



Information Guide 2017

Melbourne



Welcome

Welcome to Kaplan International Melbourne. This guide will help you make the most of your chosen course and will give you useful information that you can refer to during your stay.

So, what's studying at Kaplan really like?

You have probably already imagined what your life will be like at Kaplan International Melbourne. You may have ideas about life in Australia based on films, television or stories from friends and family. This guide aims to make your transition into Australia as enjoyable and easy as possible and will tell you what to expect when you attend Kaplan International Melbourne. We hope that this information will help you to form realistic expectations and encourage you to take advantage of the many opportunities ahead.

Will I be able to adjust to a new culture?

At Kaplan International Melbourne we understand that your transition into life in a different culture may be challenging at times – but it will also be fun. You will soon meet people from around the world, try new things, and live in a different culture. One of the best ways to make sure that your transition goes smoothly is to maintain a positive attitude and stay healthy. View your new environment as a place to learn interesting things about yourself and others. Try to get enough sleep, eat properly, exercise, and participate in social activities. Take time to observe and enjoy the new things going on around you and appreciate the differences you find in your host country.

I have more questions...

Please contact your local representative if you have more questions before you depart. After you arrive, Kaplan staff at the school will be happy to help you with any problems that you have or any questions you want to ask.

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Before you leave...

We understand that at times you may feel nervous when preparing for your stay in Australia. There are some important things you need to know before you leave that will make your life easier when you arrive. Use our checklist on the next page to ensure that you do not forget anything and are well prepared for the exciting times ahead of you.

Pocket money

We recommend that you budget AUD 150 - 200 for every week of your course. This should cover personal expenses, laundry, local travel and activities. You will need additional money if you plan to rent a car, take weekend trips or travel. Bring AUD 200 with you in cash and a Debit or Credit Card. Do not bring foreign currency. It is not wise to carry around large amounts of cash.

Clothing

Students dress casually for classes. You should bring some nice clothes for going out to restaurants, nightclubs etc. You should also bring clothing for sports and outdoor activities. You can usually rent sporting equipment. The climate in Australia is very warm and humid. The typical summer temperature is between 25°C and 33°C with some days reaching up to 40°C and in winter 14°C to 17°C. Bring light clothing to keep you cool if you are arriving in summer.

Bank account

If you are staying for longer than six months you may wish to open a bank account. If possible, try to set up your bank account before you arrive as rules, regulations and policies between banks vary. You may be required to bring a wide variety of personal documentation with you. If you decide to set up a bank account after you have arrived, remember that it can take a long time so make sure you are able to access your money at all times.

Electrical current

Standard voltage in Australia is 240 volts. To make sure that you are able to use all your electrical appliances bring a converter and an adaptor with you, or alternatively you can purchase an adaptor upon your arrival from travel stores or some supermarkets.

Mobile Phone

If you intend to use your current mobile phone with an Australian SIM card, please make sure it is unlocked from your service provider before leaving your country. Unlocking your phone differs between countries, so please talk to your service provider to find out more about this. Please be advised that it is much easier to unlock before you depart than once you arrive in Australia.

Dependents

If you are intending to bring your family, please note that any school-aged children will be obliged to attend school whilst in Australia, and may be required to pay full fees. For further information about school-aged dependants, please see FAQs and/or the DIPB website <http://www.immi.gov.au/>

Visit the Kaplan International English website at www.kaplaninternational.com for more information about life in Melbourne.



Checklist

Use this checklist to make sure that you have packed everything you will need and that you are well prepared for your trip to Australia. Check off each item as you pack it, or complete the task.

