



OneGlobe
Institute of Higher Education
Australia

STUDENT HANDBOOK

ONEGLOBE INSTITUTE OF HIGHER EDUCATION

ONEGLOBE | 2026



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Welcome to OneGlobe Institute of Higher Education!

OneGlobe Institute of Higher Education is an Australian higher education provider offering postgraduate business education in Sydney, Australia's leading commercial and financial centre.

Our primary objective is to foster academic and professional advancement in every student who studies with us. We want our students to develop the capabilities and perspectives needed for positions of responsibility in business discipline and wider society. Our belief is that education and professional development will unlock our student's talents and help them realise their potential. As part of our commitment to these goals we aim to provide a learning environment that is student friendly, stimulating, collegial and safe, contributing to cross cultural enrichment and intellectual growth.

At OneGlobe, we understand the extraordinary efforts and sacrifices our students will make to undertake and successfully complete one of our courses, so we endeavour to provide maximum support to every student in a timely manner. However, we need your full commitment and participation to ensure the partnership succeeds.

Thank you for choosing OneGlobe. We look forward to welcoming you as a valued member of the OneGlobe community.

Sincerely,

Dean



Our Vision

At OneGlobe, education is defined as a collaborative effort of students and faculty in quest for new knowledge and fresh perspectives of the real-world challenges that contemporary business systems face. We apply a technology-enhanced learning approach to support our students' learning efforts. The OneGlobe Institute of Higher Education will be a thriving private higher education provider with capabilities to respond to the aspirations of a range of students, academics, employers, and stakeholders in the region. It will be engineered to deliver high quality education programs that prepare students for enhanced professional practice in management and business with lifelong learning and strong ethics.

The Vision of OneGlobe is:

'Linking industry, learning and education.'



Linking Industry, Learning and Education

Industry – Building strong Industry Network

Learning – Practical approach to learning

Education – higher education, curriculum design-Research

OneGlobe aims to lay the foundation for a stimulating and rewarding learning environment enriched by focusing on scholarship and engagement with advanced knowledge and inquiry.

Our Mission

OneGlobe is dedicated to academic ideals of education, research, and community service. The OneGlobe's mission is to:

'Provide innovative and transformative cost-effective business and management educational opportunities for individual students whilst encouraging ethical learning, diversity, inclusiveness, and gender equity.'

Values

At OneGlobe, the following values inform our operations, policies and practices:

- Academic freedom of inquiry and expression
- Quality and excellence of educational provision



- Respect and support for students and staff

Enrolment

All students must be correctly enrolled in each unit of study for their course before the deadline. It is your responsibility as a student to ensure that you are enrolled as a student in the correct unit(s) of study and that all details are accurate.

If you miss your enrolment session, contact OneGlobe Student Services immediately in person or email us on the student email address.

It is advisable for students to maintain a personal file of all formal correspondence they receive from OneGlobe relating to enrolment, payment of fees, academic progress, and results.

Pathways and Recognition of Prior Learning

What is a Pathway?

Pathways link the qualifications that you have already obtained or are in the process of obtaining with approved courses at OneGlobe. These links allow articulation and credit transfer between courses.

For more information on pathways, please speak with Registrar at your campus.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that applies to individuals who may have completed prior studies, or have other relevant experience, but who do not have access to credit transfer arrangements for the chosen course. You are encouraged to discuss possible applications with your enrolment officer at the time of enrolment and may be required to provide details, including the syllabus of your prior qualification. More details can be found online by accessing OneGlobe *Recognition of Prior Learning Policy & Credit Transfer policy*.

Eligibility

All students enrolled in higher education courses at OneGlobe are eligible to apply for RPL. Please apply on-line by accessing and completing the *Recognition of Prior Learning Form*.

Please attach certified copies of your qualifications when submitting your online application. Students must provide certified copies of supporting documentation, including academic transcripts, qualifications and any other evidence required to support the application.

Please note: OneGlobe may contact your former institution(s) for further information regarding your application for advanced standing. Applications must be completed prior to the commencement of study. Applications received after commencement of teaching will not be considered until after the study period.

Course Duration

Details of the length of courses can be located at OneGlobe website.

Changes to Your Enrolment

If you wish to vary any part of your enrolment, you will need to complete an online *Change of Course Preference Form*.



Accessing Your Timetable

Timetables are available on OneGlobe website, and on the notice boards at each campus. You are responsible for your timetable and confirming the location of lectures and tutorials. Check with the Student Services team at your campus regularly during the first few weeks of semester as timetables may change during this time.

