



**Kingston  
International College**  
National Provider 51259  
CRICOS Code 02543G  
Innovation Passion Inspiration

**Address:** Lot 131, 131 Harold Street, Highgate, WA 6003  
**Phone:** + 61 8 9228 8288  
**Email:** [student.services@kingstoncollege.wa.edu.au](mailto:student.services@kingstoncollege.wa.edu.au)  
**Website:** [www.kingstoncollege.wa.edu.au](http://www.kingstoncollege.wa.edu.au)  
**Facebook:** [www.facebook.com/kingstonInternationalCollege](https://www.facebook.com/kingstonInternationalCollege)

**Accounts:** [accounts@kingstoncollege.wa.edu.au](mailto:accounts@kingstoncollege.wa.edu.au)  
**Marketing:** [marketing@kingstoncollege.wa.edu.au](mailto:marketing@kingstoncollege.wa.edu.au)  
**Enrolment:** [admissions@kingstoncollege.wa.edu.au](mailto:admissions@kingstoncollege.wa.edu.au)  
**Compliance:** [peo@kingstoncollege.wa.edu.au](mailto:peo@kingstoncollege.wa.edu.au)  
**Student support:** [student.services@kingstoncollege.wa.edu.au](mailto:student.services@kingstoncollege.wa.edu.au)



# KINGSTON INTERNATIONAL COLLEGE STUDENT HANDBOOK

Innovation. Passion. Inspiration.



## Table of contents

About Your Student Handbook.....	3
Acronyms and definitions .....	4
SECTION A. CAMPUS INFORMATION AND CONTACT DETAILS.....	5
SECTION B. STUDY AND CAMPUS RESOURCES .....	6
Study resource .....	6
Bibliography guidelines and example .....	6
Amenities .....	7
Additional fees and charges.....	7
Living and working in Australia .....	7
Finding an accommodation .....	9
Commute and safety tips.....	9
Scams .....	10
Managing finances and cost of living expenses.....	10
Setting up a bank account.....	10
Banking and other transactions-related .....	11
Fair Work Ombudsman.....	12
Overseas Students Ombudsman.....	13
SECTION C. Health and Safety on Campus.....	14
Emergency Evacuation Procedure .....	15
First Aid on Campus .....	16
Medical Treatment .....	16
Personal Safety .....	16
Critical Incidents.....	17
Emergencies.....	17
Kingston International College Student Privacy Policy .....	19

Dear student,

Welcome to Kingston International College. Thank you for choosing Kingston International College (KIC) to deliver your next learning experience. We hope your time with us is memorable and that it leads to a successful outcome.

To succeed, you will need to attend classes and pass all the required assessments. It is therefore important that you ensure you understand the requirements of each unit you are enrolled in. Our friendly academic team are always here to assist you to achieve your chosen qualification.

We are a young and dynamic team of experts, providing you with interactive classroom learning and work-based training that enables you to gain the skills required to be employed in your chosen industry.

If you have any concerns, difficulties or require help in any way, with your academic work or private matters, all of us at Kingston International College are here to help you. We thank you for choosing us and look forward to supporting you to have fun with your studies, and to help you become career-ready as the way forward.

### About Your Student Handbook

A copy of the Student Handbook is provided as part of our enrolment process and as part of our induction program. It is important that you read and understand the contents of the Student Handbook.

You can access the most up-to-date version of Kingston International College Student Handbook at any time via our website [www.kingstoncollege.wa.edu.au](http://www.kingstoncollege.wa.edu.au).

If you do not understand any part of the Student Handbook or you would like any sections explained to you, please do not hesitate to contact the Administration and Student Support Department:

<b>Telephone</b>	+61 8 9228 8288
<b>Email</b>	student.services@kingstoncollege.wa.edu.au
<b>Address of main campus</b>	131/131 Harold St., Highgate, Western Australia 6003

Kingston International College is a Registered Training Organisation (RTO) and as a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Registered provider, we are registered with the Australian Skills Quality Authority (ASQA). This version of the Student Handbook is for International Students. To ensure Kingston International College's compliance with the Vocational Education and Training (VET) Quality Framework and the ESOS legislative framework, this Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011 and/or the Education Services for Overseas Students (ESOS) Act 2000.

For further information about the requirements, and to obtain a copy of the relevant frameworks, please access the links below:

- 1.1 [Education Services for Overseas Students Act 2000](#)
- 1.2 [The National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- 1.3 [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- 1.4 [Student Identifiers Act 2014](#)
- 1.5 [The English Language Intensive Courses for Overseas Students \(ELICOS\) Standards 2018](#)
- 1.5 [Australian Skills Quality Authority \(ASQA\)](#)
- 1.6 [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#)
- 1.7 [Migration Act 1958](#)

To assist you with both academic and non-academic matters, Kingston International College Student Support Officers are available to help and support you during your studies with us. Please do not hesitate to contact the Administration and Student Support Department, or see any of our staff members, at any time should you require any help or assistance with anything. Kingston International College is committed to your satisfaction.