- Passport and passport sized photo**
Remember to bring your passport and any other form of personal identification you may need. For example, your driving licence. Remember also to pack a passport-sized photo to bring with you on your first day at school.
- Enrolment Agreement**
Pack your acceptance letter and Kaplan International Melbourne documentation (given to you by your Kaplan International Melbourne representative) in your hand luggage so that it is easy to access on arrival at the airport if required by immigration.
- Visa**
Ensure that your student visa is with your passport and is stored in your hand luggage. You will need your visa when passing through immigration.
- Homestay/residence address details**
Remember to pack your homestay or residence address details within your hand luggage so they are easy to access on your arrival. You will need this information for the arrival card at immigration. You will have received these details from your Kaplan International Melbourne representative.
- Accommodation fact-file (homestay or residence)**
You can download the accommodation fact-file from our website: www.kaplaninternational.com.
This document explains the details of your selected accommodation.
- School fact-file**
You can download the school fact-file from our website: www.kaplaninternational.com. This document will give you more information about Kaplan International Melbourne.
- Knowledge of local laws and customs**
Quiz yourself about local laws and customs in Australia. Talk to your Kaplan International Melbourne representative about what you should expect and how you should behave in Australia.
- Proof of Health/Medical Insurance**
You must bring proof of your Travel Insurance and Health Insurance with you and store this information in your hand luggage. Also keep a copy of each with your family at home in case you lose any documentation during your stay.
- AUD 200 in cash**
Store this cash on your body or in your hand luggage. Try to avoid counting out your money in busy public places.
- Travellers' Cheques / Travellers' Debit Card**
Store these cheques or debit card on your body or in your hand luggage. Try to avoid counting or pulling out your cheques in public places.
- Correct clothing**
Wear layers on your flight in case you get hot after arrival due to the change of temperature.
- Adaptor for electrical appliances**
Remember standard voltage in Australia is 240 volts. You may also need to bring a plug adaptor.
- Prescription medication**
Pack medication carefully in full packaging in case you are asked questions in customs on your departure or arrival.
- Emergency information stored in your wallet or purse!**
This can be found on the last page of this booklet.
- Laptop/tablet**
The school provides a free wireless hotspot service, so take advantage by bringing your own computer or tablet.

When you arrive

Arriving at the airport in a foreign country can be overwhelming and stressful. You could be feeling very tired and disoriented. To better prepare yourself, make sure that you have followed the checklist and have read the information below about your arrival and how to get to your accommodation. Do not feel shy about asking airport staff for help, as most will be happy to give assistance.

KAPLAN TRANSFERS

To use the Kaplan transfer service, please ensure you arrange and pay the transfer fee in advance. Please follow the arrival instructions provided to you in the transfer confirmation letter. Your Kaplan International representative will be waiting for you at the meeting point and holding a sign with your name on it.

If there are any problems locating the Kaplan International representative please call the phone number of the Transfer Service provided on the confirmation letter.

If necessary you can also call the Kaplan International Melbourne emergency mobile number on:
+61 (0)428 990 645

INDEPENDENT TRANSFERS

Taxi

There is a taxi rank outside the international terminal building. Depending on the location of your accommodation the taxi will cost approximately AUD 60.

The airport is approximately 35 minutes from the city. Melbourne Docklands is situated around 30 minutes from the airport.

SkyBus

SkyBus offers an express bus service from the airport to the city centre. This service operates 24/7, including all public holidays. Buses run every 10 minutes throughout the day. The bus costs AUD 18 per adult one way and AUD 30 for a return ticket.

On arrival at Southern Cross Station in the city, the student will then have to either take a taxi, bus, train or tram to their accommodation address.

YOUR FIRST DAY

On the first day of your course you need to report to reception at Kaplan International Melbourne at 8:15am.

Your first day will be a Monday unless there is a designated holiday on the Monday - in which case your first day will be on the Tuesday.

Your course will begin with an all-day introduction which will include:

- Registration and creation of a student ID card
- Introduction to the school
- Introduction to the student handbook
- A placement test to determine your English level
- Information about the school and school activities
- Receiving a timetable showing your schedule, classroom and teachers
- A tour of the school and study centre
- Meeting the school staff and creating your Internet account

Language students will be assigned to the most appropriate class for their level of English. On the first day, all students will need to bring all their Kaplan International Melbourne documents, passport, e-visa (if not attached to passport), a passport-sized photo, apartment bond if necessary and a pen and paper for note-taking purposes.



School facilities

Classrooms

The school has 13 air-conditioned, bright and spacious classrooms. All of the classrooms are fitted with desks, chairs and a whiteboard. There are also CD players, TV/DVDs and interactive whiteboards available for lessons.

Study Centre / Library

The school has an excellent study centre. All of the computers have software for guided study as well as free, high-speed internet access. The computers can be used in foreign languages.

Student Lounge

There are two large common rooms, an area with microwaves for students' use and a cafe available near the school.

Sports facilities

The activities coordinator can help with organising sports events. There are weekly activities scheduled including sports group, movie nights and restaurant nights.

