



INFORUM EDUCATION A U S T R A L I A

Student Handbook

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CRICOS no:

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WELCOME TO INFORUM EDUCATION AUSTRALIA

On behalf of staff and management, I would like to welcome you to Inforum Education.

We are dedicated to providing you with professional and enjoyable language lessons. We are very proud of the service we offer to our students and the fact that we are a leader in innovation in the English language industry.

Our Friday Forum sessions will give you the opportunity to join in a unique discussion and question time with other students – this is when you have the chance to ask any language questions that have come up during the week. We want everyone leaving on Friday confident that all their questions have been answered.

We also have a great range of guest speakers who will tell you about their work and life in Australia – please come ready to join in discussions with them because they want to hear from you too!

We are here to serve you and help you achieve your goals but we also know how to help you have some fun! Please make sure you join in our great activities program.

Thank for choosing Inforum and I wish you all the best for your time with us.

Simon Craft
Managing Director



WHAT IS A FORUM?

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

What is a Forum?

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

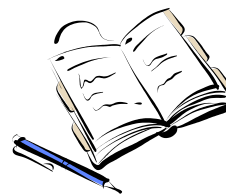
- 1) A large outdoor public place in ancient Rome used for business and discussion;
- 2) An organisation or meeting in which people have a chance to publicly discuss an important subject.

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 such questions so that no one moves on to the next week with any questions.

TIMETABLE AT COLLEGE

College Opening Hours

Monday and Thursday, 8.00am – 7.00pm
 Tuesday and Wednesday 8.00am – 8:30pm
 Fridays 8.30am – 5:00pm
 (except public holidays and other holidays indicated in the calendar)



Shift 1: Early Birds

	Mon	Tues	Wed	Thurs	Fri	Weekend
8.30 – 11.40	Core lessons with comfort break 10am – 10.10am)				Forum 9:00am – 11am	Free time
11.40 – 13.30	Lunch Break				Free time	
13.30 - 15.00	Electives					

Shift 2: Late Starters

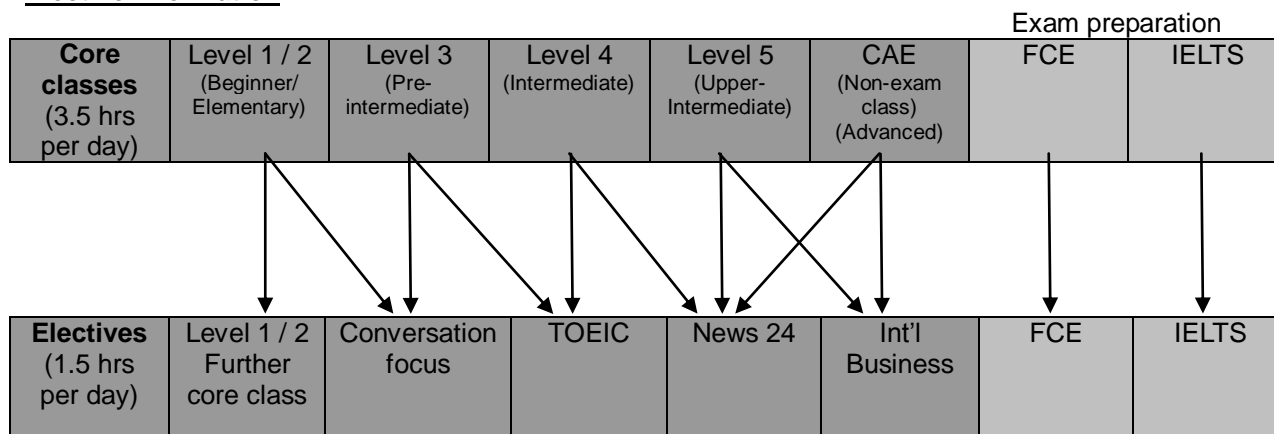
	Mon	Tues	Wed	Thurs	Fri	Weekend
11.50 – 13.20	Electives				*Forum from 12.00pm – 2pm	Free time
13.20 – 15.10	Lunch / afternoon break				Free time	
15.10 – 18.20	Core lessons (with comfort break 4.40pm – 4.50pm)					

Community Classes

6.40pm - 8.30pm

These programs are designed for existing students or local workers or migrants. To find out more, talk to our receptionist or check our program guide.