When to Choose Your Units

For more details on your course units and course structure, please refer to the Course Brochure or visit OneGlobe website or consult the Student Services team.

Non-Commencement and Withdrawals

Your student enrolment details must be finalised for each semester by the Census Date. If you withdraw from your course after this date, you will have to pay fees, and you may be subject to academic penalties.

Failure to lodge a *Course Withdrawal Form* for a unit/s of study or the whole course before Census Date means you will be charged fees for all units you are enrolled in whether you have attended classes or not.

Deferring Your Course

Deferring your course start date is available only to commencing students. If you wish to defer your course, you are required to complete the on-line *Change of Course Start Date Form*.

Deferring the course can only be considered for:

- Compassionate /Compelling circumstances
- Visa Conditions
- Pathway courses – extension of course

Applicants do not enrol before deferring. A deferment is a guarantee that the place of offer will be available for the applicant to enrol subject to course availability.

Change to Personal Details

It is critical that personal details are kept current as important information will be sent to the nominated address. OneGlobe also sends emails and SMS messages when necessary, so it is important that you also update this information.

Students can change contact details via Student Management System.

Fees and Charges



As a student of OneGlobe, you are required to pay fees for your program of study. Fees and charges vary depending on your course. When you enrol or re-enrol you will receive an invoice from OneGlobe detailing all fees and charges and the due date for payment.

All fees are listed in Australian dollars (A\$), are indicative and may be subject to change. Payment options are listed on your invoice. After your first semester, OneGlobe will invoice you (or your sponsor) each semester according to your enrolment load in that semester.

OneGlobe reserves the right to annually adjust course fees to take into account increases in course delivery and other costs. Course tuition fees are invoiced per semester based on the enrolment for that particular semester.

If your fees are not paid by the due date, your enrolment may be cancelled.

Paying Your Tuition Fees

A set of two instalments will be offered in each semester. The payment due dates will be due on the following:

- 1st instalment = Semester start date
- 2nd instalment = 8 weeks after the first instalment due date

Experiencing financial difficulties?

If you are having financial difficulties and cannot pay your tuition fees on time, you must contact the Student Services as soon as possible.

Refunds

Students who have paid their tuition fees up front for a given semester and withdraw before the Census Date may be entitled to a full or partial refund according to the Refund Policy. Applications must be made online using the Refund Application Form.

Student Services and Affairs

There are a variety of programs and services available for all students:

- Orientation
- Library and computer systems
- Student email
- LMS
- Student Management System
- Academic support and study skills
- Academic transcripts
- Graduation services
- Student welfare services



- Student grievances and appeals
- Social events and cultural activities
- Language and learning support
- Disability support and reasonable adjustments
- Career development services
- Mental health and wellbeing support
- External referral services

For more information, visit OneGlobe website.

Student Welfare Services

The Student Welfare Services are available to all enrolled students to assist them to manage personal, academic and wellbeing issues that may affect their studies. Our dedicated Student Support Officer can assist you as an advocate, mediator or supporting person to help you deal with a range of issues you may encounter during your studies.

These issues may include:

- Applying for Special Consideration
- Personal and psychological issues
- Leave of Absence
- Late tuition fee enquiries
- Assistance with accessing academic support services

The Student Welfare Services are also available to provide advice, including options if you are:

- At 'risk'
- On a conditional enrolment
- Suspended or excluded from studies
- Thinking of withdrawing from your studies
- Wishing to take leave from your studies
- Wishing to be involved in on-campus activities and social events.

The Student Welfare Services can refer students to a range of internal and external services if needed. Contact Student Services team to organise a meeting with the Student Support Officer.



Student Counselling Service

An on-campus free counselling service is available to all OneGlobe students. Our appointed counsellors understand student-related issues, particularly in relation to new students. Appointments can be organised by contacting the Student Services team. The Counsellors can be contacted to discuss:

- Ongoing health issues
- Missing your family and friends overseas
- Relationships
- Difficulty in making decisions
- Ongoing personal problems
- Emotional support
- Work-related issues
- Stress, anxiety, and depression

You can book an appointment online or via Student Services Team.