Gym facilities

Students can join one of the many gyms in close proximity to the school for indoor sports and fitness training.

Social program

The activities coordinator produces a monthly calendar of exciting social activities around Melbourne.



Classroom



Study Centre

SAMPLE SCHOOL TIMETABLE

Day timetable

The day timetable includes up to 28 lessons plus 7 K+ sessions per week. Each lesson/session is 45 minutes.

The earliest lesson starts at 08:30

All lessons are finished by 15:45

Breaks are at the following times:

10:00 - 10:15 - Morning break

11:45 - 12:30 - Lunch

14:00 - 14:15 - Afternoon break

Lessons are held Monday – Friday and your exact timetable will depend on chosen course/location.

Please note that you could be allocated your core lessons in the morning or afternoon.

SAMPLE ACTIVITIES SCHEDULE

Please note that this is a sample program and activities may change. See a current activities schedule at: www.kaplaninternational.com

Week one

Monday	Welcome new students!
Tuesday	Tour of Melbourne
Wednesday	Botanic Garden walk
Thursday	Visit China Town
Friday	Trip to Melbourne Aquarium
Saturday	Visit Werribee Open Range Zoo

Week two

Monday	BBQ at the park
Tuesday	Trip to Luna Park
Wednesday	Visit Queen Victoria Market
Thursday	Mini golf in the dark
Friday	Visit Australian Centre for the Moving Image
Saturday	Enjoy Eureka Skydeck 88

Local information

Transport

Myki cards must be purchased for public transport. The school is close to many bus and tram stops.

By Tram

There are five city trams travelling regularly to Docklands via Flinders, Collins, Bourke and Latrobe Streets. It is an 11 minute tram ride from the school to Bourke Street Mall. All public transport within the city centre is free.

By Foot

There is easy access to the CBD via the Bourke Street Pedestrian Bridge, Flinders, Collins and Latrobe Streets. From the school it is a 25 minute walk to Melbourne Town Hall.

Banks and Post Office

There are many banks in the city centre for you to choose from. Always remember to change money and cheques in banks. Post office boxes are red (regular post) or yellow (express post) and are located on many street corners.

Restaurants and cafés

There are a range of different restaurants and cafés located near the school, serving food from all over the world.

Department stores and supermarkets

The large Harbour Town shopping centre is located a short 5 minutes walk away. Alternatively Bourke St Mall is only an 11 minute tram ride for those students who wish to explore the heart of Melbourne.

Telephone

Students are advised to purchase an Australian SIM card or a pre-paid mobile on arrival.

Places of worship

Melbourne is a very multicultural city and there are places of worship of all religions and faiths close to the school. You can get more information about local religious institutions from the Kaplan staff at reception.

Useful websites

You can also visit the following websites for more local information:

Melbourne public transport	ptv.vic.gov.au
Australian maps	www.whereis.com.au
Tourism	www.australia.com
Entertainment	www.onlymelbourne.com.au
Weather Forecasts	www.bom.gov.au
Culture and lifestyle	www.visitmelbourne.com

Sun and Swimming Safety

While swimming and the sunshine are great parts of Melbourne, students should be aware of the dangers that come with this and act appropriately.

If you are in the sun for any duration of time, protect yourself with sunscreen, a shirt, a hat and sunglasses, and try and stay in the shade as much as possible. Extended exposure to the sun in Australia can lead to short and long term health effects.

If you are swimming in the ocean, be aware that the water can often be rough. Make sure you swim in supervised areas where lifeguards and other swimmers are present, and in safe water and weather conditions. Supervised beaches have flags to indicate the areas which it is safe to swim.

Know your limits: If you have trouble swimming, please be extra cautious not to venture further than you can comfortably stand. Consider using safety equipment such as floating devices, or taking swimming lessons.



Federation Square



Melbourne City at night

COST OF LIVING

Approximate prices in AUD

Food and drink

Sandwiches	\$6.00 - \$9.00
Pizza/Pasta	\$7.00 - \$10.00
Coffee	\$3.50 - \$4.00
Pub meal	\$10.00 - \$15.00

Tickets

Metropolitan transport (bus, tram, train):
2 hour pass \$3.60

Myki 1-week pass:	
Zone 1	\$28.00
Zone 1 & 2	\$38.00

For the latest information on the cost of living and studying in Australia please go online www.studyinaustralia.gov.au

Homestay accommodation

Our homestay families reflect the diversity of life in Australia. They include young, senior and single parent families and couples with and without children. Hosts have varying ethnic backgrounds and different interests and lifestyles. Please refer to the Australia homestay fact-file for more details.

