges in a shared ward in any public hospital, including treatment by your doctor. The only amount you will have to pay is the difference (if any) between the OSHC benefit for medical treatment by your own doctor and the actual fees charged. OSHC will also cover all charges for outpatient medical treatment provided by a public hospital.

- *Private hospitals*

You may choose to be treated in a private hospital. Medibank Private has agreements with most private hospitals in Australia. For details of these hospitals, go to Members' Choice Hospitals. If you choose a Members' Choice Hospital, Medibank Private will meet the full cost of charges raised by the hospital except:

- any difference between your doctor's charges and the MBS fee
- any prescribed medicines not covered by the hospital agreement (or in excess of applicable limits)
- discharge items and ancillary services not related to the reason for your hospital admission
- charges for ancillary services not covered by Medibank agreements
- outpatient fees
- prostheses not on the Federal Government's list of recognised prostheses

In a non-Members' Choice Hospital, charges may be more than the benefit paid by OSHC. You will be responsible for paying the difference between the OSHC benefit and the hospital charge.

## Emergency Ambulance Transport

OSHC pays 100% of the charge for medically necessary ambulance transport when medical attention is required immediately. There are no benefits for routine ambulance journeys (even if offered to the member).

## Prescribed medicines

OSHC provides benefits for most prescription medicines, except for oral contraceptives (such as "the pill"). You are required to pay \$28.60 (current pharmaceutical benefits scheme patient contribution for general beneficiaries) towards the cost of each prescription item. Medibank Private will pay a maximum benefit of up to \$50 per prescription item, with an annual limit of \$300 per calendar year per person and \$600 per calendar year per family membership.

## OSHC (Overseas Student Health Cover) will not pay benefits for any of the following:

- Pregnancy-related services (including premature births, miscarriages and terminations) if the visa is for 3 months or less. This applies whether or not you or your spouse were pregnant at the time of joining. However, you will be entitled to immediate benefits for pregnancy-related services provided by a medical practitioner if the length of your visa is more than 3 months, or from the date it is extended to a period of more than 3 months;
- Treatment for medical conditions, or disabilities, in existence before you came to Australia during the first 12 months of membership;
- Assisted reproduction services, such as in-vitro fertilisation (IVF);
- Treatment arranged before you came to Australia;
- Treatment provided while travelling to or from Australia;
- Treatment for which compensation or damages can be claimed either in Australia or overseas;
- Additional charges for single room accommodation in a public hospital;
- Treatment for any of your children over 18 years of age;

- Treatment which would not otherwise be covered under the Medicare Benefits Schedule e.g. health screening services or cosmetic surgery; some prescriptions such as oral contraceptive items.
- The difference between the benefits paid and the actual fees.
- Cosmetic surgery

In addition, OSHC does not pay for services such as:

- Dental;
- Physiotherapy; and
- Optical (items such as glasses and contact lenses).

| For more information, please contact Medibank.

### **Medibank Private**

Telephone: 13 2331

Website: <http://www.medibank.com.au/Index.asp>

### **Employment**

#### ***Who can work?***

You can legally work if you hold a valid Working Holiday Visa, or a valid Student Visa and have been granted permission to work by DIAC. For more information, please see the Immigration Rules section. For other visa holders, please check the DIAC website [www.immi.gov.au](http://www.immi.gov.au)



#### ***What is a Tax File Number?***

When you open a bank account or get a job, the bank officer or the employer will ask you for your Tax File Number (TFN). Tax File Numbers are used by the Australian Tax Office to identify people when they pay tax. We encourage you to have a TFN as you will be taxed at a higher rate if you do not have one.

You can apply for a Tax File Number online at [www.ato.gov.au](http://www.ato.gov.au) or by filling in the form and posting it. The form can be obtained at a local newsagency or from Reception. Follow the instructions on the form and you will be issued with a TFN within four (4) weeks. At Inforum, you can apply with the assistance of staff during the Work Ready workshop each week.

For further information, please contact Reception, or:

#### **Australian Tax Office**

Telephone (Free): 13 28 61

Website: <http://www.ato.gov.au/>

#### ***How can I get a job?***

We encourage local businesses to post vacancies with us on our information board and will display job-related information on it, too! The keys to successful job-hunting are your skills, proactive attitude, personality, and English proficiency. Prepare your resume, walk around and when you find a Wanted or Position Vacant poster in a shop window, go for it! You can also use our Student Employment Service. Please make an appointment to see the officer to help you find a job.