Student ID card

Commencing OneGlobe students are issued an ID card during week 1-2 of the semester. You must have a OneGlobe Student ID card to sit your examinations or borrow books from the library. If you have any issue, please contact Student Services

Student Email (Microsoft Office 365)

Please note that all communications with OneGlobe will be via the assigned OneGlobe Office 365 account; you should activate your OneGlobe email as soon as possible and check your emails regularly. We assume that you read any email sent by OneGlobe to your OneGlobe email account immediately:

Username: Your student number + @oneglobe.edu.au

Password: Login credentials will be provided to students through secure onboarding processes. Students must change their password upon first login and maintain the confidentiality of their account credentials.

Students are responsible for maintaining the confidentiality of their login details." in this format:

OneGlobeddmmyyyy (e.g., OneGlobe09021999)

OneGlobe provides Microsoft Office to every student free of charge. This means the latest version of the full Office productivity suite, including Word, Excel, PowerPoint, OneNote, and more are available for offline and online use to best support you for your studies. As long as you're a student at OneGlobe and this service continues, you'll be able to use this software for free.



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- Install on up to 5 compatible PCs and Macs, plus 5 tablets (including iPad!)
- Use with OneDrive for automatic device syncing
- Gain valuable skills on the world's most popular productivity software
- Use the same programs as your professors to ensure full file fidelity

To access your Office 365 account, follow these simple steps:

1. For PC and Mac:

- Visit Office.com/GetOffice365
- Click through to sign in with school-provided credentials & download
- On the installation page select your language and click install

2. For iOS and Android:

- Download from your app store
 - iPad: Word, Excel, PowerPoint
 - iPhone
 - Android
- Sign in with your school credentials for full editing capability

Learning Centre

The Learning Centre provides quiet study spaces, computers, printers and reading areas.

Library is housed within the learning centre where multiple copies of all prescribed textbooks are made available for students to refer within the campus premises or students can borrow for a period to take along for reference. OneGlobe Resource Centre keeps copies of every required OneGlobe textbook for students to borrow. In addition to prescribed textbooks, ranges of periodicals, journals and other books are made available for reference and reading purpose for students and staff.

Range of latest desk top computers are available for students to access, and students can also access to printer for any printing required for learning.

Learning centre also periodically arranges workshops for students on various topics such, academic research methodology, improving academic English, market research and employment opportunities, and like.

E-Library

OneGlobe provides access to a comprehensive online library of journal and scholarly works. Students and staff can access and fully utilise these resources. In addition, we provide a comprehensive set of electronic learning materials available on OneGlobe LMS.



Learning Management System (LMS)

OneGlobe provides access to dedicated LMS (Moodle) to all students in each semester to support their studies. Each student is required to log into the LMS daily to review the activities in progress and to access the resources (library, tools, LMS etc.).

You need to follow the instructions that will be provided to you in relation to each activity in the LMS for each unit of study. You need to read the information provided at the LMS thoroughly before you start using the LMS resources. Answers to many of your questions will be found in these files.

Access to OneGlobe LMS is provided on the condition that students use it purely for their own education and development purposes and for the course units enrolled in each semester. Students must not provide access to others nor copy the content of the LMS or use any part for any purpose without clearance in writing from OneGlobe. Please record your access information in a secure place: we may charge a fee for re-issuing a fresh password.

URL: <https://oneglobe.com/login/moodle>

Username: Your student ID number

Password: Students will receive login credentials through a secure onboarding process. Students are required to change their password upon first login and maintain the confidentiality of their account details. Please note the username and password are both case sensitive. If you have any questions on the contents of the individual unit of study websites, please see ask the relevant Course Convener for help.

If you have any questions about accessing the LMS or require technical support, please contact ICT Support Officer at your campus, particularly if you:

- Are having issues logging in
- Experiencing system errors or technical errors
- Cannot find information related to your issues and continue to have problems.

The LMS student user guide can be accessed online.

LMS Help Desk (Mon-Fri – 9am to 5pm)

Unit Study Guides

In your first class, your lecturer will introduce and overview the Unit Study Guide. Unit Study Guides explain all the important information for successfully completing the unit of study under consideration including the unit content, learning activities and resources, learning outcomes and assessment tasks and other requirements. Assignment due dates are published within each Unit of Study Guide. Your Unit of Study Guides can be downloaded from OneGlobe LMS.

Academic Integrity

OneGlobe is committed to maintaining the highest standards of academic integrity. Students are expected to complete all assessment tasks honestly and ethically and must comply with the Academic Integrity Policy and Procedures and the Generative AI and Digital Innovation Strategy.