Your Life in a Homestay

Living in a homestay will allow you to practise your English in a real-life setting. It is important to remember that you are both part of a family and a guest at the same time. You may have to help with household chores, keep your bedroom tidy and make your bed each morning. Make sure that you always ask permission to bring friends round and remember to ask before you change channels on the television!

Meals

Breakfast: Breakfast is usually a light meal consisting of cereal, fruit, toast, juice or coffee. Often these foods will be made available to you and you will prepare your own morning meal (otherwise known as 'help yourself').

Lunch: You will be responsible for purchasing your own lunch. There are lots of cafes, restaurants and shops nearby where you will be able to buy lunch.

Dinner: Dinner may be a shared meal in the evening, or occasionally you may prepare your own meal with food supplied by your host.

What to bring

You can purchase toiletries and other personal needs locally, but if you have specific items that you need, you should bring them with you. Your host will provide you with bed linen and towels. If you have any prescription medications that you are required to take, you should bring a supply with you.

Laundry Facilities

You have access to laundry facilities at your host family's home. Some families prefer to do the laundry for you. Please do not wash clothes in the bathroom or dry them in your bedroom, cupboards or on heaters.

Telephone and Internet Use

You should buy a phone card or use your mobile phone to make telephone calls. Your hosts' telephone should only be used for emergency incoming calls. Remember to notify your family back home of any time differences to avoid calls in the middle of the night. It is often very expensive to make international calls from a home line, which is why we recommend using a phone card. Please always ask your host family for permission to use the home line and about their rules regarding internet use.

Getting to and from School

Your host will help you to find your way to and from school on your first day and will show you how to use public transport. Journey time will depend on the location of your homestay. Explore several options when considering transport to school such as trains, buses or even bike riding. Please refer to the Australia Homestay fact-file for more details.

Smoking

When you book your accommodation, please request a homestay that allows smoking if you smoke. Most hosts will ask smokers to smoke outside. Always ask your host family upon arrival for their specific house rules regarding smoking. It is general courtesy to ask someone for permission to smoke next to them, even if you are outside. In Australia it is against the law to smoke in any building open to the public including a restaurant or any area where food is being prepared.



THINGS TO REMEMBER

- You are a guest as well as part of the family
- You may have to take part in family chores
- Always keep your room locked and your valuables hidden
- Purchase a phone card for international calls
- Do not hang your laundry to dry in your room
- Ask permission to have a friend come visit you
- Notify your family if you are not coming home for the night or do not require a meal to be cooked/prepared for you
- Ask permission to smoke outside

Choosing the right accommodation

You must carefully consider the advantages and disadvantages to the accommodation options available. We want to help you make an informed decision and for you to be happy in your new home. If you need any help or have any questions please ask your Kaplan representative for more information.

Organising your own Accommodation

Should you wish to take responsibility for your own accommodation please ensure you research your options thoroughly. Do not sign any agreements without being aware of your rights. The legislation governing Share/Board/Lodge House arrangements is currently under review. Please contact us if you require any assistance with contracts or checking whether the accommodation satisfies regulations.

Always check the following when considering sharing, boarding or lodging:

- Your rights and responsibilities as a tenant
- House rules and/or regulations and how they are enforced
- Limitations to room and/or facilities access at certain times
- Whether the premises are adequately maintained
- Any additional fees and charges you may be responsible for
- The length of notice required on termination of contract
- Whether receipts for rent, security bond, utility and other payments are provided



THINGS TO REMEMBER

- Do your research
- Consider your options and the advantages and disadvantages
- Do not sign any agreements or send any bond payments without being aware of your rights

