INTERNATIONAL STUDENT SUPPORT SERVICES

North Metropolitan TAFE want you to succeed at your studies. At NM TAFE we offer international students a range of dedicated services to support you.

INTERNATIONAL STUDENT CENTRE – YOUR SUPPORT TEAM WHILE YOU ARE AT NM TAFE

The International Student Centre is dedicated to the personal and academic needs of international students studying at NM TAFE. International Centre staff offer friendly, specialised support and guidance for students from initial contact through to graduation.

International Student Centre is located in Block D at 35 Kendrew Crescent, Joondalup or email us: internationalstudy@nmtafe.wa.edu.au or phone: 9233 1239

YOUR INTERNATIONAL SUPPORT TEAM

International Student Counsellors

Our International Student Counsellors are registered psychologists who are trained to help with the problems international students experience including social anxiety (or shyness), loneliness, homesickness or feelings of depression and not being able to cope.

The counsellors can help you develop skills to manage these problems. They are also here to help with study skills, career guidance and issues such as work/study balance, keeping safe and successfully managing life in Perth.

To make an appointment with one of our International Student Counsellors, please contact the International Student Centre, phone: 9233 1239

What does the Counsellor do?
The counsellor’s role is to support you in achieving your educational goals and enjoying your time in Perth. This includes teaching skills and providing practical assistance in:

- adjusting to life in Perth
- handling stress and managing your health and mental well-being
- coping with difficult personal or family events
- developing your confidence and life skills
- dealing with difficulties in relationships
- dealing with academic difficulties and time management
- resolving complaints
- making career decisions

What Support is Available?
- You can book to see the counsellor if you are experiencing problems such as anxiety, depression or other issues that are affecting your well-being. These don’t have to be serious. It is better to get help before a problem becomes too difficult.
- If you and other students are having similar difficulties, you can make a group booking. This might be to discuss problems such as time management, conflict between students or study concerns.
- Sometimes a lecturer, mentor, or your International Support Officer will suggest that you see the counsellor if they are concerned about you. This is to make sure you are not trying to deal with difficulties alone.
- Sometimes a student is required to see the counsellor due to non-compliance with college rules. This might include unsatisfactory course progress, attendance or personal conduct.
Confidentiality

Anything you say to the Counsellor is kept confidential, that is, no one (including lecturers, course mentors, coordinators and parents) is given information about anything you tell the counsellor without your permission. A few exceptions apply (see below), so that services comply with legal, professional and college requirements.

Exceptions

If you are required to see the Counsellor because of non-compliance (unsatisfactory course progress, attendance or personal conduct), some information you provide may be passed onto other staff. This will help them make decisions about your status at this College.

If the counsellor considers your situation presents a risk to the safety of yourself and/or others, some information may be disclosed to relevant staff, people and organisations. If that happens, you will be informed about what information is given out, to whom & why.

International Support Officers

The International Support Officers are your official point of contact within the International Centre. Your support officer has up-to-date details of our support services to ensure that you have a safe, enjoyable and rewarding place to study. Contact your International Support Officer for:

- support and advice
- visa conditions
- study area liaison
- change of personal details

International Support Officer for your study area as follow:

<table>
<thead>
<tr>
<th>Support Officer</th>
<th>Areas</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candice Bradley</td>
<td>Business, Marketing, Leadership &amp;</td>
<td>Phone: 9233 1206&lt;br&gt;Email: <a href="mailto:Candice.Bradley@nmtafe.wa.edu.au">Candice.Bradley@nmtafe.wa.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Management, Accounts Admin, Accounting,</td>
<td></td>
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<td></td>
<td>Screen &amp; Media, IT, Horticulture,</td>
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<tr>
<td></td>
<td>Conservation</td>
<td></td>
</tr>
<tr>
<td>Merilyn Munz</td>
<td>Enrolled Nursing, Prep Nursing, Heath</td>
<td>Phone: 9233 1239&lt;br&gt;Email: <a href="mailto:Merilyn.Munz@nmtafe.wa.edu.au">Merilyn.Munz@nmtafe.wa.edu.au</a></td>
</tr>
<tr>
<td>Cathy Park</td>
<td>Beauty, Early Childhood &amp; Care, Education,</td>
<td>Phone: 9233 1168&lt;br&gt;Email: <a href="mailto:Cathy.Park@nmtafe.wa.edu.au">Cathy.Park@nmtafe.wa.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Community Services</td>
<td></td>
</tr>
<tr>
<td>Gail Turner</td>
<td>Hospitality, Commercial Cookery, Bricklaying, Carpentry, Hairdressing</td>
<td>Phone: 9233 1729&lt;br&gt;Email: <a href="mailto:Gail.Turner@nmtafe.wa.edu.au">Gail.Turner@nmtafe.wa.edu.au</a></td>
</tr>
</tbody>
</table>