The use of generative artificial intelligence tools, including ChatGPT and similar technologies, is only permitted

where expressly authorised by assessment instructions. Unauthorised use of AI-generated content may constitute academic misconduct.

Copying or cheating (e.g., of other student's work or work of another person) in part or whole, constitutes misconduct under OneGlobe's rules, (see OneGlobe Academic Integrity Policy and Procedures). Any secret agreement or understanding for the purpose of trickery or fraud or scheming or working with another person in deceit or fraud also constitutes misconduct under OneGlobe's Policy.

What is plagiarism?

Many people think of plagiarism as copying another's work or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offense.

Plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterwards.

All of the following are considered plagiarism:

- turning in someone else's work as your own
- copying words or ideas from someone else without giving credit
- failing to put a quotation in quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism. Please see OneGlobe's Academic Integrity Policy.

Submission of Assessment Task

All assessment tasks are uploaded via the LMS. Students are advised to refer to each Unit of Study Guide for deadlines and due dates.

Turnitin

The plagiarism prevention software used by OneGlobe is Turnitin which estimates the percentage of 'similarity' between an essay and multiple sources. You may be asked to submit assignments via Turnitin. Turnitin allows lecturers to check for improper citation by comparing it against continuously updated databases using the industry's most advanced search technology.

OneGlobe encourages all students to use Turnitin to check and correct the similarity index before submitting the final submission to the LMS. Students should refer to assessment requirements and guidance provided by teaching staff regarding acceptable similarity levels. Similarity reports are used as one indicator of academic integrity and are assessed in context.

Referencing Style

Students are encouraged to adopt the institute prescribed reference style.



Academic Progress

The Dean is responsible for advising students and:

- Provide accurate information about course progression and degree requirements
- Assist in understanding academic policies and procedures
- Help access academic resources which will enhance their ability to be academically successful
- Assist in overcoming educational and personal problems via referral to counsellor or tutoring services.

Further details can be found in OneGlobe *Course Progress Monitoring and Intervention Policy*.

Attendance

Student engagement may be monitored through attendance (where applicable), participation in learning activities, assessment submission, LMS engagement and academic performance indicators. in accordance with OneGlobe Assessment Policy and the Attendance Policy.

In order for OneGlobe to deliver a high standard of academic learning, Students are expected to actively engage in learning activities, attend scheduled classes where applicable, participate in online learning activities and maintain satisfactory academic progress. In addition:

- You must achieve satisfactory academic progress.

Students Identified At Risk

Student progression through their courses is monitored, and action is taken at the following stages:

- 1) Early identification of disengaged students during each study period
- 2) Review of academic results at the end of each study period to identify students who are at risk and making unsatisfactory progress
- 3) Intervention and support
- 4) Continued Unsatisfactory progress
- 5) Cancellation

If identified as not making satisfactory course progression, the student normally moves sequentially through these stages unless the conditions specified at each stage are fulfilled, and the student is deemed to be making satisfactory course progression.

Students identified as at risk will be offered tailored support interventions which may include academic skills support, language and learning assistance, study planning, counselling, mentoring, welfare support, referral services and ongoing progress monitoring.

A student designated as “At Risk” is one whose academic performance is such that it appears he or she may require the provision of specific learning support and assistance as a consequence of:



- low engagement with learning activities;
- not submitting or not achieving a Pass mark in the low-risk early assessment task in a unit(s) of study.
- having previously achieved a Fail final grade in a unit(s) of study.
- not responding to OneGlobe emails; and
- not logging into or subsequently not engaging with LMS.

'At-risk' status identifies a student whose behaviour and/or academic performance places them at risk of not achieving or maintaining an academic status of 'Good Standing', i.e., achieving a Pass grade or higher in all of the units in which they were enrolled during a teaching semester.

Unsatisfactory progress

A student is considered to have made unsatisfactory progress, whilst enrolled in a particular program of study, if that student:

- Achieving a low-grade point average
- Failing a unit more than once
- Exceeding the maximum time limit for completion of an award course

Unsatisfactory academic performance may result in:

- Being placed on probation
- Being excluded

Tutoring service

If at any point you feel you need some assistance with your study, and want to improve your understanding of a unit, OneGlobe provides a free tutoring service for all students. Contacts for tutors can be obtained from Registrar at your campus.