	HOMESTAY	STUDENT HOSTEL	INDEPENDENT RENTAL
ADVANTAGES	Suitable for students with busy schedules or who can't or don't want to cook	More freedom to choose what to cook and when	Independence
	No grocery shopping as most meals are provided	More independence than a homestay	Greater privacy
	Valuable cultural exchange	Opportunity for social interaction, generally with people from all over the world	You can choose what to cook and when
	Good opportunity to improve and practice English Skills	Good opportunity to improve English skills	You have some choice in who you live with
	Kaplan can make arrangements for you	Kaplan can make arrangements for you	Choice of location
	Own furnished room	Option of own room or shared room	
	Support and security offered by the host family	Security offered by hostel management	
	Utilities such as electricity included in cost	Utilities such as electricity included in cost	
	Kaplan can support student in the event of any issues	Internet access provided (at a minimal extra cost)	
	Hosts are Kaplan approved, offering peace of mind		
DISADVANTAGES	Less flexibility	Must commit to minimum length of stay depending on hostel requirements	Limited availability for short term students in some locations
	Requires adjustments for both student and homestay family (e.g habits, customs etc)	Shopping and cooking can take time	Establishment costs may be substantial (Bond, furniture etc)
	Household routines may be rigid (e.g. shower times)	Limited access to kitchen facilities after 9-10pm	Must be found once you have arrived in Australia
	Mobile wireless internet deals recommended	May have to supply own cooking and eating utensils	May have to supply own cooking and eating utensils. Appliances may also be limited
	Location varies	Location varies	Utilities bills are extra
		There may be noise restrictions and curfew times	Must connect own phone and internet
		Unisex Bathroom/Toilet in some locations	May have to sign a 6-12 month lease
		Multiple residents sharing facilities	If shared, one of the tenants may leave before the end of the lease
		Limited or no access to a home phone (Mobile SIM cards can be purchased easily however)	Limited support and assistance from Kaplan staff to resolve issues between flat mates/owners
			More time spent on domestic chores
		Flat mates from other countries might speak their own language and not English	

Health and Safety

If you or a friend is seriously ill and needs an ambulance call 000. Stay calm and describe to the operator on the line what type of assistance you need (ambulance, fire or police) and your location. You may be required to describe any symptoms. Explain as much as you can, do not worry if you are not confident with your English – say as much as you can, as clearly as you can.

Medical and Travel Insurance for Student Visa holders

The Australian government requires all students on Student Visas to join the Overseas Student Health Cover Scheme (OSHC), a health insurance plan for overseas students in Australia.

The insurance OSHC will provide you with:

- Cover if you need to go to hospital
- Cover if you need to visit a doctor or specialist.
 - 100%* cover for general visits to a doctor
 - 85%* cover for other medical specialist services including pathology and radiology.
- Ambulance services
- Benefits for some of your prescriptions medicines
- Access to a range of health support advice services.

This insurance does not cover:

Extras, including:

- Dental
- Surgery that isn't clinically necessary
- Fertility treatment
- Medical expenses for any preexisting medical condition before you came to Australia, during the first 12 months of your membership
- Treatment covered by provisions for compensation and damages or accidents

Please read the information provided upon booking for further information on inclusions/exclusions.

*Amount covered is the percentage of the Government Medical Benefit Scheme fee. Some practices may charge more, for which you will have to pay yourself.

Medical and Travel Insurance for Working Holiday or Tourist Visa holders

If you are on a Working Holiday or Tourist Visa you must make your own Health Insurance arrangements before you commence your studies. Kaplan offers you a low-cost Travel and Medical Insurance plan that we advise you to take. If you are not taking Kaplan insurance you are required to show proof of alternative medical insurance. Kaplan Medical and Travel Insurance costs AUD 30 per week and you can arrange your insurance with your Kaplan representative. Travel and Medical Insurance is compulsory at Kaplan International English for the duration of your stay.

If you get sick

If you get sick whilst you are in Australia you should visit a doctor. You can ask staff at reception or your host family where the nearest doctor is. If you have a minor illness you can often ask staff at a local pharmacy for advice. If you are ill, make an appointment to see a doctor and take any relevant insurance or medical documentation with you. Kaplan staff can assist you to find a doctor who speaks your language. If you are absent from class due to illness you are required to bring a doctor's certificate to give to your teacher when you return to school.

Protecting your belongings

If you are not using Kaplan Medical and Travel Insurance we strongly recommend that you take out insurance for your personal belongings, especially cameras, personal music players, mobile phones and laptops. Personal items cannot be covered by Kaplan homestay or residence insurance. You can cover these items with your own personal travel insurance. Please ensure that you are properly covered in case of loss or theft.



