

SGSCC

St George & Sutherland
Community College



SGSCC International Pre-Enrolment Information Booklet



WELCOME TO SGSCC INTERNATIONAL

Dear Future Student,

Welcome to your next adventure. We are thrilled that you are considering St George & Sutherland Community College (SGSCC) as the next step in your educational journey. At SGSCC, we know that education goes beyond just earning qualifications. It's a transformative experience that helps you uncover your potential, build unshakable confidence, and create a roadmap to a successful future.

For over ten years, we have proudly guided students from across the globe, and now we are eager to support you on this exciting journey. Studying in Australia is not just an opportunity, it's a life-changing decision filled with endless possibilities. At SGSCC, we are dedicated to making your transition as seamless, enriching, and inspiring as possible.

As a proud CRICOS-registered provider, we deliver nationally recognized training programs within a safe, inclusive, and nurturing environment. Here, you'll engage in small classes with experienced and passionate trainers who are committed to your success. You'll have access to personalized support services tailored to both your academic and personal development.

We are eager to welcome you to SGSCC and to help you craft your unique success. From the moment you arrive for orientation until you proudly graduate, we are here to walk alongside you, empowering you all the way through. But it's not just about academics. Living in one of Sydney's most welcoming communities adds to the richness of your experience. Our campus is situated in the beautiful Sutherland Shire, just minutes from stunning beaches and a short train ride from the vibrant city—offering you the perfect balance between learning and leisure.

Warm regards,
Bernadette Mills
Chief Executive Officer
St George & Sutherland Community College (SGSCC)





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WHY SGSCC INTERNATIONAL?

At SGSCC International, we believe that education is the gateway to a brighter future. Here are just a few fascinating reasons why international students choose us as their path to success:

Internationally Recognised and Quality Education

SGSCC stands as a premier education provider, proudly supporting a vibrant community of students from over 41 nationalities around the globe. As a CRICOS registered provider (Provider No: 03122K) and RTO (7091), we uphold the highest industry and regulatory standards, ensuring your education is recognized and valued internationally.

Our nationally recognised programs are expertly designed to meet the evolving demands of today's industries, spanning critical areas such as community services, mental health, aged care, childcare and disability services. By choosing SGSCC, you equip yourself with the in-demand skills that employers are actively seeking. Invest in your future with us and unlock your potential.

Support every step of the way

We are committed to fostering a vibrant and inclusive campus that embraces diverse cultures, ensuring that every international student feels truly at home.

Our robust student services offer comprehensive support, including orientation programs, academic assistance, counselling, and career guidance. You'll always have a dedicated team ready to help you thrive.

At every stage of your journey, we prioritize your health and well-being, because we believe that your success begins with feeling your absolute best.

Real-World Learning & Industry Connections

Our programs combine theory with hands-on training, practical workshops, and work placement opportunities to ensure you gain valuable, real-world experience.