### **Beach rules**

There are many beautiful beaches on the Gold Coast. Beaches are patrolled by council lifeguards and local volunteer lifesavers. Please read the board giving information about beach conditions before you go in the water and **ALWAYS SWIM BETWEEN THE RED AND YELLOW FLAGS**. If you need help while in the water, do not panic. Just hold one arm straight up – this is the signal that you need help.

Queensland's sun is much stronger than where you are from. In the sun, and even on cloudy days, please remember to use a high protection (SPF30+ or above) sunscreen lotion, and wear a hat, sunglasses and clothing that will protect you from the sun.

### **Clothing and dress**

Australians, especially Queenslanders, dress casually. Students can come to college in shorts, T-shirts and sandals. The majority of cafes and casual restaurants do not have a dress code; however, some restaurants and clubs have a dress code for entry.

### **Childcare and/or local schools**

If you bring school-age children with you and they are not studying at Inforum or another English language college, then they must be enrolled in childcare or with a local school. We provide placement services for students who require childcare or primary school for accompanying children. Please contact us for more information.

Students who wish to organize childcare or school enrolment themselves can refer to the Gold Coast City Council website <http://www.goldcoast.qld.gov.au/> or the telephone directory [www.yellowpages.com.au](http://www.yellowpages.com.au) to find a suitable facility. Those looking for school placement may like to contact Education Queensland International (EQI): <http://www.eqi.com.au/>. Please note that school fees may be applicable.

### **Religion**

To find a place of worship, please check the local newspaper, or the telephone directory [www.yellowpages.com.au](http://www.yellowpages.com.au)

## **ACCOMMODATION**

Inforum provides accommodation in homestay and college residences. Information about other share accommodation can be found on the notice board.

### **Students under 18 years of age**

By law, students under 18 years of age cannot live alone or use shared accommodation unless a family member over 21 years of age lives with you. Inforum provides homestay for underage students. Please contact us for more information.



### **Homestay**

A homestay program is where students stay with an Australian family. They provide you a comfortable room with meals during your stay. Please refer to our Accommodation Handbook for detailed information.

### **College residence**

Inforum has its own residence for students. Please book at least 4 weeks before as there are a limited number of rooms. The facilities and prices vary according to the residence. Please contact the Accommodation Officer for more information.

### **Other accommodation**

We have a notice board full of useful information for students where you may find a share mate or accommodation. The information is approved by the college for display on the notice board; however the college does not take responsibility for any issues that may affect students while staying in this accommodation.

### **Leaving early or extending your accommodation**

If you wish to extend your accommodation at your homestay or student residence, please talk to the Accommodation Manager (not your homestay family). If you need to leave your accommodation early, you will need to give two (2) weeks' notice. Please complete the relevant form at reception and allow two to three weeks for refunds to be processed where applicable.

## **COLLEGE POLICIES AND PROCEDURES**

### **Alcohol and drugs**

Be warned about taking hard drugs or drinking too much! Students must be at least 18 years of age to buy or drink alcohol in Australia. Taking any stimulating drugs in Australia is illegal. You will be fined for taking or possessing such a drug. You cannot consume any alcohol on college premises unless approved by the Director.

### **Continued fail grades**

If you get a score of D for your Week 5 test, then you will be interviewed by your teacher. If the teacher thinks you need counseling, then you will meet with the Academic Manager.

If you get a score of D on both tests (Weeks 5, 10), then the teacher will arrange a meeting with the Academic Manager who will speak to you.

The Academic Manager may advise extra coaching for you. He may also recommend you speak to the student counselor.

The Academic Manager may recommend you meet with the Director who may contact your agent and may organize a meeting with the agent where possible.

If there is still a problem, the Director will send you a letter, warning you that the college will contact DIAC and your visa may be cancelled.

You then have 20 days to access Inforum's appeal's process, (see complaints process below). During this time you must continue to attend class.

If you do not follow the appeals process or your appeal fails, Inforum must notify DIAC and your will be visa cancelled.