Portfolio International Academic Support

If you require academic assistance or have concerns affecting your academic progress there are certain people within your study area who you can contact. Your Portfolio International Academic Support Lecturers can assist with:

- academic matters
- course delivery and assessment
- issues with results and re-enrolment
- language and/or study support
- course requirement and pathways

Portfolio International Academic Support Contacts for your study area as follow:

**Commerce & Enterprise**
<table>
<thead>
<tr>
<th>Area</th>
<th>Name of Lecturer</th>
<th>Contact Details</th>
<th>Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business – Cert III</td>
<td>Clare Weber</td>
<td><a href="mailto:Clare.Webber@nmtafe.wa.edu.au">Clare.Webber@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
</tr>
<tr>
<td>Business &amp; Management – Cert IV</td>
<td>Stephen Goodfellow</td>
<td><a href="mailto:Stephen.Goodfellow@nmtafe.wa.edu.au">Stephen.Goodfellow@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
</tr>
<tr>
<td>Business &amp; Management – Diploma &amp; Adv Dip</td>
<td>Beverley Worrall</td>
<td><a href="mailto:Beverley.Worrall@nmtafe.wa.edu.au">Beverley.Worrall@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
</tr>
<tr>
<td>Accounting – Cert III &amp; IV</td>
<td>Tarlok Sandhu</td>
<td><a href="mailto:Tarlok.Sandhu@nmtafe.wa.edu.au">Tarlok.Sandhu@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
</tr>
<tr>
<td>Accounting – Diploma</td>
<td>Shakil Sheilh</td>
<td><a href="mailto:Shakil.Sheikh@nmtafe.wa.edu.au">Shakil.Sheikh@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
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<tr>
<td><strong>Media</strong></td>
<td></td>
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<tr>
<td>IT</td>
<td>Lewis Rose (1st Contact)</td>
<td><a href="mailto:Lewis.Rose@nmtafe.wa.edu.au">Lewis.Rose@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
</tr>
<tr>
<td>IT</td>
<td>Tanya Beeson (2nd Contact)</td>
<td><a href="mailto:Tanya.Beeson@nmtafe.wa.edu.au">Tanya.Beeson@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
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<tr>
<td><strong>Hospitality, Tourism &amp; Events</strong></td>
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<tr>
<td>Hospitality</td>
<td>Jason Smith</td>
<td><a href="mailto:Jason.Smith@nmtafe.wa.edu.au">Jason.Smith@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
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<tr>
<td><strong>Enrolled Nursing</strong></td>
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<tr>
<td>Enrolled Nursing</td>
<td>Judy Peters</td>
<td><a href="mailto:Judy.Peters@nmtafe.wa.edu.au">Judy.Peters@nmtafe.wa.edu.au</a></td>
<td>McLarty</td>
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<tr>
<td><strong>Health</strong></td>
<td></td>
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<tr>
<td>Prep Nursing</td>
<td>David Pelusey</td>
<td><a href="mailto:David.Pelusey@nmtafe.wa.edu.au">David.Pelusey@nmtafe.wa.edu.au</a></td>
<td>McLarty</td>
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<tr>
<td><strong>Sport &amp; Lifestyle</strong></td>
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<tr>
<td>Beauty, Remedial Massage &amp; Fitness</td>
<td>Dave Evans</td>
<td><a href="mailto:Dave.Evans@nmtafe.wa.edu.au">Dave.Evans@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
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<tr>
<td><strong>Education &amp; Early Childhood</strong></td>
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<tr>
<td>Education &amp; Early Childhood &amp; Care</td>
<td>Robyn O’Neill</td>
<td><a href="mailto:Robyn.ONeill@nmtafe.wa.edu.au">Robyn.ONeill@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
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<tr>
<td><strong>Communities</strong></td>
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<tr>
<td>Community Services</td>
<td>Nick Venables</td>
<td><a href="mailto:Nick.Venables@nmtafe.wa.edu.au">Nick.Venables@nmtafe.wa.edu.au</a></td>
<td>Joondalup</td>
</tr>
<tr>
<td><strong>STEM – Engineering, Science, Resources and Environmental, Surveying, Lab Technology</strong></td>
<td></td>
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</tr>
<tr>
<td>Horticulture</td>
<td>Neha Umaretiya</td>
<td><a href="mailto:Neha.umaretiya@nmtafe.wa.edu.au">Neha.umaretiya@nmtafe.wa.edu.au</a></td>
<td>Joondalup &amp; Midland</td>
</tr>
<tr>
<td><strong>Building Construction &amp; Builders Registration</strong></td>
<td></td>
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</tr>
<tr>
<td>Building Construction</td>
<td>Brian Ferguson</td>
<td><a href="mailto:Brian.Ferguson@nmtafe.wa.edu.au">Brian.Ferguson@nmtafe.wa.edu.au</a></td>
<td>East Perth</td>
</tr>
</tbody>
</table>
THE LIBRARY