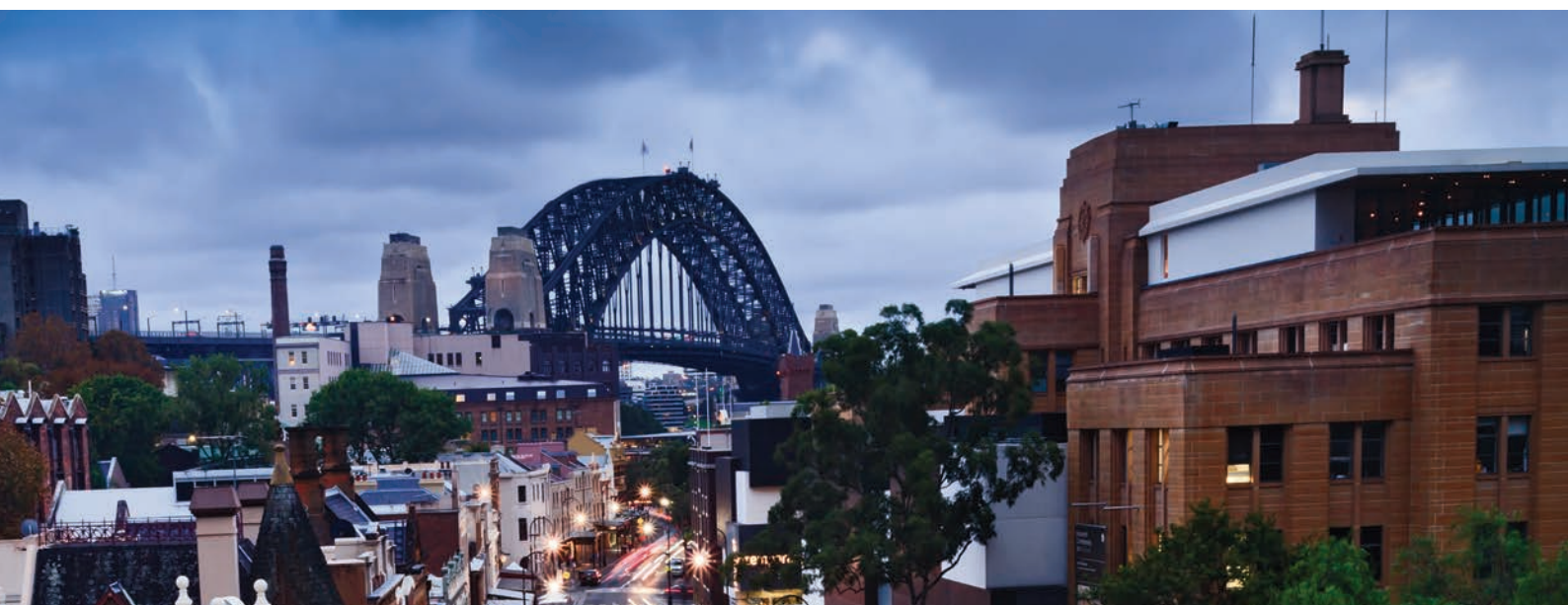
Whether you're aiming for further education, entering the workforce, or looking to upskill, our courses are designed to open doors and provide clear pathways to career advancement.

Community Focus & Personalised Experience

With small class sizes and personalised attention from experienced trainers, you're never just another face in the crowd.

Based in Jannali, NSW, we're part of a vibrant community that extends both locally and internationally, offering networking opportunities and global perspectives that enrich your learning experience.

At SGSCC International, your journey is more than just earning a qualification—it's about becoming part of a community that supports your ambitions and helps you succeed in a global marketplace. Discover your potential with us and take the first step towards a brighter future!



SGSCC INTERNATIONAL CAMPUS

Jannali Campus

127-129 Sutherland Road,
Jannali, Sydney, NSW, Australia
P +61 2 9528 3344
F +61 2 9589 0517

At SGSCC International, campus life is more than just classrooms—it's a vibrant, inclusive experience designed to help you thrive academically, socially, and personally. Our campus offers:

- Contemporary learning spaces and computer labs
- Comfortable student lounges and study areas
- Free Wi-Fi access across campus
- Easy access to public transport, cafes, and local shops

Enjoy the best of Sydney without the city chaos. Jannali offers a peaceful, safe, and community-driven atmosphere—with beautiful beaches, national parks, and city life just a train ride away.

From day one, you'll feel supported and part of a friendly, multicultural community. Our students come from all over the world, creating a dynamic environment where friendships, cultural exchange, and global perspectives flourish. Campus life at SGSCC is about belonging, growing, and enjoying every step of your educational journey.

Whether you're in class, on a beach trip, or enjoying coffee with new friends, you'll feel right at home.



OVERSEAS STUDENT ORIENTATION

Our orientation program is your gateway to success. Here's what you can look forward to:

- Expert guidance on living and thriving while studying in Australia
- Essential tips on safety, transportation, and must-see local attractions
- Clear information about your rights, invaluable support services, and what to expect from your courses
- An engaging tour of our vibrant campus
- A warm introduction to our dedicated Student Support Team
- An opportunity to explore a wide range of facilities and services at your disposal
- Insight into classroom training and any necessary work placement requirements
- Assistance with obtaining a Police Check and Working with Children Check, if applicable

Join us and take the first step toward an enriching and successful experience.