Elective information



Conversation Focus

This class gives you more practice in the skills of speaking and listening, especially to help with daily conversation.



TOEIC

The TOEIC elective is good for students who might want to take the TOEIC test or who want to improve their listening and reading skills or develop their business vocabulary and accuracy in grammar.

News 24

Australians like talking about what's in the news so if you take this elective, you will be able to join in discussions with others about what's happening. The topics you study are taken from Internet news sources from the last 24 hours so the content is always new.

International Business

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

Please note, for Late Starters, the choice of electives is the same but electives are taken first.

College activities are available Friday or sometimes during weekends. Please refer to College Activities for more information and see the Activities Officer at college.

IMPORTANT CONTACT NUMBERS



General

Emergency	000	DIAC (Immigration)	13 18 81
Ambulance	000	OSHC (Medibank)	13 23 31
Fire fighters	000	Translink	13 12 30
Southport Police	07 5571 4222	Taxi	13 10 08
Southport Ambulance	131 233		
Coast Guard	07 5531 1421		
Lost Credit Card?			
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 Streets Southport QLD 4215

College Contacts

Emergency	0432 078 371	Director	07 5571 2546
Reception	07 5571 2624	Activities Officer	07 5571 2627
Accommodation / Airport Pickup	07 5571 2627	Senior teacher	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 2.5 weeks (Four 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 of the tests, you will be able to move up to the next level at the end of your 10-week program.

If you receive an A for two consecutive tests, you may, with the teacher's recommendation and the DoS's permission, move up to the next level.

Teachers may also assess you on the following:

1. Marking of homework.
2. Interviews with individual students
3. Feedback from your learner journals

Please remember, if you feel your class is too difficult or too easy, come and see the Director of Studies (DoS). The DoS 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 Secretary of DEST that you are not achieving satisfactory attendance as soon as practicable.

Inforum will consider not informing DEST of a student's attendance falling below 80% if you have a valid doctor's certificate or strong evidence for consideration on compassionate grounds.

Calculating attendance

The class teacher marks your attendance hourly each day; the electives 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 15 minutes late, we will mark you absent for one hour. 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.

- **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 your attendance is less than 80% you will not be permitted to take a holiday. 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.

English only

Every week, there is an award given to the student whose classmates and teachers believe tried the hardest to speak English, both in the class and outside of class. This is a very special prize and all students try to win this award at least once while they're studying with us. The presentation is held on Friday during graduation.

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 class.



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Smoking

Smoking is permitted in the designated area only. The Activities Officer 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 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

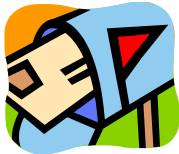
There are some computers for students at college. They are free to use. Please read the rules and use them with care like your own computers. Some different language writing systems are available.



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. 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 Director of Studies. For personal issues, including accommodation and life in Australia, then please make an appointment to speak with the Director, Administration.

Please book at Reception to see either the Director of Studies 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:

<p><u>ABORTION & GRIEF COUNSELLING</u> Southport Surge Centre 07 5527 1511</p> <p><u>ALCOHOL & DRUG INFORMATION</u> 1800 198 024</p> <p><u>ASIAN SPECIALIST SUPPORT UNIT</u> 3364 4165</p> <p><u>CHILD PROTECTION</u> Child Safety Service Centre 1800 811 810</p> <p><u>CHILDREN'S HELP LINE</u> Kid's help line 1800 551 800</p> <p><u>CRISIS PREGNANCY</u> Rape Crisis Centre 1800 424 017</p> <p><u>DOMESTIC VIOLENCE 24X7</u> 1800 200 526</p>	<p><u>DRUG AND ALCOHOL</u> Drug and Alcohol office 1800 198 024</p> <p><u>INTERPRETING SERVICES</u> Translating and Interpreting Services 131 450</p> <p><u>GAMBLERS ANONYMOUS</u> 02 9564 1574</p> <p><u>LEGAL SERVICES</u> 1300 655 754</p> <p><u>LIFELINE 24 HOURS</u> 1300 655 754</p> <p><u>POISONS INFORMATION CENTRE</u> 13 1126</p> <p><u>QUITLINE</u>(Smoking) 13 7848</p>
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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, 9.