Leave of Absence

In some limited circumstances, you may need time away from your studies. This is known as a leave of absence. We advise you to speak to the Welfare and Engagement Officer at your campus before you apply.

You may be able to apply for leave of absence if you have been affected by:

- serious illness or injury
- death of a close family member such as parents or grandparents, husband/wife, or child
- major political upheaval or natural disaster in your home country requiring emergency travel and which has affected your studies

- traumatic experiences such as being involved in an accident or being the victim of a serious crime.

Your application must be approved by OneGlobe. If you decide to apply, you must submit an online *Leave of Absence Application*, attaching certified or original copies or any other relevant supporting documents, such as death or medical certificates and your application must be received by Census Date. (Refer to OneGlobe website for important dates.)

Special Consideration

Students whose performance in an examination is seriously affected by illness or other special causes or are prevented from attending an examination by illness or other special causes should apply online for Special Consideration within three working days of their examination. Applications for special consideration must be lodged online *Special Consideration Form*.

Applications for Special Consideration may be based on the fact that:

- the student's studies have been impeded by the adverse circumstances in question.
- the adverse circumstances in question have prevented the student from preparing for or completing all or part of an assessment task; or
- the student was negatively affected by the adverse circumstances in question to a substantial degree during the performance of the assessment task.
- Adverse circumstances beyond the student's control can include:
 - medical conditions (physical and/or psychological).
 - severe financial hardship; or
 - substantial disruption to employment and/or living arrangements.

Routine demands and circumstances including:

- regular academic workload.
- regular employment.
- recreational travel; or
- planned personal, sporting, and social events (e.g., weddings) will not normally be considered as grounds for Special Consideration.

Reasons for special consideration may include:

- death of an immediate family member
- medical reasons (either yourself or someone in your immediate family)
- personal trauma or crisis (e.g., victim of crime, severe disruption to domestic arrangements)
- serious illness or psychological condition (e.g., hospital admission, serious injury/illness, severe anxiety, or depression)

- loss or bereavement (e.g., death of close family member, family/relationship breakdown).

Applications for Special Consideration must be made to the relevant Registrar using the *Special Consideration Application Form* as soon as feasibly possible, although normally within two business days of the occurrence of the adverse circumstance.

Applications for Special Consideration must be accompanied by the appropriate supporting documentary evidence, which in the case of illness shall include a medical certificate issued by a registered medical practitioner or medical authorities.

Please contact Student Support Officer directly if you have any questions on Special Consideration at studentsupport@oneglobe.com.au

Once the application for special consideration has been assessed; students will be notified of the outcome within five (5) working days of receipt of the application. The outcome notification will be sent to student's email address provided by OneGlobe.

Please submit correctly completed applications - any incomplete or late forms will be rejected unless exceptional circumstances apply.

Reduced/Overload Study Load

Discuss your situation with the Student Services team first. The Dean must approve a reduced study load. All applications must be made on the *Reduced Study Load Form* and will be assessed before your enrolment can be confirmed. Where an application is not approved, your enrolment and fees may be subject to change. Students need to get approval for an overload from the Course and Unit Coordinator. Permission to overload may not be granted if the institute believes it will have a negative impact on your academic progress

Study Skills Support and English Language Learning Support

We understand that individual students may experience difficulty in coping with their academic work in English, particularly in terms of academic and professional writing skills, presentation skills and reading and summarisation skills. Our academic and industry-based teaching staff assist students to improve their English.

Student Representation, Participation and Feedback

OneGlobe values student participation in institutional governance, academic quality assurance, and continuous improvement activities. Students are encouraged to actively contribute to institutional decision-making through representation, consultation, and feedback mechanisms.

The Academic Board includes at least one elected student representative who participates in Academic Board meetings and contributes student perspectives on academic quality, student experience, learning support, student wellbeing and matters affecting student success.

Students may contribute to institutional governance, academic quality assurance and continuous improvement through:

- elected student representation on the Academic Board;
- student surveys and course evaluations;
- student consultation forums and feedback sessions;



- participation in quality assurance and continuous improvement activities;
- engagement with learning, teaching and student support initiatives; and
- other consultation mechanisms established by OneGlobe from time to time.

Feedback received from students is systematically reviewed through OneGlobe's quality assurance framework and may inform improvements to learning and teaching, student support services, policies, resources, governance processes, facilities, and institutional operations.

The Academic Board monitors significant student feedback themes, actions taken in response to student feedback, and outcomes arising from continuous improvement activities as part of its academic governance and quality assurance responsibilities.