For easy access to a guide on writing, referencing and study skills visit our online support guide. It also explains what plagiarism is and what you can and can’t do in your assignments. To visit our Library: http://guides.dtwd.wa.gov.au/nmtafe-library

TAFE INTERNATIONAL WESTERN AUSTRALIA (TIWA)

TIWA can also assist with a range of issues relating to your enrolment. You can find helpful information for current students at www.tafeinternational.wa.edu.au/current-students

TIWA can assist with any query regarding:
- your enrolment
- how to pay your fees
- TIWA’s Student Code of Conduct
- forms, publications and policies

For information about finding accommodation or safety advice for international students, please visit the Help and advice section of TIWA website https://www.tafeinternational.wa.edu.au/help-and-advice

TIWA’s Contact Details

Office Hours: Monday to Friday 8:30am – 4:30pm

Main Office Address
DTWD – Customer Service Centre
Level 7, 3 Forrest Place, Perth WA 6000
Phone: 9218 2100

Email: admissions.tiwa@dtwd.wa.gov.au

Website: https://www.tafeinternational.wa.edu.au/
## RIGHTS AND RESPONSIBILITIES OF AN INTERNATIONAL STUDENTS

### STUDENT VISA CONDITIONS

The following section is a summary of the **mandatory conditions** attached to **all student visa holders**:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Descriptions</th>
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<tbody>
<tr>
<td><strong>8105 – Working in Australia</strong></td>
<td>You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday. You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider. Recognised vacation for NM TAFE for 2017 as follow: Semester 1 mid semester vacation: 8 April 2017 – 17 April 2017 Semester 1 end semester vacation: 24 June 2017 – 16 July 2017 Semester 2 mid semester vacation: 23 Sept 2017 – 1 Oct 2017 Semester 2 end semester vacation: 9 Dec 2017 – 30 Jan 2018 You cannot start paid work until you have started your course in Australia. No work limits apply if you are studying a Masters by research or Doctorate course in Australia.</td>
</tr>
<tr>
<td><strong>8202 - Enrolment</strong></td>
<td>You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: Changing courses You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</td>
</tr>
<tr>
<td><strong>8501 – Health Cover</strong></td>
<td>You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, you must maintain Overseas Student Health Cover (OSHC).</td>
</tr>
<tr>
<td><strong>8516 – Study &amp; Finances</strong></td>
<td>You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.</td>
</tr>
<tr>
<td>Condition</td>
<td>Descriptions</td>
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<tr>
<td>8517 - Dependents</td>
<td>You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application.</td>
</tr>
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</table>
| 8532 – Under 18 years old | If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia. To maintain your welfare, you must stay in Australia with:  
  • your parent or legal custodian, or  
  • a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character, or  
  • have accommodation, support and general welfare arrangements in place that have been approved by your education provider (TIWA in this instance).  
If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start. |
| 8533 – Change of Address | You must tell your education provider:  
  • the address where you live in Australia within seven days of arriving in Australia  
  • if you change the address where you live within seven days of the change  
  • if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment. |