Student Support Services

We wholeheartedly dedicate ourselves to supporting you throughout your journey. Our wide range of services is designed with you in mind, including:

- Expert guidance to elevate your English language and academic skills
- Compassionate counselling and wellness support to prioritize your mental health
- Engaging career preparation and job-readiness workshops to enhance your professional opportunities
- A committed team eager to assist you with enrolment, visa processes, and accommodation options for a smooth transition.

Join us and flourish in your educational experience.

We can't wait to see you succeed!

On Campus Safety

At SGSCC, your safety is our top priority. We are committed to providing a secure, inclusive, and respectful environment for all students, staff, and visitors.

- Our Jannali campus is located in a peaceful suburban area, known for its friendly and welcoming community.
- All staff are trained to ensure a safe and inclusive learning space, free from discrimination, bullying, or harassment.
- Fire extinguishers, alarms, and emergency exits are maintained and tested regularly.

Personal Security

- Avoid leaving personal items unattended.
- Walk with friends or in well-lit areas after hours.
- If you feel unsafe, notify staff or contact local authorities.

You can report any incident or concern—confidentially and without fear—by:

- Speaking to your trainer or Student Services
- Using the complaints form on our website
- Contacting the International Program Manager directly

SGSCC takes all reports seriously and acts promptly to ensure safety and fairness.

Wellbeing and Mental Health:

- We offer support for emotional wellbeing, including:
- Free counselling
- Group meditation session(s)
- Crisis response support
- Guidance for maintaining personal safety and balance while studying
- Remember: Your safety matters. If something doesn't feel right—speak up. We're here to support you.

Emergency Contacts

Police: 131 444

Emergencies: 000 (24hrs)

Crime Stoppers: 1800 333 000

Interpreting Service: 131 450

Health Advice: 1800 022 222

Transport: NSW 131 500

Telephone Directory: 1223

Telephone Directory International: 1225

Websites

www.police.nsw.gov.au

www.transport.nsw.gov.au

www.alcohol.gov.au

www.beachsafe.org.au

www.homestaynetwork.org

www.homeaffairs.gov.au

www.healthdirect.gov.au



Bike & Blend Smoothie Making as part of Harmony Day

ACCOMMODATION OPTIONS IN SYDNEY

Sydney offers a wide range of accommodation options to suit different lifestyles and budgets. Whether you prefer independent living or a more supported environment, there's something for everyone.

1. Homestay (Live with an Australian Family)

- Ideal for younger students or those new to Australia
- Live with a local family, meals often included
- Great way to improve English and experience Aussie culture
- Costs: approx. \$300–\$400 per week
- SGSCC can assist with trusted homestay providers

2. Student Accommodation

- Purpose-built residences for international students
- Fully furnished, shared or private rooms, with facilities like Wi-Fi, security, and study lounges
- Often located in central or university hub areas
- Costs: approx. \$350–\$500 per week
- Examples: Urbanest, Scape, Iglu, Unilodge

3. Shared Rental (House or Apartment)

- Rent a room in a shared house or flat with other students or young professionals
- More independence and flexibility
- Costs: approx. \$200–\$350 per week (plus bills)
- Websites like www.flatmates.com.au and www.gumtree.com.au are useful for finding rooms

4. Short-term or temporary accommodation

- Useful when first arriving in Sydney
- Hostels, serviced apartments, or Airbnb options available
- Gives you time to explore and decide on longer-term housing
- Costs: from \$40–\$150 per night

5. Tips for finding the right accommodation

- Plan ahead and arrange at least temporary housing before arrival
- Consider proximity to public transport (SGSCC is near Jannali Station)
- Check if utilities (electricity, internet, water) are included
- Always read rental agreements carefully
- Ensure the accommodation is safe, clean, and meets your needs



Supporting mental health on R U OK Day

GENERAL SAFETY

Stay safe, confident, and informed while living and studying in Australia.

Australia is considered one of the safest countries in the world, but it's still important to be aware of your surroundings and take simple precautions—just like you would anywhere else.