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\$430 as of January 2007)



- 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 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. 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\$60 as of January 2007), 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

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>
The Commonwealth Bank	5 Nerang St	(07) 5532 4280
Australian and New Zealand (ANZ) Bank	81 Scarborough St	13 1314
National Australia Bank (NAB)	27 Scarborough St	13 2265
Westpac	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. 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

Weekly average 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)

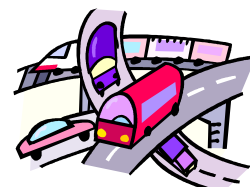
Leisure: \$100 ~ (Movies: \$6.00 for students, Backpackers on the Gold Coast \$30, Hostel \$50)

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 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 or the Yellow Pages telephone directory site: 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 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 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 the provider, you can change to another company after your initial cover



happy with

expires. The insurance card will be sent to college about 10 days after your course starts and your class teacher will hand it to you 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/Index.asp> for further details.

Current OSHC fees for a single student

3 months – \$85.50

6 months – \$171.00

12 months – \$342.00

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



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 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.

For further information, please contact:

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 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 apply.

Religion

To find a place of worship, please check the local newspaper, or the telephone directory www.yellowpages.com.au

ACCOMMODATION

Inforum provides accommodation in homestay and college residences. Information about other shared 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 residences

Inforum has its own residences for students in various locations. 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 read our Accommodation Handbook and see 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.

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 a test, then you will be interviewed by your teacher. If the teacher thinks you need counseling, then you will meet with the Director of Studies.

If you get a score of D on two consecutive tests, then the teacher arrange a meeting with the Director of Studies and the DoS will speak to you.

The DoS may advise extra coaching for you. The DoS may also recommend you speak to the student counselor.

The DoS 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.

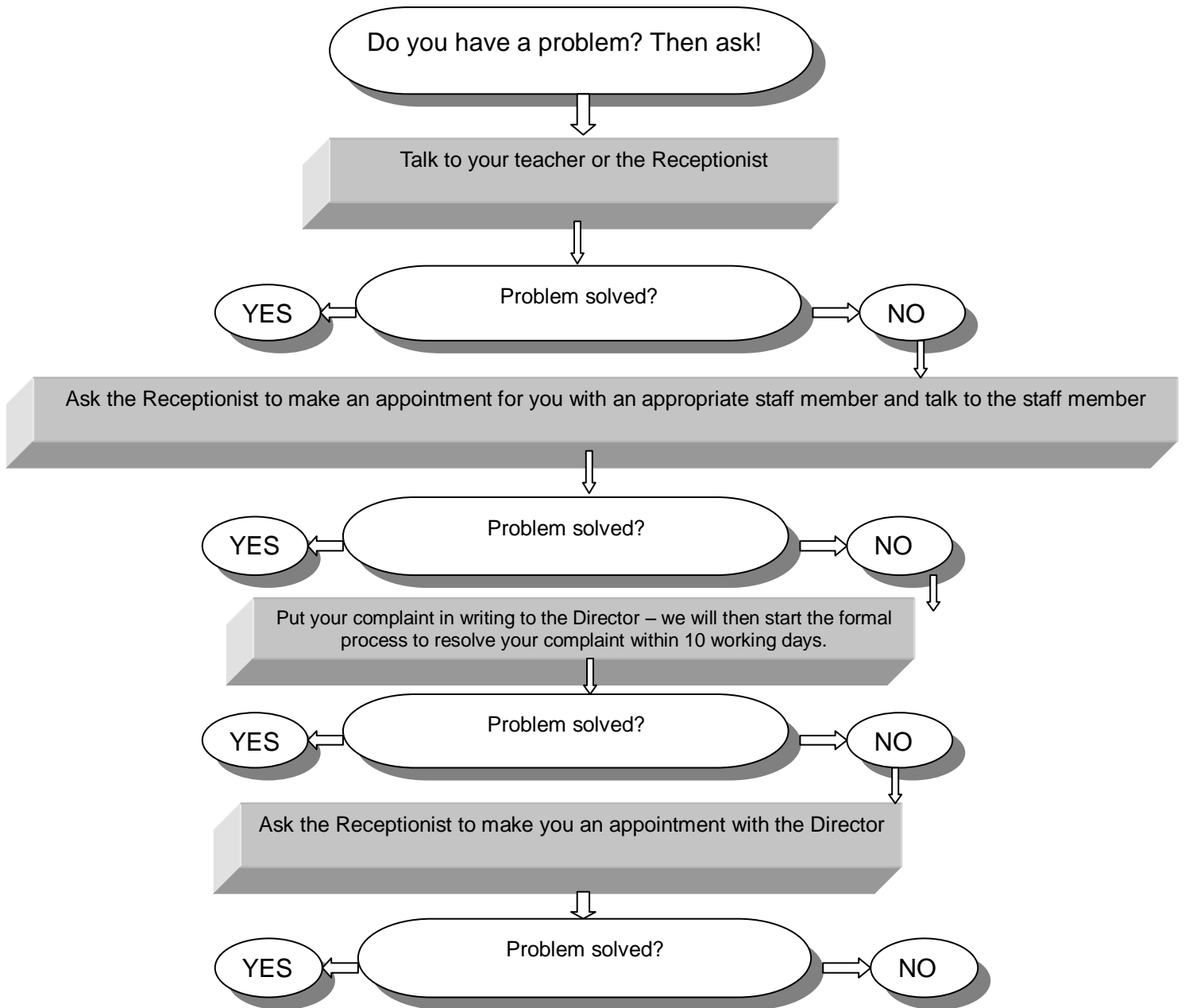
You then have 20 days to access Inforum's appeal's process, (see complaints process below). During this time you must continue to attend class.