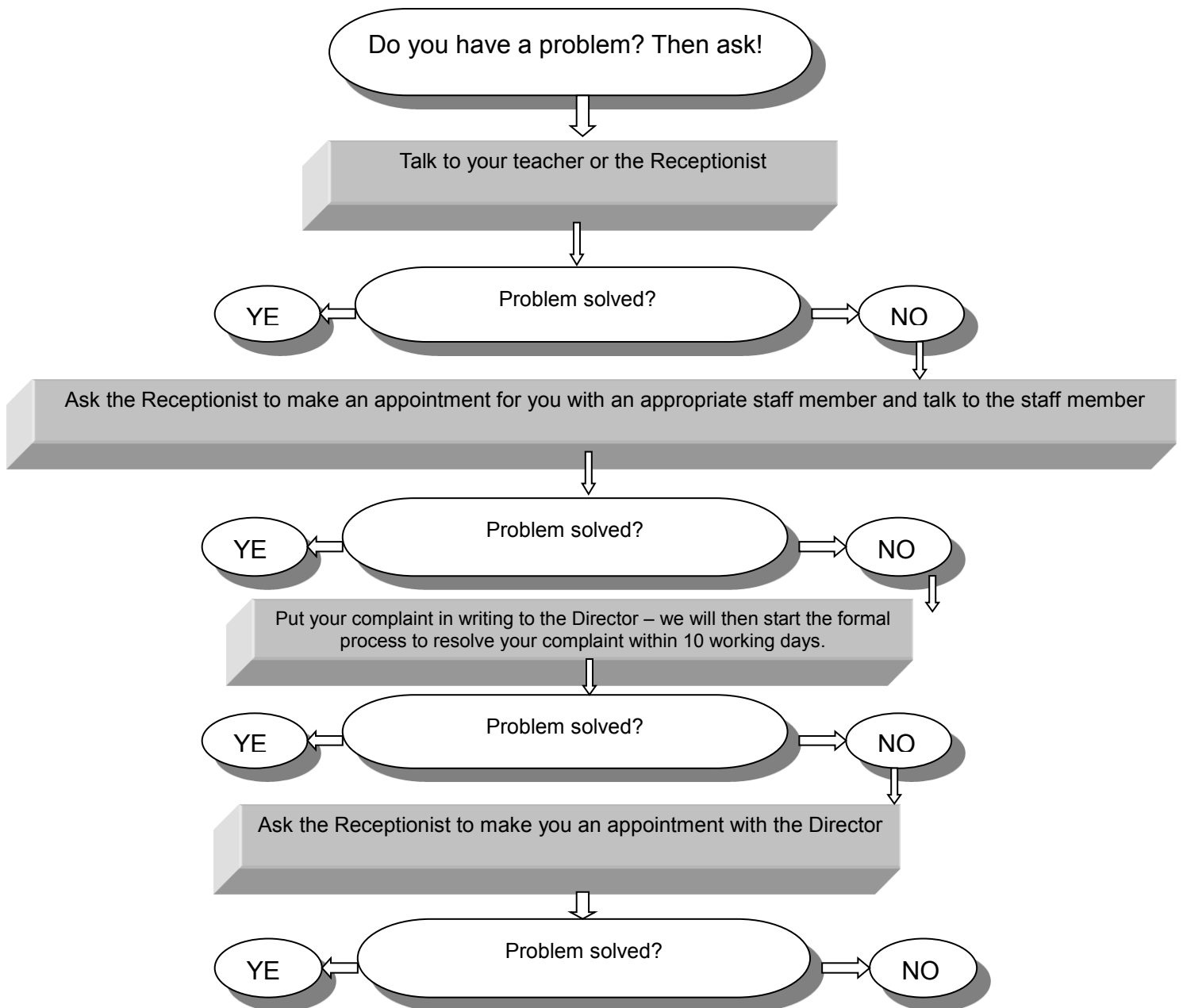
**Course credit**

Course credit is not granted or taken into consideration when applying for all Inforum Education Australia courses.

## **Complaints and Appeals**

Anyone can have a misunderstanding and there are not many things we cannot resolve by talking. Our college is committed to resolving any problems students may have. When you have a problem, come and see us or talk to your friends! We will help each other.

If you have a complaint about the college, the flow chart below will show you who to see to solve your problem. Our staff will try to resolve any problem within ten (10) working days of notification in writing to the Director. If you need to make a complaint in person, you may bring someone to support you at any meetings, like a friend; Inforum may also bring a support person to any meetings. Please remember that making a complaint and/or appealing a decision will not cost you anything.