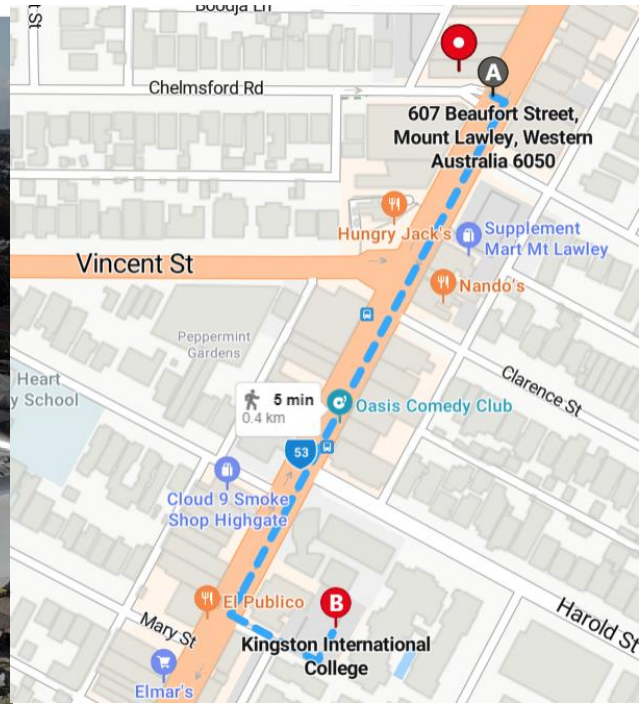
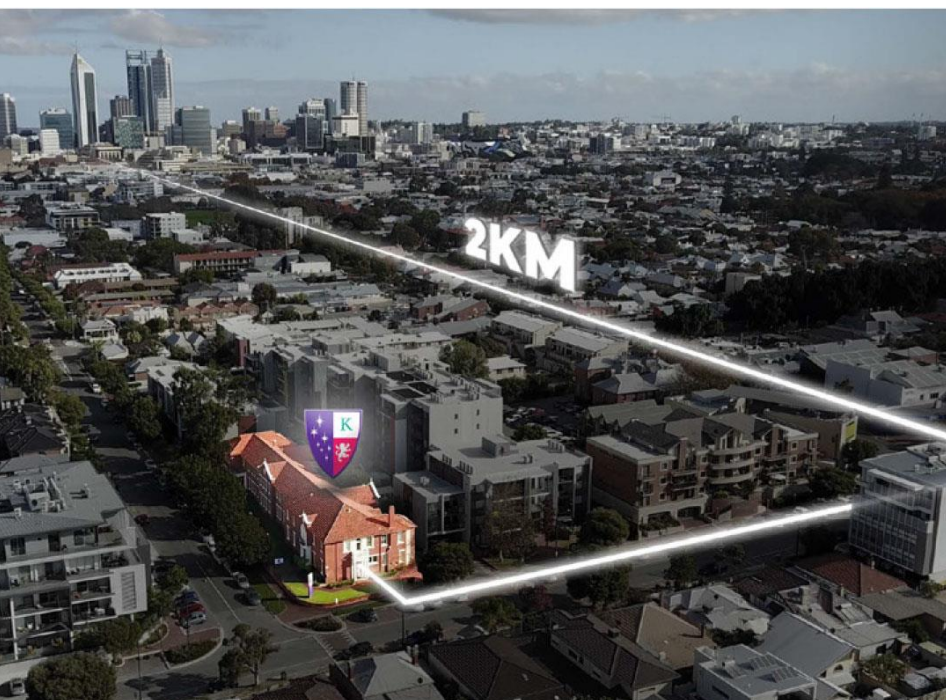


### Acronyms and definitions

<b>ACPET</b>	Australian Council for Private Education and Training
<b>AQF</b>	Australian Qualifications Framework
<b>ASQA</b>	Australian Skills Quality Authority
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>DHA</b>	Department of Home Affairs (formerly the Department of Immigration and Border Protection DIBP)
<b>ELICOS</b>	English Language Intensive Courses for Overseas Students
<b>OSHC</b>	Overseas Student Health Cover
<b>Induction</b>	For new students attending for the first time prior commencement of studies.
<b>Orientation</b>	For returning students who need to be oriented towards their new course or new classroom.



## SECTION A. CAMPUS INFORMATION AND CONTACT DETAILS



Kingston International College (KIC) is strategically located near the city, with several bus lines traveling along the main road (Beaufort Street). There are two campuses operated by KIC:

Main Campus	Kitchen Campus
131/131 Harold Street, Highgate, Western Australia 6003	607 Beaufort Street, Mount Lawley, Western Australia 6050

### Contact details

(Office hours - Monday to Friday 8:30 AM to 5:00 PM; Closed on weekends and public holidays)

Phone: +61 8 9228 8288

Email address (General matters): [student.services@kingstoncollege.wa.edu.au](mailto:student.services@kingstoncollege.wa.edu.au)

Email address (Admissions): [admissions@kingstoncollege.wa.edu.au](mailto:admissions@kingstoncollege.wa.edu.au)

Website: [www.kingstoncollege.wa.edu.au](http://www.kingstoncollege.wa.edu.au)

### Transportation information

To determine how to reach Kingston International College from your place of residence in Western Australia, you may visit the [Transperth](http://Transperth) website. Approximate travel time via bus from Perth City to the college is 10 - 15 minutes.

Please note that there is no student parking provided. There are numerous paid car parking locations close to the college. Check the [City of Vincent Parking](http://City of Vincent Parking) for more information. Please read carefully the street signage on parking.

KIC is not responsible for theft or damage to any vehicle. Students are advised to be careful and not to leave valuables or other items on display inside their vehicles.



## SECTION B. STUDY AND CAMPUS RESOURCES

### Study resource



(Pexels, 13 June 2024)

**1.1** KIC has a free campus-wide internet access to provide smooth learning process for all students. All students will be given their own KIC email address inclusive of Microsoft Office access.