For more information relating to your student visa, please refer to the Department of Immigration and Border Protection website: [https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students](https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students)

**ESOS FRAMEWORK**

The Education Services for Overseas Students (ESOS) Act promotes quality of education and consumer protection for overseas students. It sets out clear roles and responsibilities for education institutions registered to teach overseas students. Please read the ESOS Framework to find out more on how the Australian Government provides quality education and protects your rights.

To access the International Student Fact Sheet about your rights and responsibilities while studying in Australia, please visit: [https://docs.education.gov.au/node/39586](https://docs.education.gov.au/node/39586)

**STUDENT CODE OF CONDUCT**

NM TAFE and TIWA are committed to providing international students with a safe and supportive learning environment. While on campus and/or when engaged in any course related activity off campus, international students are expected to behave in a considerate and lawful manner when dealing with staff, other students and members of the public.

The behaviour expected of international students is outlined in both the College’s and TIWA’s Student Code of Conduct. To maintain your enrolment with NM TAFE, you must comply with the Student Code of Conduct. Any breach of the Student Code of Conduct could result in the cancellation of enrolment and/or being reported to Department of Immigration and Border Protection.

COMPLAINTS AND APPEALS

You can find detailed information regarding the College and TIWA’s complaints and appeals policies and procedures in the following website.

North Metropolitan TAFE Complaints Policy and Procedure: [http://www.northmetrotafe.wa.edu.au/content/policies-and-responsibilities](http://www.northmetrotafe.wa.edu.au/content/policies-and-responsibilities)


Please contact the International Student Centre in the first instance if you have a complaint, we will be able to assist with resolving the issue.

YOUR STUDIES @ NM TAFE

ATTENDANCE

You must attend class

Condition 8202 of your visa states you must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider. To be successful in your studies please ensure you attend all classes and complete all assessments.

It is your responsibility to complete your course within the time specified on your Confirmation of Enrolment (CoE). An extension of your CoE may only be issued if there are compelling circumstances (e.g. serious illness), or if an Intervention Strategy has been implemented.

Medical certificates

It is very important that you go to the doctor if you are sick and cannot attend classes. You must contact your International Support Officer on the day you will be absent. Please obtain a medical certificate for the days you are ill. You must present your medical certificate to the International Centre as soon as you can and it must be dated by the doctor on the day of your visit. The medical certificate will be photocopied and placed on your file. You must keep your original in case it is required by the Department of Immigration and Border Protection.

Semester/ Term Dates for 2017

**Semester 1 (Term 1 & 2)**
Term 1: 30 Jan 2017 – 7 Apr 2017
Term 2: 18 April 2017 – 23 June 2017

**Semester 2 (Term 3 & 4)**
Term 3: 17 July 2017 – 22 Sept 2017
Term 4: 2 Oct 2017 – 8 Dec 2017
COURSE PROGRESS

Your course progress will be continuously monitored and an Intervention Strategy will be implemented if you are deemed “at risk” of not achieving satisfactory course progress.

Reasons for Being Deemed “At Risk” May Include:
• poor course progress
• poor attendance
• poor English ability
• not participating in class activities
• arriving late and/or leaving class early
• poor behaviour in class
• unable to demonstrate competence in assessment tasks and/or assignments
• course deemed not suitable

What is an Intervention Strategy?

An Intervention Strategy is an agreed plan to assist you with your studies. The Intervention may include, but is not limited to the following:
• academic skills support
• additional English support
• additional study group
• increased monitoring
• mentor program
• personal counselling

The Intervention Strategy must be agreed to and signed by you and your International Support Officer. A copy will be retained in your personal file and a copy provided to you.

