



REGISTER OF SUPPORT SERVICES

- ACPET: Australian Council for Private Education and Training

ACPET's mission is to:

Enhance quality, choice, innovation and diversity in Australian education and training for individual, national and global development. Work pro-actively and co-operatively with government, education and training providers, industry and community organisations, in order to ensure that vocational and higher education and training services provide choice and diversity, and well-targeted, appropriately delivered courses which are widely accessible and of high quality.

In the event that a student's dispute is not resolved internally, they may contact ACPET.

- Phoenix Mediation Services

Phoenix Mediation Services provide students will access to trained and qualified mediators who are able to work with them and the relevant registered training organisation to resolved complaints and disputes and assessment appeals that are not able to be resolved using internal processes.

Access and Equity

- Airport Pickup, Home stay and Accommodation:

Australian Academy of Management and Science will provide airport pickup, home stay and accommodation services to students when they arrive in Australia. A nominal fee will be charged to students for use of these services.

The fees for the service:

- Home stay arrangement fee: \$150, (weekly fee between \$200 to \$300)
- Accommodation placement fee: \$150
- Airport pickup: \$150

- Overseas Student Health Cover (OSHC) Arrangement

Australian Academy of Management and Science can arrange OSHC for the student. It is a requirement that the student visa holder must have Overseas Student Health Cover. The OSHC current premiums** from Medibank Private (Australian's largest private health insurer) is as following:

	Single	Family
12 months	AUD\$605.00	AUD\$2,508.00

**Please note that these prices are current at the time of printing however students are responsible for checking current prices themselves.



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Community Services

- 24 hour Crisis Emergency Contacts:
 - i. Lifeline - 131 114
 - ii. Police: a free call - 000
 - iii. Salvo Care Line - 9331 6000

- Sexual Assault
 - i. NSW Rape Crisis Centre - 98196565 or 1800 424 017
 - ii. Eastern and Central Sexual Assault Services - 9515 3680
 - iii. Crisis Service-ask for after hours crisis workers - 9515 6111

- Alcohol and Drug Counseling
 - i. Alcoholics Anonymous (24 hours) - 9799 1199

- Victims of Crime Support Line
 - ii. 24 hour information, support and referrals - 9374 30000

• Interpreting Service: Phone: 131450

- Work Permission

Generally, students and their dependants are allowed to work 20 hours work per week while the course or training is in session. Students may work full-time during holiday periods.

- Renewing Your Visa

You are responsible for renewing your visa prior to its expiry; see Website www.immi.gov.au for information.

- Driving In Australia

Overseas students are permitted to drive using their home country's driver's license. Overseas students also can apply for a driver's license test. You can contact the Roads and Maritime Service (RMS) on 13 22 13 for more information.

Some of the useful web links for your reference:

www.studyinaustralia.gov.au

www.immi.gov.au

www.acpet.edu.au

www.fairtrading.nsw.gov.au