**Note:** It is the student's responsibility to check communications sent by KIC through email and/or text message. The main communication lines are through: (1) your provided personal email address and (2) your KIC email address. Please inform the college if your email address and/or mobile number have changed so we may reach you as necessary.

**1.3** Students are **required to always bring their own personal laptop.**

**1.4** Required units to be taken may be found in the course information package provided during the enrolment stage.

**1.5** Timetable will be provided at least one week before your course commencement date.

**1.6** During induction day, information about the Student Portal and Learning Management System will be provided. If you need further assistance, please reach out to the Student Support team.

**1.7** During [public holidays](#), the college will be closed. Classes will resume on the next scheduled class day.

**1.8** All classrooms are equipped with air-conditioning and projectors/TV screens.

**1.9** Prior to commencement of your studies, you are required to provide a recent digital passport size photo. This is for your KIC student ID card which will be available for collection from the Student Support team located at reception within 5 working days from induction day.

- You are required to always have your student ID card while on campus. At Kingston International College, we have duty of care for your security and safety. You may be asked to produce your Student ID at any time and could be asked to leave the premises if you are unable to provide it.
- If your card is damaged, lost or stolen, you are requested to replace your card. There is a fee for this service.
- You may get a discount when taking the public transport when you fill out the [SmartRider Tertiary Form](#) and have it validated by the Student Support team. After validation by the Student Support team, submit the form to the information centre of Transperth Office. The closest one from the college is located in [Perth Underground](#). Remember to present your student ID card when submitting the form.

**1.10** If you feel the need to have an additional English language skills enhancement, you may approach the Academic Manager to enrol you in the English Language Assistance Program (ELAP). ELAP is a one-day class (8:30 AM to 4:40 PM) outside of your mandatory class hours, free of charge.

**1.11** In-class minor IT-related issues may be referred to your lecturer, free of charge.

### Bibliography guidelines and example

For every content copied and paraphrased from the internet, except from Moodle and Learner Guide contents, students must include references in their project work. This applies to photos as well. See reference example below:

- (Google.com.au/images, 17 May 2024)

Where there is at least one reference in a project, a bibliography must be included as per below:

Reference	Full link
Google.com.au/images, 17 May 2024	https://www.google.com/search?q=flowchart+procedure&sca_esv=5b3e3c896995265c&rlz=1C1CHBF_enAU1085AU1085&udm=2&biw=2560&bih=1271&ei=1NMZvPmEJ7QseMPrbG4uAI&ved=0ahUKEwizjvzop6GAxUeaGwGHa0YDdQ4dUDCBA&uact=5&oq=flowchart+procedure&gs_lp=Egxnd3Mt d2l6LXNlcnAiE2Zsb3djaGFydCBwcm9jZWRR1cmUyBRAAGIAEMgUQABiABDIFEAAyGAAQyBhAAGAgYHjI GEAAYCBgeMgYQABglGB4yBhAAGAgYHjI GEAAYCBgeMgYQABglGB4yBhAAGAgYHkixE1CrBliaEnABeA CQAQCAYUCoAHbDKoBBTAuOC4xuAEDyAEA-AEBmAIKoAL9DMICDRAAGIAEGLEDGEMyigXCAgoQABiABBDGloFmAMaiAYBkgcFMS44LjGgB-Q4&scient=gws-wiz-serp

## Amenities

- 1.1 Student pantry is available at the first floor of the campus where students can store and heat their food. Free coffee and tea are also provided for all students to enjoy.
- 1.2 There is an onsite vending machine for other snacks and drinks available in the main campus.
- 1.3 Bean bags and seats are also available on-campus for your optimum comfort during breaks.
- 1.4 Accessible toilets are available in the main campus. If you need accessibility assistance, kindly let us know in advance how we may help you.
- 1.5 Nearby libraries and study can be accessed, such as:
  - State Library of Western Australia (25 Francis Street, Perth Western Australia 6000)
  - City of Perth Library (573 Hay St, Perth Western Australia 6000)
  - StudyPerth Student Hub (555 Wellington Street, Perth WA 6000)
  - Stirling Libraries – Inglewood (895 Beaufort Street, Inglewood Western Australia 6052)



## Additional fees and charges

The following table shows the additional fees and charges you may incur at Kingston International College. Fees may be subject to change. All figures are quoted in Australian Dollars.

<b>Cancelation fee</b>	Refer to Refund policy (included herein)
<b>Credit Card Surcharge</b>	0.92% for Australian issued cards; and 3.06% for international credit cards
<b>Reassessment &amp; re-enrolment fees</b>	Refer to Competency, reassessment, & re-enrolment policy (included herein)
<b>Penalty for late payment of course fees</b>	\$100/week
<b>Printing of official documents</b>	
<b>Academic testamur or Statement of Attainment</b>	\$50
<b>Student ID card</b>	\$20

## Living and working in Australia



### Permission to work

Each visa has a different condition regarding working hours limitation. Kindly visit the website of the [Department of Home Affairs](#) for more information about the visa which you are holding.

Generally, students holding a visa subclass 500 are only allowed to work up to 48 hours per fortnight while course is in session (excluding any work undertaken as a registered component of your course, such as work-based training). You can work unlimited hours during scheduled course breaks.

**Note:** It is a student's responsibility to ensure that their roster for work does not affect their studies, including work-based training placement. Your work must not be during scheduled classes and scheduled work-based training. Your work should not prevent you from studying.



### Working in Perth

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses.

There are many ways to find a job in Australia, such as:

- [Seek](#)
- [CareerOne](#)
- [Indeed](#)

Find out more by visiting [StudyPerth](#).