Alternatively, independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. Brisbane centre contact details are: Level 1, Brisbane Magistrates Court 363 George St, Brisbane QLD 4000. Tel +61 7 3239 6269 Fax: +61 7 3239 6284 Website: [www.justice.qld.gov.au/mediation/contacts.htm](http://www.justice.qld.gov.au/mediation/contacts.htm). Students outside Brisbane may use the Toll Free No: 1800 017288. At present there is no fee for use of this service but this may change.  
or **You may exercise your right to other legal remedies**

If you are concerned with the actions of the provider, you may approach the State Registration Authority for CRICOS. In Queensland this is the Dept of Education, Training and the Arts (DETA). The Director-General of DETA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to The Manager, CRICOS Registration, Office of Non-State Education, QLD Dept of Education, PO Box 15033, City East, QLD 4002. Complaints must be made in writing.

If you wish to see the school's policy, please contact reception.

### **Computer Usage Policy**

College computers and Internet can only be used for academic purposes during classes or limited personal use.

Students must not use the college computers and Internet:



- for long periods of time;
- for private business, personal gain or profit;
- to support political campaigns, candidates, legislation or ballot issues;
- in ways that impede (slow down) the efficiency of Internet or e-mail services;
- to clog mailboxes with large numbers of messages;
- in ways that waste college resources, such as playing games;
- in ways which are against college rules and/or the law;
- to harm the college's image or reputation.

You should also be considerate of your schoolmates. When other people are waiting to use a computer, limit the time that you use the computer to a maximum of 15 minutes.

### **Confidentiality and Privacy Policy**

The information you provided in the application form will be used to process your enrolment at Inforum. Inforum is not permitted or authorized to give this information to anyone unless requested by law. It may be made available to Australian Immigration and education authorities in connection with your visa, as required by the National Code 2007 and the ESOS Act 2000, and may also include representatives of the Tuition Assurance Scheme and the ESOS Fund Manager. Inforum is not permitted to give out staff information or contact details.

### **Deferral, Suspension and Cancellation**

A student who breaks Australian or Queensland Government laws may be expelled by the Director without warning. DIAC, the agent (if applicable) and parents (if the student is under 18) will be advised of the expulsion and the reasons.

Students who break college rules will be warned by a teacher or other staff member. If the problem continues, the Academic Manager will meet with the student and warn him/her about the behavior and possible consequences. If the problem still occurs, the Director will notify the student in writing and the student will have to attend a meeting with the Director to be reprimanded. There is the possibility that the student will have his/her enrolment suspended by Inforum. Our staff will notify the student's agent (if applicable) and parents (if student is under 18) of the student's behavior.

If the problem recurs, the Director will cancel the student's enrolment and he/she will be expelled. The Director will notify DIAC, the agent (if applicable), and parents (if under 18 years of age) of the expulsion and the reasons.

If the student believes that this decision is not fair, he/she may access the college's Complaints and Appeals process as outlined in this booklet. The student has 20 days to notify the college that s/he intends to appeal the college's decision.

### **Compassionate grounds**

If a student is unable to attend class due to health reasons (and has a valid medical certificate for the period), the death of a close family member (and has a copy of the death certificate) or for other serious reasons, the college may choose to defer his/her enrolment. The student must apply to the Director, Administration in writing who will make a decision; the Director may also want to meet with you.

### **Request from student to defer or suspend studies prior to commencing**

A request in writing from a student for the above will be considered for the following reasons:

- Medical grounds
- Compelling reasons

You must provide documentary evidence such as medical certificates and statements from doctors.

On receipt of these documents, the Managing Director will make a decision and then write to you, informing you of his decision. There is a possibility that your visa will be affected so you should contact the Australian Embassy or Consul in your country to check this.

If you wish to see the school's policy, please contact reception.

### **Enrolment and Refund Policy**

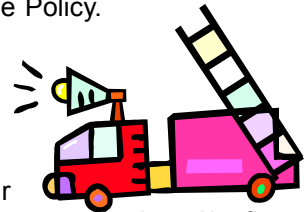
The Enrolment and Refund Policy is on the reverse side of the "Fees and Other Services 2011" flyer that comes with every brochure. Please see Reception if you would like a copy of the Policy.

The application form can also be downloaded at [www.inforum.com.au](http://www.inforum.com.au)

### **Fire/ Emergency Evacuation Procedures**

If you see a fire in the college, let a teacher or staff member know immediately.

In case of fire, do not panic and do not run! If you are in class, listen carefully to your teacher and follow all instructions. If you are not in class, exit the building from the nearest exit and/or fire escape stairs but farthest from the fire. Do not take the lifts. After exiting the building, please go to the meeting point – the building carpark behind the school, and wait for other people to arrive. Please do not leave the meeting point until the Director confirms everyone's presence.