Personal Safety

- Be alert when walking alone, especially at nightstick to well-lit areas.
- Avoid displaying valuables (phones, cash, laptops) in public.
- Travel with a friend when possible and let someone know your whereabouts.
- In an emergency, dial 000 for Police, Fire, or Ambulance.

At Home

- Always lock doors and windows when leaving your accommodation.
- Don't share keys or your address with people you don't trust.
- Report any suspicious activity to your landlord or local police.

Beach & Water Safety

- Only swim at patrolled beaches between the red and yellow flags.
- Never swim alone or under the influence of alcohol.
- Be cautious of strong currents (rips) and follow lifeguard instructions.
- For beach safety info, visit: beachsafe.org.au

Transport & Travel

- Use Opal cards on public transport and plan routes ahead of time.
- Wait in well-lit areas at stations or bus stops.
- Use official taxis or rideshare apps like Uber, not unlicensed drivers.
- Keep your belongings close when travelling on buses or trains.

Online Safety

- Protect your personal information—never share passwords or ID details.
- Be cautious of scams (e.g. fake calls from government or banks).
- Use strong passwords and secure Wi-Fi networks.

Need Help?

- Lifeline (24/7 crisis support): 13 11 14
- Police Assistance (non-emergency): 131 444
- SGSCC Student Services: 02 9528 3344
- Talk to SGSCC staff if you feel unsafe or unsure—we're here for you.

Stay connected, look out for your friends, and always trust your instincts. With the right information and support, your time in Australia will be both safe and memorable.



International Orientation Day

YOUR OFFER

Enrolment Application (VETenrol)

Before enrolling in a course at SGSCC, you must:

- Review all necessary course information material, including our website www.international.sgsc.edu.au.
- Read this document and make an informed decision in regard to studying at SGSCC International.

Students are directed to the SGSCC website sgsc.edu.au to choose a program from a list of available courses and then enrol on the college's website. SGSCC uses VETenrol, which is a completely online enrolment service that offers flexible, customisable, and multi-step workflows.

Student needs to:

- Fill out the enrolment correctly and follow the instructions.
- Make sure all your information is accurate, correct, and complete.
- If you forget something or make a mistake, you must fix it by giving more information or evidence required by the VETenrol system.

Supporting documents:

Please be aware that all supporting documentation you submit with your application needs to be uploaded to VETenrol. Ensure you scan all supporting documents, such as your certificate(s), academic transcript(s), and English Proficiency evidence.

Written Agreement

Your Letter of Offer and written agreement is your official notification that you have been offered a place in a particular course at SGSCC International. You will need to bring your Letter of Offer and written agreement with you to SGSCC International to be able to enrol on Orientation Day.

Acceptance of Offer

The Acceptance of Offer accompanies the Letter of Offer and written agreement should be completed, signed and returned to SGSCC International with payment of your tuition fee deposit and Overseas Student Health Cover fees. Signing the Acceptance of Offer and Written Agreement shows that you have read and fully understood the International Student Refund Agreement included in your Letter of Offer and Written Agreement.

Student Number

You will be allocated a student number in your Letter of Offer and Written Agreement that you should quote in ALL correspondence with SGSCC International.

How to accept your offer, you must:

- Complete, sign and return the Letter of offer and Written Agreement
- Pay the deposit on your tuition fees

Payment

You can pay your deposit directly to SGSCC International through bank transfer alternatively you can contact SGSCC International direct if you wish to pay by Visa or MasterCard. Please allow enough time for the clearance of bank drafts as some can take up to eight weeks to process.

Electronic Confirmation of Enrolment (eCoE)

The electronic Confirmation of Enrolment (eCoE) is an important document you will receive from SGSCC International after you have met all your enrolment conditions, and your signed letter of Offer and Written Agreement, a photocopy of your passport details, payment of your deposit and OSHC fee have been received. You will need your eCoE document to apply for your student visa.