### The Fair Work Ombudsman

Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman provides advice and assistance to all workers to help them understand these rights.

There are minimum pay rates that employees must be paid, based on the work they do. Employees also have other minimum conditions at work. These are set out either in an Award or agreement, or come from the National Employment Standards. A payslip must be provided each time an employee gets paid.

Further information and support are available via [www.fairwork.gov.au](http://www.fairwork.gov.au)



### Getting a Tax File Number (TFN)

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to Australia's tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the

highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN:

- [Online](#); or
- Over the phone, by calling 13 28 61 between 8am and 6pm, Monday to Friday.
  - For the ATO translating and interpreter service, by calling 13 14 50.



### Tax returns

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn. If you pay too much tax, you are entitled to a refund. To get a refund, you will need to lodge a tax return. You can process your refund online, using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge your refund by e-tax, your refund will normally be issued within 14 days.

Tax returns are lodged at the end of the Australian tax year (1 July to 30 June). Each person who has worked during a financial year is required to submit a tax return by the 31<sup>st</sup> of October.

Lodge your refund online, using e-tax, by going to: [www.ato.gov.au](http://www.ato.gov.au)

For a list of registered tax agents, visit: [www.tpb.gov.au](http://www.tpb.gov.au)



### Superannuation

**1.1** Superannuation is often considered by individuals as their means of saving for their retirement. If your monthly wage is more than AU\$450 (before tax), your employer must contribute an additional sum equal to 10% before tax wage into a nominated superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed. You may visit their [website](#) for more details.

**1.2** Your workplace will have a superannuation fund that they can recommend for you, or you can nominate your own fund. Some examples include:

- [ING Living Super](#)
- [Virgin Money Superannuation](#)
- [Hostplus](#)

**1.3** When you leave Australia permanently, and want to check you check your eligibility to claim superannuation and to apply for your payment, visit this [link](#).

**Note:** You will need to provide the details of your superannuation fund.



## Finding an accommodation

There are various options in choosing the perfect type of accommodation for you. You can opt for a student accommodation, a shared room or house, or homestay.

### Student accommodations in Perth

- [Campus Perth](#)
- [Yugo Perth City](#)
- [The Switch Perth Central](#)

### Rental rooms

See guidelines [here](#). When communicating with potential landlords and roommates, always practice due diligence to avoid being scammed. Do not provide any card details. It is recommended that you check the place in person prior to paying anything. It will also be helpful to check the feasibility of commuting from the place that you will rent. Some of the room providers are below:

- [Flatmates](#)
- [Student.com](#)

### Homestay

Homestay allows students to live with a local family who will host them for a certain period. The students will have the opportunity to be immersed in the Australian culture and at the same time, enhance their English language skills. More details in this [link](#). Some homestay providers are below.

- [Australian Homestay Network](#)
- [Homestay Network](#)
- [Homestay](#)

If students find themselves in a circumstance where they cannot secure an accommodation, please contact the Student Support team and they will assist you with finding a place to stay. For a comprehensive description of accommodation types, refer to this [link](#).



### Commute and safety tips

- 1.1 Travel in groups or with a companion wherever possible.
- 1.2 When walking alone, do not wear headphones. It is good to be able to hear what is happening around you.
- 1.3 Keep valuables such as electronic devices and wallets out of sight and stay aware of your surroundings when travelling on public transport.
- 1.4 Outside of peak times and at night, travel in the front carriage of the train nearest the driver. Where possible, do not travel in empty carriages.
- 1.5 Check public transport timetables in advance by visiting [Transperth Home](#) or by downloading their mobile application. Avoid long waits on

platforms and around public transport hubs. If you do have a long wait, stay in well-lit areas or near open shops. Walk in well-lit areas even if it means your trip is longer. Avoid shortcuts through dark isolated areas.

1.5 If you feel threatened in any way while walking on the street go to a shop or a house with its lights on (if at night) and ask for police to be contacted.

**Dial 000 in case of emergency or life-threatening situations; Dial 131 444 for reporting disturbances, complaints, and the like.**

For a full guide of when to call either of the numbers provided above, please refer to WA Police Force [website](#).

1.6 For more useful information relating to your stay in Australia, we recommend you visit the following websites:

- [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)
- [www.mscwa.com.au](http://www.mscwa.com.au)
- [www.studyperth.com.au](http://www.studyperth.com.au)

(Photo background: Unsplash, 27 June 2024)

## Scams

**1.1** Beware of fraudulent and false transactions. Make sure to perform your own due diligence in all your transactions. Scammers take advantage of people's trust. Victims can feel an array of emotions such as helplessness, humiliation, anger and guilt; but it's important to know you are not to blame and there is help at hand.

**1.2** If you think someone is trying to scam you, or you've been scammed, the Australian Federal Police advises to cease all contact with the scammer and contact your local police or consulate immediately.

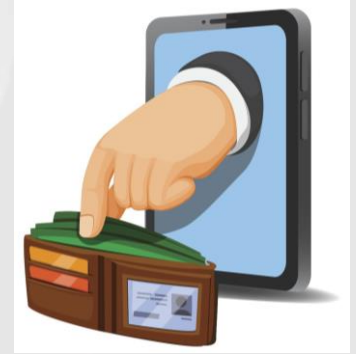
**1.3** The Australian Federal Police (AFP) have the following tips on how to protect yourself:

- If you get called by someone making threats about arrest or deportation, it is a scam. Do not send them any money. Instead, hang up the phone immediately and report it to your local police.
- Never give your personal credit card or online account details over the phone unless you made the call, and the phone number came from a trusted and legitimate source.
- If you think you have provided your bank account details to a scammer, contact your bank or financial institution immediately.
- When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, fax, email, in person or on a social networking site, always consider the possibility that the approach may be a scam.