Please note that if you are issued with two consecutive Intervention Strategies and your academic performance is still deemed to be unsatisfactory then your CoE may be terminated and TIWA will inform Department of Immigration and Border Protection (DIBP) that you failed to meet the course progress requirements.

UNSATISFACTORY COURSE PROGRESS

A student will be deemed to have unsatisfactory course progress when they have failed 50% or more of the course load in any given semester or study period.

You should complete each stage of your course before advancing to the next stage. If you fail units and have to repeat them, you need to pay for the units again.

If you are having trouble maintaining satisfactory course progress please see your International Support Officer.

REPORTING

The Education Services for Overseas Students Act (ESOS) framework provides mechanisms for the reporting of International Students to the Department of Education, Employment and Workplace Relations and the Department of Immigration and Border Protection (DIBP) for not meeting Course Progress requirements or for misbehaviour.

If you are reported for unsatisfactory course progress or for misbehaviour you will receive a letter of TIWA’s intention to report you to the Department of Immigration and Border Protection (DIBP). If you receive this letter you will have 20 working days to access TIWA’s Complaints and Appeals Process.
If you do not access the appeals process within 20 working days or your appeal is unsuccessful then:

- your enrolment at North Metropolitan TAFE and your Confirmation of Enrolment will be cancelled
- TIWA will inform the Department of Immigration and Border Protection that you have failed to meet course progress requirements or have misbehaved and that your enrolment has been cancelled
- You must then meet with an Immigration Officer to determine if your visa will be cancelled.

Please contact the International Student Centre, if you have any question regarding this matter.

USEFUL CONTACTS AND LINKS

EMERGENCY

Police, Fire, Ambulance - Emergency only 24 hour service: 000
Electrical emergency - Emergency only 24 hour service: 13 13 51
Gas emergency - Emergency only 24 hour service: 13 13 52

POLICE SERVICES

Police attendance - if you need police assistance but not an emergency: 13 14 44
Crime Stoppers – reporting crime to the police (confidential): 1800 333 000
Victim Support Services - if you have been the victim of a crime: 1800 818 988
Bupa OSHC Global Assist 24 hour emergency helpline: 1800 888 942 or 134 135
Allianz OSHC Global Assist 24 hour emergency helpline: 1800 814 781
Healthdirect Australia 24 hour general medical and heath advice: 1800 022 222
SHQ Sexual Health Quarters - confidential advice on sex, birth control, pregnancy: 9227 6177
Sexual Assault Resource Centre - crisis support if you have been sexually assaulted: 9340 1828 or 1800 199 888
Women's Health and Family Services - information services for women's health: 1800 998 399
Poisons Information Centre - advice on what to do if you or someone comes into contact with a poison: 13 11 26
Alcohol and Drug Information Service - 24 hour service: 9442 5000 or 1800 198 024

COUNSELLING AND ADVICE SERVICES

Crisis Care - 24 hour crisis counselling services (suicide prevention): 9223 1111
LifeLine - 24 hour crisis support services (suicide prevention): 13 11 14
Beyond Blue - information services for depression: 1300 224 636
Domestic Violence Helpline for Women: 9223 1188 or free call 1800 007 339
Domestic Violence Helpline for Men: 9233 1199 or free call 1800 000 599
Mental Health Emergency Services - 24 hour crisis services (mental health issues only): 1300 555 788

LEGAL ADVICE

Citizens Advice Bureau WA – offers affordable legal advice and information. Bookings essential: 9221 5711

USEFUL LINKS

North Metropolitan TAFE – www.northmetrotafe.wa.edu.au
TAFE International Western Australia (TIWA) – www.tafeinternational.wa.edu.au
Education Services for International Students (ESOS) - https://internationaleducation.gov.au
Department of Immigration and Border Protection - https://www.border.gov.au
Allianz OSHC - https://www.allianz.com.au
Study in Australia - https://www.studyinaustralia.gov.au
Study Perth - www.studyperth.com.au
Council of International Students Western Australia (CISWA) - www.ciswa.com