Overseas Student Health Cover (OSHC)

The Australian government requires all international students to:

- Purchase OSHC in order to be granted a student visa
- Be covered by OSHC for the length of your student visa
- Purchase OSHC from a registered health provider, approved by the Australian Government Department of Health and Ageing
- Pay OSHC before you leave home so it will cover you from when you arrive in Australia

Approved Providers

Allianz Global Assistance	www.allianzcare.com.au/en/student-visa-oshc.html
Medibank Private	www.medibank.com.au
BUPA Overseas Student Health Cover	www.bupa.com.au/health-insurance/oshc
Australian Health Management Group	www.ahmoshc.com.au
nib OSHC	www.nib.com.au

You should compare alternative OSHC providers to find one that suits your budget and needs.

Your Offer cont...

What does my OSHC cover?

OSHC providers allow students to claim 100 per cent of the government set fee for a standard medical consultation. OSHC does not cover dental treatment, optical treatment or physiotherapy. We strongly recommend you take out additional private health cover with your provider to cover these services.

Most standard OSHC premiums do not cover treatment for pre-existing disability or medical conditions during the first 18 months of membership. Students with disabilities or medical conditions who are granted student visas may have to obtain additional health insurance or have extra funds available to cover medical expenses.

When does my membership start?

OSHC will be activated when you land in Australia; however, it is important to note that a qualifying period may apply for some services. If you renew your visa offshore or take a leave of absence from your studies and have a new visa issued from abroad, you will be subject to another qualifying period for some services.

How long do I need to purchase OSHC for?

All international students are required to pay for OSHC for the duration of their student visa. Visa-length OSHC ensures you will not have to pay any premium increases for the length of your course, subject to goods and services tax (GST). You will be entitled to a refund of any outstanding balance if you leave Australia before you intended, provided there is at least one month remaining before your health cover expires. You should pay the premiums for OSHC when you accept your offer.



The Green Launch - Students and staff gather to celebrate



Harmony Day - Everyone Belongs

STUDENT VISAS

To study in Australia on a student visa, you must enrol in a CRICOS -registered course. You will need to apply for a Student Visa (subclass 500) through the Department of Home Affairs. As part of your application, you will need an electronic Confirmation of Enrolment (eCoE), evidence of financial capacity, English proficiency, and Overseas Student Health Cover (OSHC), and a Genuine Student (GS) requirement.

To be granted a student visa, you must demonstrate you satisfy the genuine student criterion. You must stay as a student and be able to show an understanding that studying in Australia is the primary reason of your student visa.

You should apply for your visa after receiving your eCoE from SGSCC International. Student visa includes requirement to undertake full-time study load. A full-time study load is 20 hours of class per week during a study period (a study period is a school term according to NSW School Calendar).

Your student visa will

- Be recorded electronically and linked to the passport used in the visa application
- Be issued for the duration of your course of study or the full duration of a study package
- Enable you to re-enter Australia for the duration of your course

Applying for your Visa

- Contact your nearest Australian High Commission or embassy to lodge an application for your student visa.
- For a full list go to <https://www.homeaffairs.gov.au/about/contact/offices-locations>
- You will need the following supporting documentation, when lodging your student visa application:
 - A copy of your Letter of Offer and Written Agreement
 - A copy of your electronic Confirmation of Enrolment (eCoE)
 - Your passport
 - Four passport-sized photographs
 - A visa application payment (for latest visa application fees go to www.homeaffairs.gov.au/trav/visa/fees)

For further information please visit Subclass 500 Student visa

Note: Please ensure you allow enough time for your visa application to be processed so you can arrive at SGSCC International in time to attend orientation. You must be present for the full duration of the orientation program. Refer to your letter of offer for specific dates.

Travelling on a Student Visa

If you return home during breaks, you must check the visa expiry date stamped in your passport. If your student visa expires while you are outside Australia, you will need to apply for an extension of your student visa from overseas. This may delay your return to Australia.

Visitor's Visa

Students who arrive on a visitor's visa are not permitted to enrol in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course that is longer than three months in duration. Students must hold a valid student visa to study at SGSCC International.