**1.4** You can contact IDCARE (Australia and New Zealand National Identity and Cyber Support Service) for support if you have concerns about your identity being compromised. Contact them via the online form or phone: 1300 432 273.

**1.5** The 'ScamWatch' website has information about scams in multiple languages. For more information, you can visit:

- AFP – [www.afp.gov.au](http://www.afp.gov.au)
- ScamWatch – [www.scamwatch.gov.au](http://www.scamwatch.gov.au)
- IDCARE – [www.idcare.org](http://www.idcare.org)



## Managing finances and cost of living expenses

A useful website to assist students with managing their finances may be found in this [link](#). For further assistance in calculating your estimated cost of living in Australia, please see the 'Student Cost of Living Calculator' [here](#).

## Setting up a bank account

**1.1** You can choose to open an account at any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal. Further information concerning the four key Australian banks is available as follows:

- Commonwealth Bank – [www.commbank.com.au](http://www.commbank.com.au)
- National Australia Bank (NAB) – [www.nab.com.au](http://www.nab.com.au)
- Westpac – [www.westpac.com.au](http://www.westpac.com.au)
- ANZ – [www.anz.com.au](http://www.anz.com.au)
- Bendigo Bank – [www.bendigobank.com.au](http://www.bendigobank.com.au)

**1.2** To open a bank account, you will need:

- Your passport (with arrival date stamped by Australian immigration)
- Student ID card
- Money to deposit into the account (this can be as little as \$10)
- Tax File Number

**1.3** Anyone who wishes to open a bank account in Australia must show several pieces of personal identification, each of which is allocated a certain number of points. 100 points of identification is required to establish your identity as the person who will be named on the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time, you will be required to produce additional documentation.

(Photo background: Pexels, 27 June 2024)





**1.4** As a student you will be able to open an account with special student benefits. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your learning institution to prove you are a student and you should then have access to the benefits offered by a student bank account.

**1.5** Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.



### **Banking and other transactions-related**

#### **Banking Hours**

Most bank branches are open from Monday to Friday, 9:30am to 4:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). ATMs remain open 24 hours a day. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

#### **ATMs (Automatic Telling Machines)**

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques

into your account. Using the ATMs of your bank will generally cost less money than if you use another bank’s ATMs. Fees for using ATMs can vary between banks and between accounts.

You may refer to your maps or location mobile application such as “Google Maps” to search for the nearest Automatic Teller Machine (ATM) from your location.

#### **Using an ATM**

**1.1** You will be given a PIN (Personal Identification Number) by your bank. You will need to enter this into the keypad at the ATM to access your account. It is the key to your account, and it is important that you never tell anyone your PIN or let anyone watch you enter it on the keypad. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don’t hand it over and report the incident to the bank and the police. Be vigilant and make sure that no one is looking over your shoulder when you enter your PIN.

**1.2** These general rules should be followed for ATM safety, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine; Look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police).
- If you don't feel comfortable using a particular ATM, consider another branch or using off-street ATMs.
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations.
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.
- When using an ATM, always cover the keypad as you enter your PIN code to make it difficult for someone to see the number you enter.

**1.3** If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it’s a good idea to always keep a record of this number handy, just in case. If you don’t know the number, ask your bank.

**Source:** [Australian Bankers’ Association Inc.](#)

*(Photo background: Pexels, 27 June 2024)*

### Safety when carrying money

The most important rules of safety when you carry money are:

- Do not carry large amounts of cash.
- Do not advertise the fact that you are carrying money.
- Do not carry cash in a backpack or back pocket.
- Do not place money or valuables in lockers.
- Divide your cash into different locations of your clothing (front pocket, coat pocket, shoes, etc.).
- Always keep your wallet in one of your front pockets and ensure that it is not easily accessible by others.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra. Divide your bank/credit cards and keep them in separate locations.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.



### EFTPOS

Short for 'Electronic Funds Transfer at Point of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount that is spent in the store.

When paying by EFTPOS, you can also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no one is looking

over your shoulder when you enter your PIN. Depending on your type of account, it may be possible to use tap and pay for amounts up to \$200, which allows you to tap your card on the EFTPOS terminal without having to enter your PIN.

### Paying bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g. using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.



### Fair Work Ombudsman

A Work-based Training (WBT) placement is referred to by the Fair Work Ombudsman ([www.fairwork.gov.au](http://www.fairwork.gov.au)) as 'Vocational Placement'. This program offers you the opportunity to get the skills you need to transition successfully from study to work. At the same time, industry gets the opportunity to enrich your learning experience and assist you in becoming a work-ready graduate.

WBT is a required component of specific courses at Kingston International College. WBT are arranged by students themselves, and where required, KIC will provide the students with a WBT commencement letter.

### Will I be paid?

Host employers are not obliged to pay you remuneration for the duration of this WBT Placement. Placements that meet the definition of a vocational placement under the Fair Work Act 2009 (the FW Act) are lawfully unpaid.

*(Photo background: Pexels, 27 June 2024)*



If you receive remuneration, then your host employer would be considered ‘Employer’ and you as the student ‘Employee’ under the Occupational Health and Safety Act 1984 and Fair Work Act 2009. This will then become a private arrangement between you and the employer. Therefore, Kingston International College’s insurance policy for students in Work-based Training, which only provides insurance coverage for students completing voluntary work, will not cover against any accidents and does not cover any student who receives remuneration from the host employer or their staff. In this instance, you would be able to continue and finish your Vocational Placement with your employer.