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

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.



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. 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.

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 and put up a sign to tell people when you are going to finish so that people do not have to stand behind you and wait.

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 Director of Studies 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.

Enrolment and Refund Policy

The Enrolment and Refund Policy is in the application form. Please see the Receptionist if you would like a copy of the Policy. The application form can also be downloaded at 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 corner of Short Street and Scarborough Street, and wait for other people to arrive. Please do not leave the meeting point until the Director or Activities Officer 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 meeting, 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 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.

WHO TO CONTACT

Reception	<ol style="list-style-type: none"> 1. General enquiries 2. Find your classroom 3. Collect your <ul style="list-style-type: none"> • Textbook • Registered mail or parcels • Student Card 4. Book an appointment with the Counsellor or Director 5. Applications for <ul style="list-style-type: none"> • Holidays • Certificate of enrolment • Change of contact details 	<ol style="list-style-type: none"> 6. Attendance check 7. Post a letter 8. Course inquiry <ul style="list-style-type: none"> • Extension • Transfer • Change • Finish early • Elective Class
Activities Officer	<ul style="list-style-type: none"> • College activities • Leisure activities • Hotels, rent-a-car bookings • Mobile phone deals 	
Accommodation Officer	<ul style="list-style-type: none"> • College accommodation enquiries • Information about shared accommodation • Airport pick-up and drop-off bookings and confirmation 	
Director of Studies	<ul style="list-style-type: none"> • Problems in class • Level change 	

COLLEGE LOCATION



Immigration



Scarborough



Southport Swimming Pool



Library



Inforum Building



Gold Coast Hospital
Allamanada Hospital



Gold Coast



A student residence



Southport

2008

Program Start Date:

- **Accelerated English** - Every Monday
*If Monday is a public holiday, the following Tuesday.
- **Cambridge FCE/CAE Exam Preparation Courses**
 - 10 March (12 weeks)
 - 8 September (12 weeks)
- **IELTS Exam Preparation Course** -
Every first Monday of month

Event Date:

- Guest Speaker
- INFORUM 1st Anniversary
- End of year party

Public Holiday:

- 1 January 2008 - New Year's Day
- 28 January 2008 - Australia Day
- 21 March 2008 - Good Friday
- 22 March 2008 - Easter Saturday
- 24 March 2008 - Easter Monday
- 25 April 2008 - Anzac Day
- 5 May 2008 - Labour Day
- 9 June 2008 - Queen's Birthday
- 29 August 2008 - Gold Coast Show Day
- 25 December 2008 - Christmas Day
- 26 December 2008 - Boxing Day

Inforum holiday:

22 - 28 December 2008

Please note

The dates shown in this calendar are subject to change without notice



INFORUM EDUCATION
AUSTRALIA

Inforum Australia Pty Ltd. (ABN: 54 124 743 237)
Address: PO Box 3671, Southport, QLD 4215
Phone: + 61 7 5571 2624
Fax: 61 7 5571 2924
Email: info@inforum.com.au
HP: www.inforum.com.au

JANUARY

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FEBRUARY

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DECEMBER

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