Transfer between Institutions

It is possible for students to transfer between courses once they have completed 6 months of study internally. Transferring to another course is subject to availability in the desired course. If you change from one course to another, there may be differences in the course fees, so you may have to pay extra fees.

Students wishing to transfer to another training provider may only do so after they have completed 6 months of the principal course and is in line with the company's student transfer request policy and procedure.

For more details, please view:

www.sgsc.edu.au/international/student-policies-and-relevant-links

www.sgsc.edu.au/international/student-information



BEFORE LEAVING HOME

Before leaving home

Australia has very strict biosecurity procedures at our international borders to prevent the introduction of harmful pests and diseases. Certain goods and food items brought into Australia, even small amounts or ingredients for cooking, need to be declared.

Airport clearance is quicker if you don't bring food, plant material or animal products. Most items can be easily purchased in Australia.

If you fail to comply with Australia's biosecurity regulations, you may be given an infringement notice (currently up to \$6,600) and your visa may be cancelled. Students have had their visas cancelled for breaching Australia's biosecurity laws.

For more details what you can bring into the country, please visit Australian Border Force website:

www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/overview

Your passport

You are advised to check your passport expiry date before departure as renewing a passport in Australia can take some time.

Documents

You must bring the following documents with you to SGSCC International:

- Letter of Offer and Written Agreement – do not lose this document as you will need to present it during orientation
- Original or certified copies of your qualifications
- Passport
- A copy of your visa
- A copy of your OSHC

Clothing

Most days, students wear comfortable, casual clothes such as jeans, T-shirts and skirts. Every day wear is acceptable clothing for classes at SGSCC International.

Sydney enjoys a temperate climate with mild winters. Average minimum temperatures in the winter months of June through to August range from around 9°C to 17°C. The summer season of December through to February average temperatures of 17°C to 28°C.

Household items

Most accommodation, except homestay, will not include equipment such as cooking utensils, sheets and blankets. You may choose to bring some of these items with you. Alternatively, products can be purchased from a wide variety of stores on arrival. Second-hand household items are also available at affordable prices.

Plan your finances

Opening a Bank Account

You can open an Australian bank account before or shortly after arriving. Needed documents:

- Your passport
- Confirmation of Enrolment (CoE)
- Visa grant letter
- Australian residential address (even temporary)

Major banks in Australia: Commonwealth Bank, Westpac, ANZ, NAB, St George.

Cost of living

Typical monthly expenses (AUD):

- Rent (shared): \$600-\$1000
- Food: \$300 - \$600
- Transport: \$100-\$200
- Miscellaneous: \$150+

This guide is realistic, but it's important to remember that individual circumstances can differ based on location, course, and lifestyle. Some people may spend significantly more, while others manage with less. To live affordably, it's advisable to share a room and prepare your own meals.



School-aged dependents

Dependents of international students can be enrolled in either government (public) or non-government (private) schools in New South Wales, providing the school has the capacity to accept them. A visa for the dependent/s will need to be obtained through the Department of Home Affairs.

Family members aged 18 years or over may only study for up to three months. If they want to undertake a course of study that exceeds three months, they must apply for a student visa in their own right.

School-age family members, children aged 5–18 years, who join the student in Australia for more than three months must attend school. The student must meet any associated education or tuition costs for that child.

A student's child aged 18 years or over cannot apply for a student visa as a family member. If they want to study in Australia, they must apply for a student visa in their own right.

Both public and private schools require the payment of full school fees. It is important to understand these costs BEFORE

your dependents arrive in Australia. The fee structure is the same for all public schools but varies considerably for private schools.

A list of public schools is available at www.schoolfinder.education.nsw.gov.au/

For all private school enrolments, you must contact the privateschool directly for enrolment processes and school fee rates.

A list of private schools is available at www.goodschools.com.au

Health checks

You may need to have a health examination to enter Australia.

Visit: www.immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health to learn more.



Early Childhood Education classroom activities

ARRIVING

Arriving at Sydney International Airport

Customs and Border Security

- Declare all food, animal, and plant items to avoid fines.
- Have your passport, visa, and Confirmation of Enrolment (CoE) ready.