**Note:** Students are required to have their Overseas Student Health Cover (OSHC) insurance at all times.

### **What about my hours of work?**

Students must complete WBT as ascribed by curriculum and required units of assessment. You must attend your WBT at the venue for the duration you have been scheduled.

Some International Students work to support themselves financially while they study in Australia. If you are on a Student Visa, this enables you to work up to 48 hours per fortnight (in addition to WBT hours which is a requirement of some qualifications in KIC) while your course is in academic session. WBT specifically, is considered the same as an academic session or class time.

### **When should I contact the Fair Work Ombudsman?**

If you believe you are not receiving your minimum rights and conditions at work, whilst on your WBT placement or in your own employment, contact the Fair Work Ombudsman for free information and advice. However, it is worthwhile in the first instance to talk with your supervisor at work first to see if things can be resolved, and for WBT to your course coordinator or teacher.

Fair Work Infoline – Tel: 131 394

### **I need more information**

For further assistance or information, please find the below links from the Fair Work Ombudsman:

- [Student placements](#)
- [Unpaid Work Vocational Placements](#)
- [Information for Visa holders and Migrants](#)
- [Pay and Conditions Tool](#)

### **Overseas Students Ombudsman**

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman’s services are free, independent and impartial. You can find out more about this service on their [website](#).

Things you should know about the external review process with the Overseas Students Ombudsman:

- In Australia, you have the right to complain and appeal.
- The Overseas Students Ombudsman’s services are free.
- In some cases, the Ombudsman may decide not to investigate your complaint and appeal. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If the Ombudsman decides not to investigate, they will tell you why and refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If they do decide to investigate your complaint and appeal, they will contact Kingston International College and ask us what happened.
- They will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

If they find that your education provider has made a mistake or acted unfairly, they may ask Kingston International College to change or reconsider a decision, change their policies or procedures or take some other action.

If an internal or external complaint handling or appeal process results in a decision that supports the student, Kingston International College will implement any decision and/or corrective and preventative action required and advise the students of the outcome. The outcome of the external appeals process must be abided by both parties.

*(Photo background: Unsplash, 27 June 2024)*



### How to make a complaint with the Overseas Students Ombudsman

- By telephone: [Contact us | Commonwealth Ombudsman](#), or
- Via website: [Web Form Submission \(ombudsman.gov.au\)](#)

### Migration Advice

KIC is not authorised to provide you with any migration advice, hence, you may refer to the Department of Home Affairs [website](#) for a more comprehensive guide.

### Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. Australian Consumer Law includes a national law guaranteeing certain consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit [www.australia.gov.au](#) or [www.consumerlaw.gov.au](#) to find the relevant government agency for where you are living and studying.

## SECTION C. Health and Safety on Campus

Kingston International College takes precautionary measures to ensure that a safe and well-maintained study environment is provided to all students and stakeholders.

The Occupational Safety and Health Act 1984 sets out the employer's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of themselves and others in the work place. This includes the provision of:

- A workplace that is safe to work in;
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- Properly maintained facilities and equipment;
- The provision of personal protective equipment such as gloves, eye protection and sharp containers where required;
- A clean and suitably designed workplace with the safe storage of goods such as chemicals.

Kingston International College training locations have a Health and Safety person (Manager and Lecturer for classrooms), who regularly checks each training campus and reports issues. The following procedures and standards must be observed to achieve a safe working and learning environment:

- Do not smoke on training campus and at work-based training venues;
- Do not consume alcohol on training campus and at work-based training venues;
- Do not consume illicit drugs on training campus and at work-based training venues;
- Maintain a safe, clean and efficient, working environment;
- Store and dispose of waste according to health regulations;
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage;
- Check all equipment for maintenance requirements, refer equipment for repair as required ☑ Store equipment safely;
- Safe lifting and carrying techniques used;
- Identify fire hazards and take precautions to prevent fire;
- Ensure student and visitor safety at all times;
- Ensure procedures for operator safety are followed at all times;
- All unsafe situations recognized and reported and addressed;
- Implement regular fire drills and provide first aid courses to required staff and students (dependant on course requirement);
- Display first aid and safety procedures for all staff and students to see;
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required;
- Implement procedures and practices, in accordance with State and Local Government Health regulations.

**Note:** All Kingston International College students are required to report any hazard immediately to a Kingston International College staff member.