Inforum runs regular fire drills. Please take the drills seriously and become familiar with our evacuation procedures.

### **Gambling**

Gambling is addictive. We encourage students not to spend too much money or time at casinos or other gambling places. If you lose a large amount of money due to gambling, the college is not responsible and the emergency funding may not be available for such an occasion.

### **Smoking**

Students must be 18 years or over to buy or smoke cigarettes in Australia. Smoking is not permitted:

- inside pubs, clubs, restaurants or workplaces;
- in outdoor public places such as patrolled beaches, children's playground equipment, major sport stadiums and within 4 metres of non-residential building entrances.

### **Stolen goods**

Unfortunately, thieves exist all over the world. Please do not leave your belongings unattended. Carry your bag with you at all times. Be careful when you are using the computers or having lunch with other students. You might like to keep your valuables in your locked suitcase at home. Although Inforum takes great care to keep strangers out of the college, it is not our responsibility to compensate you for stolen goods or to catch the thief. We will help you with reporting the theft to the police.

### **Transfers and Letters of Release**

Inforum will give you a provisional Letter of Offer, which you must take to your college; they must then give you a Letter of Release. If you hold a student visa and wish to transfer from another institution to Inforum, you must produce a Letter of Release from your college. This letter must contain information about your attendance, academic record and fees.

If you wish to transfer from Inforum to another institution, a Letter of Release will be provided to you that will show your commitment to studies, attendance and if you paid your fees in full.

To receive a Letter of Release, you must supply to Inforum:

- a. A provisional Letter of Offer from the other provider;
- b. A request in writing from yourself to the Director, Administration requesting release from the college.

A decision will be made within three working days of receiving your application. The Director will also meet with you to discuss your reasons for leaving. Following this, the Letter of Release will be given to you.

*Please note: if you do not produce the letter of offer, the Director will notify you in writing of Inforum's decision not to provide a Letter of Release; if you wish to appeal, you can access the college's appeals process; you will have 20 days to give your appeal to us in writing. If you are under 18, you must have your parent's or guardian's approval in writing.*

If a Letter of Release is granted, you should also contact DIAC to check if you need a new Student Visa.

The letter of release will contain information on attendance, academic achievement and whether or not fees have been paid in full.

#### **Procedures for students seeking to study at Inforum from another provider.**

1. We will interview you to find out the reasons for you leaving your old school and discuss the Inforum course that is best for you. You should also visit DIAC to be sure you do not need to apply for a new visa.
2. We will then give you a provisional Letter of Offer. You must show this letter to your old school to receive a Letter of Release.
3. After we receive your Letter of Release we can accept your application.

For more information on Inforum's policy of transferring between providers, please request to see our "Policy on Release of Students".

### **WHO TO CONTACT**

<b>Reception and Student Services</b>	<ol style="list-style-type: none"> <li>1. General enquiries</li> <li>2. Find your classroom</li> <li>3. Collect your               <ul style="list-style-type: none"> <li>• Textbook</li> <li>• Registered mail or parcels</li> <li>• Student Card</li> </ul> </li> <li>4. Book an appointment with the Counsellor or Director</li> <li>5. Applications for               <ul style="list-style-type: none"> <li>• Holidays</li> <li>• Certificate of enrolment</li> <li>• Change of contact details</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>6. Attendance check</li> <li>7. Course inquiry               <ul style="list-style-type: none"> <li>• Extension</li> <li>• Transfer</li> <li>• Change</li> <li>• Finish early</li> <li>• Elective Class</li> </ul> </li> </ol>
<b>Student Committee</b>	<ul style="list-style-type: none"> <li>• College activities</li> <li>• Leisure activities</li> <li>• Hotels, rent-a-car bookings</li> <li>• Post a letter</li> </ul>	
<b>Accommodation Manager</b>	<ul style="list-style-type: none"> <li>• College accommodation enquiries</li> <li>• Information about shared accommodation</li> <li>• Airport pick-up and drop-off bookings and confirmation</li> </ul>	
<b>Academic Manager</b>	<ul style="list-style-type: none"> <li>• Problems in class</li> <li>• Level change</li> </ul>	

# Where is Inforum?



Immigration



Australia Fair Shopping Centre

Southport Swimming Pool



Library



Inforum Building

Gold Coast Hospital  
Allamanda Hospital



Gold Coast



Student residence



Southport