Airport Transfers

- Arrange a pick-up ahead of time if possible.
- Train, taxis and rideshare options (Uber) are available 24/7.

Currency Exchange & Banking

- Currency exchange booths and ATMs are located throughout the arrivals area.
- Students should consider setting up an Australian bank account soon after arrival.

Safety & Emergency Info

- In case of emergency, dial 000 (police, fire, ambulance).
- Save the contact of your education provider's 24/7 emergency support if available.

Accommodation:

- Ensure your accommodation is pre-arranged and confirmed.

Orientation and Support

- Look out for orientation information in your welcome pack.
- Orientation usually includes campus tours, safety briefings, and introductions to support services.

Settling into Student Life in Sydney

Getting settled early:

- Activate your SIM card and set up mobile data.
- Open a bank account – most banks offer student-friendly options.
- Purchase an Opal card to access public transport
- Locate your nearest GP (doctor), pharmacy, and supermarket.

Feel at Home in Your New Space

- Take time to make your accommodation feel cozy.
- Learn the local recycling and waste disposal systems.
- Make a checklist of emergency contacts, Wi-Fi passwords, and rental agreements.

Start strong with your studies

- Attend orientation week – it's your roadmap to success.
- Get familiar with your timetable, campus, and student portal.
- Don't hesitate to reach out to academic or support staff – they're here to help.

Improve your English daily

- Join conversation clubs or local meetup groups.
- Watch Australian shows, listen to local radio or podcasts.
- Practice with classmates and locals – every chat helps.

Make Friends and Explore

- Join a student club or society.
- Explore the city: beaches, cafes, museums, and national parks await
- Use safe and fun apps to find events (e.g., Eventbrite, Meetup, Uni socials).

Balance Work & Study (If Working)

- Your student visa allows up to 48 hours per fortnight during term.
- Know your rights at work – visit www.fairwork.gov.au
- Always prioritise study over



DURING YOUR STAY

How to get a Tax File Number (TFN) – for an international student

A Tax File Number is your personal reference number with the Australian Taxation Office (ATO). You need it to:

- Work in Australia
- Pay the right amount of tax
- Lodge your tax return
- Access superannuation

Pro Tips

- Apply as soon as possible after arriving – you'll need it to start work.
- Don't share your TFN with anyone except employers, banks, or the ATO.
- If you lose it, contact the ATO directly or check previous tax documents.

How to Apply:

1. Go to the ATO website: www.ato.gov.au/TFN
2. Click "Apply for a TFN" and select "Foreign passport holders".
3. Complete the online form:
 - Provide your passport details
 - Enter your Australian address (where your TFN will be mailed)
 - Include your visa information (linked automatically via immigration)
4. Submit your application.

Public transport

SGSCC International is located in the southern suburbs of Sydney.

Our Jannali Campus:

Our Jannali Campus is in the Sutherland Shire. The college is a ten-minute walk from Jannali railway station, with regular trains providing quick services to the Sydney CBD and local centres such as Sutherland, Hurstville, and Cronulla.

Many public buses depart from the bus and rail interchange close to the college, providing transport around the local suburbs.

The central location of the college means that some students will be able to live in the immediate area of the college and can walk to and from school. However, many students will be living in suburbs further away and will need to catch a bus or train.

Transportation information:

<https://transportnsw.info/>

There are a number of ways to get an Opal card. Adult and Child/Youth Opal cards are available over the counter from Opal retailers, including convenience stores and newsagents, while concession cards must be applied for online.

There is no charge for an Opal card, however a minimum top up value of \$20 for an adult card, or \$10 for a child or concession card, applies at retailers or when using top up machines. Top up amounts of \$10 for adult and \$5 for child or concession are available when topping up online.



MEDICAL SERVICES

Medical Services

Studying in a new country is exciting, but knowing how to look after your health is essential. Here's everything you need to know to stay well and get help when you need it.

Overseas Student Health Cover (OSHC)

All international students on a student visa must have OSHC – it helps cover:

- Doctor visits (GPs)
- Hospital treatment
- Emergency ambulance
- Prescription medicines

Check with your OSHC provider (like Bupa, Medibank, Allianz, NIB, AHM) to see what's included and how to make a claim.