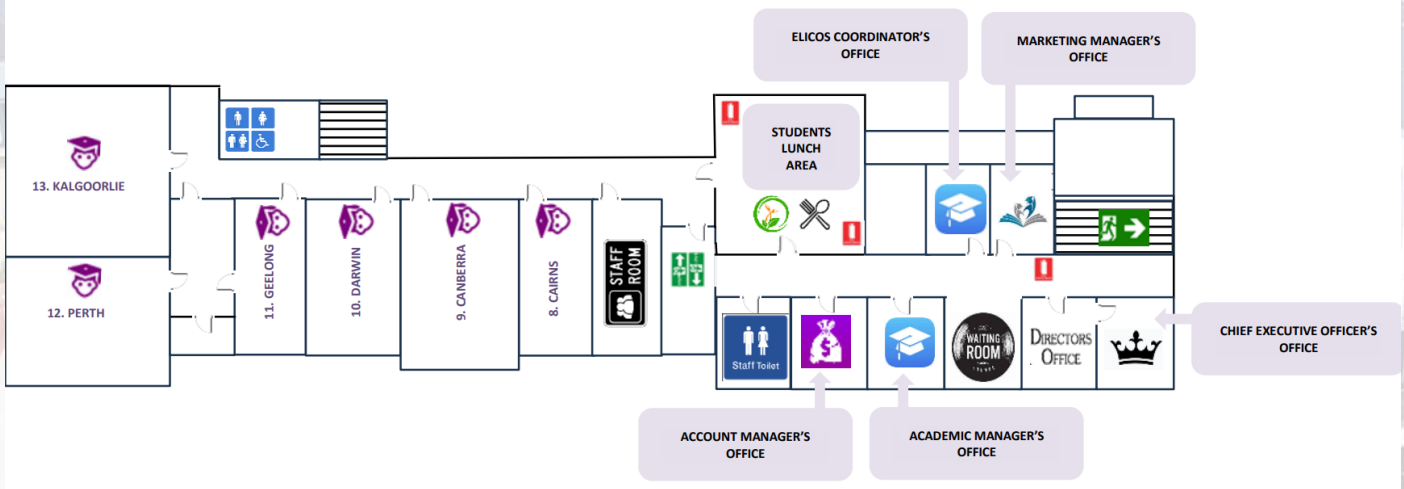
### Emergency Evacuation Procedure

Emergency Evacuation plans (maps) are located outside every classroom. Please ensure you are familiar with emergency evacuation procedures and location of exits, fire extinguishers, fire alarm sounds and emergency assembly points in case an emergency happens while you on campus. The evacuation plans will be reviewed with you at induction.

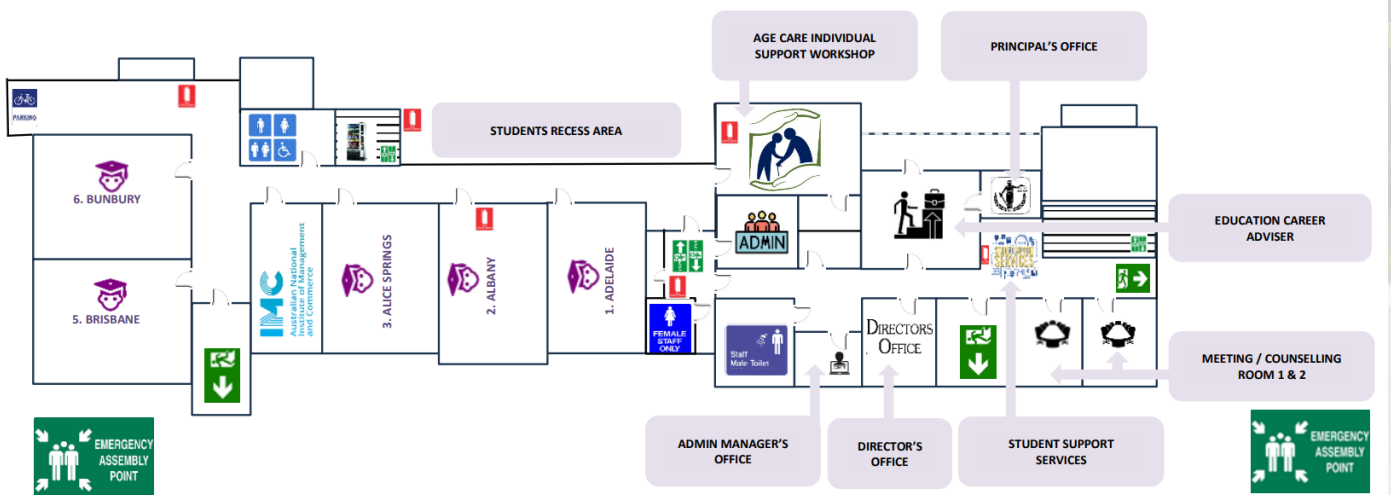
In the case of an emergency or a practice evacuation, please pay attention to Kingston International College staff, who will lead you from the building to the emergency evacuation assembly area. Fire Wardens are assigned to each campus and are responsible for coordinating emergency evacuation procedures. Please ensure that you pay close attention to the Fire Wardens' direction in case of an emergency evacuation. Fire Wardens will be wearing yellow, red, or white hats during an evacuation.

Refer to the following diagrams:

### STUDENT & EMERGENCY EVACUATION MAP – FIRST FLOOR (Kingston International College Main Campus)



### STUDENT & EMERGENCY EVACUATION MAP – GROUND FLOOR (Kingston International College Main Campus)



Our emergency procedure is as follows:

- If you witness a fire or other emergency; immediately notify the closest Kingston International College staff member and if directed to do so, evacuate the building going directly to the emergency assembly point.
- An alarm or voice alert will sound to advise of an emergency and may be followed by a continual siren or voice alert message advising that an evacuation is required.
- Follow the instructions of Kingston International College staff and campus Fire Wardens to evacuate the campus and go to the designated meeting point. Please remain at the meeting point until you receive further instructions.



### First Aid on Campus

Each campus has a trained First Aid Officer on hand, in the event of a student accident or emergency on training location, students should seek assistance from the Kingston International College team to locate a trained First Aider. In an emergency situation, ring 000.

First Aid assistance/advice is available via Student Support (8.30am to 5.00pm) or a designated Health and Safety representative in each campus outside of office hours.