Grievances

Students should attempt, in the first instance, to resolve a concern by using a direct and informal approach to the individual concerned wherever possible. If this does not resolve the issue, you may lodge a formal complaint through the on-line *Student*

Grievance Form. All complaints will be processed in accordance with OneGlobe's *Student Grievances and Appeals Policy*.

Making false and unsubstantiated allegations may render the student liable to disciplinary action. It may also

Appeals

We hope that your time at OneGlobe will be a rewarding and enjoyable one; however, occasionally problems arise, and you find that you have a grievance in relation to actions or decisions taken by OneGlobe staff, including matters involving administration, learning, and teaching, and breaches of OneGlobe policy.

This may also include grievances in relation to unit results. OneGlobe has established a set of procedures for dealing with such matters. The steps involved in grievance resolution are set out in the *Student Grievance and Appeals Policy*. Students should lodge appeals by completing the online *Student Appeal Form*.

Living and Studying in Australia

Australia is a diverse and multicultural society that offers high-quality education, a safe learning environment and opportunities for personal and professional development. Students studying at OneGlobe have access to academic, welfare, wellbeing and support services designed to assist them in achieving their educational goals and successfully integrating into Australian society.

International Students

Visa Requirements

All individuals who do not hold citizenship in either Australia or New Zealand require a student visa to study in Australia.

There are a range of visas available for students who wish to study in Australia. All visas are listed on the Department of Home Affairs (DHA) website, which students can access by visiting:
<https://www.homeaffairs.gov.au/>

International students who wish to study at OneGlobe are responsible for obtaining their own student visa and must ensure that they familiarise themselves with their obligations under the visa and furthermore abide by these obligations during their time in Australia.

For more general information regarding visas students should access the DHA website at:
<https://www.homeaffairs.gov.au/>

OneGlobe provides support to international students in understanding their enrolment obligations, course progression requirements, visa-related study obligations, welfare support services and referral pathways where required. Students are encouraged to contact Student Services if they require assistance during their studies.

ESOS Legislative Framework

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for higher education institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service for international students. The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund. Visit <https://tps.gov.au/> for more information.

National Code

The National Code is a legislative instrument of the ESOS Act and applies to higher education providers who enrol international students on student visas in all sectors. National Code requirements are in addition to the standards for specific sectors.

National Code and Explanatory Guide "<https://aei.gov.au/>

Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service

Applying for a Student Visa

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited

agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for Australian student visa, you will need a valid passport, a Confirmation of Enrolment (CoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. You must ensure you allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Home Affairs (DOHA)

The Australian Government's Department of Home Affairs (DOHA) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit: <http://www.homeaffairs.gov.au/>

IMPORTANT: Once you arrive in Australia you must ensure OneGlobe has your current address at all times. If, for any reason, DOHA (Department of Home Affairs) wishes to contact you they will rely on the address OneGlobe has for you.

Dependent's visas for family members

Some students bring their family (spouse/partner and children) with them to Australia. You can apply to bring your family on a dependent's visa if you are enrolled in a formal tertiary course which lasts for at least one year. If you are planning on bringing your family with you, you should seek information from the Australian Consulate or Embassy in your country about visa requirements. Dependent's visas are issued by DOHA.

Usually, your family members will need to have a health examination and you will need to provide supporting documents, such as marriage and birth certificates, passports and proof of sufficient income to support your family in Australia. You will also need to pay the family rate of health cover to ensure your family has health insurance while in Australia.

A dependent visa will allow your family members to stay with you in Australia for the duration of your course. If your course of study is shorter than one year, or if you want other family members (such as parents or siblings) to visit you, each of them will need a visitor's visa (not a dependent's visa). A visitor's visa is usually issued for three months.

Schooling in Australia

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st August of that calendar year are eligible to start school the following year. Children whose birthday is after the 1st of August must wait one more year.

You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. OneGlobe will issue Confirmation of

Enrolment (CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

There may be school fees payable.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Visa conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress and attendance requirements
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- If you change your education provider, you must inform your current education provider within seven days of issue of an CoE
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- You must not work unless you have been granted permission to do so
- You must leave Australia before your visa expires

For a full list of mandatory and discretionary student visa conditions please visit:
<http://www.homeaffairs.gov.au>

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers
- International travel insurance,
- General treatment cover with any Australian private health insurer.