THINGS TO REMEMBER

- Call 000 in case of fire, medical emergency or need for the police
- You must have Medical and Travel Insurance to attend a Kaplan International Melbourne course. If you do not have Kaplan International Melbourne Medical and Travel Insurance, you must provide proof that you are covered by another provider
- If you have a student visa you must also be a member of OSHC

MEDICAL COSTS

Approximate prices in AUD

Medical costs are at the discretion of your local doctor or hospital. A guide to costs in Australia are as follows:

- A consultation with a doctor: minimum AUD 65
- Prescriptions at a chemist: minimum AUD 15 per item
- Dental treatment minimum AUD 80
- New glasses: minimum AUD 180

Laws and customs

You may find that laws are enforced differently in Australia than they are in your home country. You must obey the country's laws and respect its customs. It is important that you understand the laws, rules, and customs that you may encounter.

Laws

- No one under the age of 18 in Australia may buy or consume tobacco or alcohol, including beer and wine. It is against the law to buy alcohol or tobacco for someone you know is under the age of 18
- Driving under the influence of alcohol is a very serious crime and police make regular random checks
- You will need international ID to enter bars, clubs or pubs (e.g. Passport, ID Card, Driving Licence)
- Buying, selling and using drugs is illegal
- You must attend all classes. If you do not attend 80% of classes your representative and parents may be informed. If you do not then improve your attendance Kaplan International Melbourne is required to report you to the Department of Immigration and Border Protection (DIBP), and this may result in the cancellation of your student visa
- Under the national code, student information may be made available to Commonwealth and State agencies

The Police and Kaplan International Melbourne is very strict in enforcing these laws.

Kaplan International Melbourne Rules

- Kaplan International Melbourne has rules that must not be broken. These rules may apply to academic work at school as well as life in your residence or homestay.
- If you leave your Kaplan International English course, Kaplan International Melbourne has the right to revoke your student visa and advise you to return home
 - Kaplan International Melbourne expects students to maintain 80% attendance during their course

- Be on time for all your lessons
- Always tell Kaplan International Melbourne if you are going to be absent from school for any reason and tell your host family if you are going away overnight
- Inform Kaplan International if you change your address or other contact details
- Obtain a doctor's certificate if you are away sick for more than two consecutive days

Customs

Customs are an accepted way of behaviour in a country. You need to know the customs of Australia to help you feel comfortable with people.

Some important customs to know include:

- **Women:** Women in Australia are equal to men and should always be treated fairly. Men and women share equally in household work and child care
- **Queues:** Always stand in line and wait your turn when buying tickets, in a bank, post office or waiting for a bus. Keep to the left when standing on escalators
- **Friendliness:** Australian people talk to strangers in public areas. This is a great way to practise English, but caution should be taken. You should not give out your address and telephone number, or accept inappropriate invitations. Although most people are friendly, some may be reluctant to speak with strangers
- **Please and Thank you:** These are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information



THINGS TO REMEMBER

- If you are under 18 years of age it is illegal to drink alcohol
- Buying, selling and using drugs is illegal
- Notify Kaplan International Melbourne if you are going to be absent from school
- Women are treated as equal to men in Australia
- Remember to say please and thank you

YOUR RESPONSIBILITIES

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your Student Visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with Kaplan
- Inform Kaplan if you change your address
- Maintain satisfactory course progress
- Maintain 80% attendance during your course
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements
- Enrol any accompanying school-aged student into a relevant primary/high-school whilst in Australia. (School fees may be incurred)

Deferring, suspending or cancelling your course

The suspension, deferral or cancellation of your enrolment may affect your visa. It is important you are made aware of this whenever you request to suspend, defer or terminate your course. You should refer to the Department of Immigration and Border Protection (DIBP) website www.immi.gov.au or call their hotline on 131 881 for more information on how these changes affect your visa.

Course Deferral

This is when you have to delay the start of a course and it applies to a course you have not yet started. This may occur if you ask to return to your country or can not start your new course at the expected start date. Kaplan International Melbourne may ask that a student defers the start date of a course if they do not meet the prerequisite requirements for that course.

Course Suspension

This is when your course is stopped, either temporarily or permanently, and it applies to a course you are currently studying. The suspension may either be requested by the student or initiated by Kaplan International Melbourne for student misconduct.

Compassionate and Compelling Circumstances

Students are able to apply to defer or temporarily suspend their course on the grounds of compassionate and/or compelling circumstances.