Each campus has emergency evacuation diagrams. These are located within each campus building. Please become familiar with the location of First Aid kits provided for student/staff to use, at each campus. Location of the campus First Aid kit(s) will be shown to you during induction and / or at the beginning of commencement of each new course.

**Note:** No staff members/students, including those that have gained the appropriate First Aid training, are expected to carry out any First Aid procedure if they are not comfortable with it.

All Kingston International College students are required to report any student or staff emergency immediately to a Kingston International College Staff Member.

### Medical Treatment

If a student needs urgent medical treatment Kingston International College is authorised to arrange appropriate medical treatment in accordance with the advice of qualified medical practitioners or in the event of an emergency, may arrange an ambulance. In these circumstances, the student will be responsible for medical and ambulance costs.

If a student is not eligible for Overseas Student Health Cover, we strongly advise that a student take up ambulance and/or medical insurance.

### Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.

Below are some helpful tips to remember when you are going out:

- Be alert and aware of your surroundings and notice the people around you, especially if you are alone or when it is dark. Whenever possible, travel with a friend or in a group.
- Do not respond to conversations from strangers on the street or in a car, continue walking
- Be discreet with your cash or mobile phones.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you do not have a mobile phone, ensure that you have sufficient money (coins) to make a phone call. Emergency 000 calls are free of charge.
- Make sure you have enough money to get home.
- Never hitch-hike or accept lifts from people that you do not know.
- Keep away from trouble. If you see any trouble or suspect that it might be about to start, move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Be wary of casual requests from strangers, like someone asking for a cigarette or change – they could have ulterior motives.



**Source:** Australian Federal Police



### Critical Incidents

A Critical Incident is any traumatic event or threat of an event within or outside Australia, which causes extreme stress, fear or injury but not necessarily causing death. An employee or a student of Kingston International College (Here-in KIC) must raise a critical incident report using the incident report [form](#) in the event:

- A. Of a traumatic event or threat which causes or can cause extreme stress, fear or serious injury.
- B. Where a student of Kingston International College has plagiarised and/or colluded their work / assessment.
- C. Where an entity has caused serious damages to KIC property.
- D. Where a stakeholder of KIC has breached their employment contract or breached the code of conduct policy.
- E. Where an ambulance has been called on KIC premise to attend a medical emergency.
- F. Where police have been summoned on KIC premise to attend an emergency other than medical.
- G. Where an active student of KIC has submitted fraudulent document as an official document for academic and non-academic purposes.

### Student Procedure

If you, as a student, are involved in or witness a Critical Incident, please contact Student Support. If it's outside the opening hours, please contact our emergency representatives. The staff member may ask you to provide more details whilst they complete a 'critical incident report'.

The report and all information you have provided will be completed/verified by the Human Resources Manager and Student Support Manager/delegate at Kingston International College and such information will be dealt with in accordance with our privacy and confidentiality policy.

Kingston International College will notify The Department of Home Affairs (DHA) on your behalf as soon as practical after the incident. Kingston International College will also report the incident via the Provider Registration and International Student Management System (PRISMS).

If necessary, following the incident, you may need to attend a follow up meeting to assess any further risks or follow up actions. Students and their families can always access Kingston International College's Student Support Officer. During a critical incident, Kingston International College's Emergency Telephone Number becomes a hotline, where information can be received. Where appropriate, Kingston International College's website will be updated to keep students and families informed. Student's privacy will be upheld at all times.

### Emergencies

In Emergencies – Dial **000** or **112** on mobile (to override key locks)

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

#### Police

In Australia, the police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics in any way and are there to help you feel safe in threatening situations. In a non-emergency situation, you can contact the local police station directly on: 131 444 – Nearest Police Station or 08-9222 1111 – Police Central in Perth.



#### Fire

The Fire Brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

#### Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000.



*(Photo background: Unsplash, 27 June 2024)*

### **Kingston International College Emergency Line**

Call Kingston International College's Emergency Line, 08 9228 8288 if you observe a risk to property or people on location or if you want to communicate to the college an emergency or situation, after the public emergency services have been contacted.

### **State Emergency Service**

The State Emergency Service (SES) is an emergency and rescue service dedicated to helping in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a Flood or Storm dial 132 500.

### **Lifeline**

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.



### **Poisons Information Line**

The Poisons Information Line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.

The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

**Note:** In case of an emergency, you should still call 000

### **Crime Stoppers**

If you are aware of criminal activity or notice any suspicious behaviour, you can make your community safer by reporting information that helps WA Police to investigate crime. You can report it anonymously to 1800 333 000.

### **Translating and Interpreting Service (TIS)**

The Australian Government, through the Department of Immigration and Citizenship, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is a national service and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call – Tel: 13 14 50.

*(Photo background: Unsplash, 27 June 2024)*



### Kingston International College Student Privacy Policy

Kingston International College recognises and respects your privacy. Kingston International College collects, stores and uses personal information only for the purposes of administering student and prospective student admissions, enrolment and education.

The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements and/or to authenticate information provided to us as part of our application process. Kingston International College's Privacy Policy reflects the Australian Privacy Principles set out in the Privacy Act 1988 as well as the Information Privacy Principles set out in the Information Privacy Bill 2007 (WA).

Under the Data Provision Requirements 2012, Kingston International College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your Student application form and your training activity data) may be used or disclosed by Kingston International College for statistical, regulatory and research purposes.

Kingston International College may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies; NCVER;
- Organisations conducting student surveys;
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information;
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website – [www.ncver.edu.au](http://www.ncver.edu.au)).

**Source:** <https://www.education.gov.au/privacy-notice-and-student-declaration>