You can find a list of these providers and search for the one that suits you best at:
<http://www.privatehealth.gov.au> & "<http://www.iselect.com.au/>"

Other Health-Related Services

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State.

One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia.

Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners.

For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Accommodation in Sydney

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost effective to live further from the campus but closer to shops and public transport. Sydney's cultural diversity caters to many different lifestyles and the costs of transport, food and entertainment is very competitive and often better than most other Australian capital cities. The Sydney lifestyle can be enjoyed, even on a student budget.

Types of Accommodation

OneGlobe is not a residential College and therefore does not offer on campus accommodation; however, there is a range of other accommodation options from which students can choose such as homestay, student housing and rental accommodation.

Homestay

Homestay accommodation provides a homely, safe environment in a range of settings such as host families, share houses and units in single or shared rooms. They are often close to transport and shops. Visit the following websites to see some of the homestay accommodation available in Sydney and Adelaide.

- Home Stay Experience <http://www.ozhomestay.com.au>



- Home Family Stay Sydney Student Accommodation <http://www.auzziefamilies.com>
- Home Family Stay Adelaide <https://www.homestaynetwork.org/adelaide-pricing/>

Student Housing

There are a number of purpose-built homes in Sydney and Adelaide that accommodate students only. For an example of what is currently available you can access the following website where you can specify your individual requirements.

- Accommodation for Students www.studyaccommodation.com
- Casual Accommodation New South Wales <http://easy-apartments-to-rent.com/>

Rentals

Private rental arrangements can be made through local real estate agents where you will be able to rent modern, self-contained and furnished apartments to suit your budget.

Rental Rates & Weekly Living Expenses

Weekly rental rates will be determined by whether you are simply renting a room in share house, or you are renting an entire house or apartment and for a single person could range from say \$140 to \$250 for a single room in rental accommodation to \$600 per week for a house or a large apartment.

Things to Keep in Mind When Renting:

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond and may amount to more than AUD \$1,000. The bond is usually set at four weeks' rent.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed and keep a copy that has been signed by both of you.

Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security

deposit. If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Cost of Living in Australia

NOTE: Prices are subject to change. These prices are to provide you with a guide only and current prices should be determined before planning your accommodation and completing a budget.

Expense	Example of a student living in shared accommodation off campus		Example of a family living off- campus (two adults and one child)
	per academic year (36 weeks)	per year (52 weeks)	per year (52 weeks)
Accommodation, food & utilities	\$17,000 (36 weeks) \$22,800 (52 weeks)	\$15,700 (52 weeks)	\$38,180 (52 weeks)
Phone, public transport, health, study materials and costs, insurance, clothing, emergencies	\$5800	\$6800	\$13,100
TOTAL (Accommodation and living, expenses)	\$28,600	\$22,500	\$51,280

Health and Safety Information

Safety at OneGlobe

OneGlobe is committed to providing a safe study and working environment to protect the health and well-being of staff and students. This obligation extends to our contractors, and visitors to ensure:

- Health and safety within the workplace and
- To avoid adversely affecting the health and safety of others.

What you can do to keep safe

Be informed – OneGlobe has Workplace Health and Safety policies and procedures to reduce the likelihood students and staff being put at risk, please see *OneGlobe Work Health and Safety Policy and Procedures*.

We should all take reasonable and practicable precautions to manage hazards and risks that can impact the health of each one of us. OneGlobe is committed to constantly working towards maintaining a safe environment. Achieving these key objectives requires:

- Acceptance of WHS responsibilities by everyone at OneGlobe.
- Consultation with all stakeholders including staff, students, visitors, and contractors.
- Continuous improvement based on sound safety management and planning.



- Provision of resources to further develop, monitor and maintain the effective management of health and safety.

Emergency contact

Fire, Police and Ambulance: 000

Evacuation procedures

There is a map in each area of OneGlobe campus showing the nearest assembly point.

Leave your classroom in an orderly fashion and pay attention to your lecturer and/or the fire warden coordinating the evacuation. Remember the following important points:

- Don't panic.
- Leave the upper levels of the building by using the stairs only.
- Do not use the lifts under any circumstances.
- Leave by the nearest safe exit to your room.
- Regroup with your classroom members and your emergency warden/teacher/lecturer at the designated assembly point or area designated by the emergency warden as soon as you are clear of the building.
- Do not wander off from your group until your emergency warden/teacher/lecturer marks you off the roll or gives you clearance to leave; and
- Do not re-enter the building under any circumstances until the "All Clear" signal has been given by the Fire Brigade or the Emergency Warden.