These could include, but are not limited to:

- Serious illness or injury, and you have a medical certificate stating that you are unable to attend classes;
- Death of a close family member, such as parents or grandparents (where possible you should provide a death certificate);
- Major political upheaval or natural disaster in your home country requiring emergency travel;
- A traumatic experience, for example, being involved in or witnessing a serious accident, or witnessing or being a victim of a serious crime (where possible you should provide police or psychologists' reports);
- Not being able to start your course on the commencement date because of a delay in receiving your student visa.

How to Apply

You should apply in writing to the Student Services Manager at Kaplan International Melbourne using the appropriate form and with supporting evidence. The School will review your application, and where possible, the Student Services Manager will meet you. The School will inform you of its decision in writing within three working days of your application.

If the School approves your request, the written notification will include information that the deferral/suspension may affect your visa status and that the School will inform DIBP via the PRISMS system. The period of suspension will not be included in the calculation of your final attendance.

If the School refuses your request or initiates the suspension or cancellation of your enrolment, the School will notify you of its intention and you will be allowed 20 working days to access the Appeals Procedures. If you choose to appeal the decision, the School will not inform DIBP of a change to your enrolment status until the internal Complaints and Appeals process is completed.

If you are under 18, the School cannot accept your request without the permission of your parents/guardian and confirmation that suitable welfare/accommodation arrangements have been approved.

In all instances the student will be responsible for applying for their new visa with DIBP and incur all costs.

All students will be obliged to accept Kaplan International Cancellation and Refund Policy as signed upon your initial enrolment.

Course Cancellation

Kaplan International Melbourne has the right to cancel your enrolment in the following extenuating circumstances, in which case, you will be reported to DIBP via PRISMS immediately, without waiting for the outcome of an internal or external appeal:

- If you are missing and you have not responded to the School's phone calls, emails or letters to your address;
- If you have serious medical problems, severe depression or psychological issues, which result in the School having concerns for your general wellbeing;
- If you act or threaten to act in behaviour that puts yourself, other students or the School staff in danger, or if you harass or intimidate another student or staff member;
- If you are under 18 and refuse to maintain the care arrangements that have been approved.

Kaplan International Melbourne also has the right to cancel your enrolment for academic misconduct, which is defined as an attempt to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they try to gain advantage by unfair means such as copying another student's work, or in any way mislead the teacher about their knowledge, ability, or the amount of original work they have done. All students are expected to maintain high standards of academic honesty and integrity.

FOR MORE INFORMATION:

Contact the Australian Department of Immigration and Border Protection by calling **131 881** or visiting www.immi.gov.au

Important dates to remember

PUBLIC HOLIDAYS 2017

Melbourne, Victoria

New Year	01-Jan-2017
Australia Day	26-Jan-2017
Labour Day	13-Mar-2017
Good Friday	14-Apr-2017
Easter Monday	17-Apr-2017
ANZAC Day	25-Apr-2017
Queen's Birthday	12-Jun-2017
Grand Final Holiday	29-Sep-2017
Melbourne Cup Day	01-Nov-2017
Boxing Day Holiday	25-Dec-2017
Christmas Holiday	26-Dec-2017

The above dates are observed as holidays in the year 2017. If you arrive on a week where the Monday is a holiday, your first day of college will be a Tuesday.

School closures

The college will be closed from December 25th 2017 and open again on January 2nd 2018. For holiday dates in other years, consult your Kaplan representative.

HOLIDAY POLICY

Academic Semester Students

There are preset holiday dates for all Academic Semester students. These dates depend on your start date and cannot be changed. Please check with the school if you are not sure when these are.

Intensive English students

(Only permitted if attendance is over 80% at the time of application)

0-10 weeks	No holidays are permitted
11-26 weeks	Students can take up to 1 weeks holiday*
27+ weeks	Students can take up to 2 weeks holiday*

*Please note: ALL holidays must be pre-approved in writing at least 2 weeks before your holiday. If your holiday is approved, you have the option of adding the extra week(s) to your existing enrolment. See staff at the school reception for a holiday. A fee of AUD 75 is incurred if you decide to change your holiday dates.

Other classes (EAP, Cambridge and IELTS)

As these courses are closed classes and study and attendance is important, holidays will not be approved if you are studying on these courses.

We look forward to seeing you at Kaplan International Melbourne. If you have additional questions please ask our staff on arrival.

Kaplan International Melbourne

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