Life-threatening conditions

If a situation is life-threatening, follow these procedures:

- Call the Ambulance Service on 000 and remember to clearly state your location street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so by the Ambulance Service.
- All incidents, near misses and any first aid given are to be reported to your Teacher/Lecturer and must be recorded, regardless of severity of outcome.
- A Critical Incident Report Form is to be completed by your teacher or lecturer or the Campus Manager.

Please note: Student Services should not be the first point of call-in cases of severe injury and/or acute illness. Contact the Ambulance Service immediately on 000.

Preventing theft

Many thieves are opportunistic and there are many ways to reduce the chance of being a victim of theft by taking a few simple steps.

- Mark your property using a permanent dye and record any serial numbers, makes, models, colour, value etc. This will help in the identification of your property.



- Make property difficult to steal by using locks to secure computer notebooks and similar equipment.
- If working in a library or open area, do not leave bags, phones, wallets, or computers unattended.
- Be alert to suspicious people in your study area. If you see anyone that looks suspicious, contact Student Services immediately.

Personal safety

All staff and students have the right to feel safe and secure, whether you are on campus, at home, on public transport or just in your local community. An important part of feeling safe is to develop a personal safety plan. This may be as simple as thinking about what you would do and where you would go if confronted by a potential attacker:

- Planning ahead will help you to think clearly
- Be aware of your surroundings and know where you are going.
- If walking at night, walk with a group or a friend and keep to well-lit paths and roads; and
- Be aware of who is behind you when using ATM's.

Tax File Number

Before you start working in Australia, you should obtain a Tax File Number (TFN) from the Australian Taxation Office. Whilst it is not compulsory to quote a TFN to your employer, without one you may:

- Pay more tax than necessary
- Not be able to get government benefits you are entitled to receive.

You may apply for a TFN online at:

<https://iar.at.gov.au/IARWeb/default.aspx?pid=4&sid=1&outcome=1>

Working in Australia

International students may work up to 48 hours per fortnight during the semester and unlimited hours during course breaks.

You have the same fundamental workplace rights as any other worker, including the right to be paid at least the minimum wage and to receive appropriate entitlements.

The Australian Government's Fair Work Ombudsman can help you prepare for your new job. They offer a range of free resources and tools, including a Guide to Starting a New Job (<https://www.fairwork.gov.au/sites/default/files/migration/712/A-guide-to-starting-a-new-job.pdf>) and the online course the 'Starting a New Job' (<https://www.fairwork.gov.au/tools-and-resources/online-learning-centre>)

The Ombudsman can also help if you are having workplace issues, without the risk of your visa being cancelled. This includes issues such as not getting the right pay or other entitlements, like leave or notice.



For more information visit the Fair Work Ombudsman.(<https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>)

For issues like unfair pay, exploitation, or to check your specific visa work conditions, contact the Fair Work Ombudsman.(<https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>)

Please note that you will NOT be able to work in Australian until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Important Links and Contacts

If you are searching for a particular person within OneGlobe, contact student Services via email
Email: studentservices@oneglobe.com.au
Telephone: TBA

Emergency and Health Services

Emergencies:

Dial 000. This number should be used to contact Police, Fire or Ambulance services in life-threatening or emergency situations only.

Police:

In a non-emergency situation, you can contact the local police station directly in each capital city or town.

State Emergency Service:

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance 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.

Emergency Translation:

The Translation and Interpreting Service can provide an interpreter for you. Phone: 131 450 or 1300 655 010 (emergency).

LifeLine

Lifeline's 13 11 14 service is a 24/7 free telephone counselling service. 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.

HealthDirect

HealthDirect Australia is a free 24-hour telephone health triage, information, and advice service for residents of the SA. Telephone 1800 022 222 or visit www.healthdirect.org.au

Legal Matters (Free and Confidential Services)

Legal Aid provides free consultation to students.



One Globe Policies and Procedures

Please familiarise yourself with OneGlobe policies that relate to you as a student. These can be found on OneGlobe website.

About this Guide

The information contained in this guide was current at the time of compilation. OneGlobe reserves the right to alter any course, dates, procedure, policies, or fee. Students should carefully read all official correspondence and consult Student Services as necessary.

For the latest information please visit OneGlobe website. www.oneglobe.edu.au