Where to get Medical Help

1. General Practitioners (GPs)

For non-emergency health concerns: coughs, infections, check-ups. You may need to book an appointment. Most GPs will bulk bill with OSHC, meaning you don't pay upfront.

2. After-Hours Doctors

Can visit your home if you're too sick to travel. Covered by some OSHC providers. Look up: National Home Doctor Service

3. Hospitals & Emergency Care

For serious injuries or illnesses, go to the Emergency Department at your nearest public hospital. Dial 000 in a medical emergency.

4. Pharmacies (Chemists)

Open daily – you can get over-the-counter medicine or fill prescriptions here.

Ask the pharmacist for advice on minor issues like colds or allergies.

Mental Health & Wellbeing

It's normal to feel homesick or lonely, especially if you're living away from family and friends. Adjusting to a new environment can be emotionally challenging. Stress, anxiety, or depression can affect your wellbeing.

Reach out to student support staff, a counsellor, or trusted peers.

- Free counselling services are usually available on campus.
- Health and wellbeing sessions are embedded in your classroom training during the term such as meditation, emotional intelligence development, and time management.
- You can also contact:
 - Lifeline: 13 11 14
 - Beyond Blue: 1300 22 4636
 - Headspace (for young people) 1800 650 890



Belonging - A strong Community at SGSCC

DEALING WITH PROBLEMS

Studying in Australia can be an exciting and rewarding experience, but it can also come with challenges—whether personal, cultural, academic, or emotional. It's important to recognise when you need support and know how to access the right resources to help you succeed.

At SGSCC:

- Student Support Officers – For general support and guidance.
- Academic Support Team – For learning assistance.
- People and Culture Team – For concerns about wellbeing, discrimination, or safety.
- Disability Services – For personalised support if you have a disability.

Struggling with Coursework

If you're struggling with your classes or falling behind, seek support immediately.

Actions to Take:

- Talk to Your Trainer/Assessor: They can explain topics again or give you extra help.
- Access Learning Support: SGSCC offers tutoring and additional learning resources.
- Form Study Groups: Learning with peers can make studying more engaging and effective.

Time Management

Balancing study, work, and personal life can be tricky.

Tips for Better Time Management:

- Use a calendar or planner to track classes, assignments, and exams.
- Break tasks into smaller, manageable chunks.
- Avoid procrastination by setting realistic deadlines.

Language Barriers (for International Students)

English may not be your first language, and that's okay.

Ways to Improve:

- Attend language support workshops.
- Use free online tools or apps like Grammarly or Duolingo.
- Practise by joining conversation clubs or study groups.
- Asking for help is a strength, not a weakness. Eat well, sleep, and make time for relaxation. Read SGSCC policies, attend orientation, and connect with your peers. If you are unsure where to begin, speak to a Student Support Officer at SGSCC – they are here to help and guide you in the right direction.



Working on 'socials' @Harmony Day



SGSCC Merchandise on full display

STUDENT RESPONSIBILITIES

As an international student in Australia, you're part of a vibrant, multicultural education community. While you enjoy the many benefits of studying here, you also have important responsibilities under Australian law, your student visa conditions, and the policies of your education provider, including SGSCC.

Visa Compliance Responsibilities:

Your student visa is granted by the Department of Home Affairs and comes with specific conditions you must follow:

- Maintain enrolment in a registered course and achieve satisfactory academic progress.
- Maintain overseas student health cover (OSHC) during your stay in Australia.
- Work no more than 48 hours per fortnight during study periods
- Notify SGSCC and the Department of any change of address or contact details within 7 days.
- Continue to satisfy the requirements of your student visa (i.e. maintain full-time study load, financial capacity, etc.).

Academic Responsibilities:

- To make the most of your education and meet visa requirements, you must:
- Attend all scheduled classes and training sessions unless you are unwell or have a valid reason.
- Submit all assignments and assessments on time.
- Participate actively in classroom discussions and practical training.
- Maintain satisfactory academic progress, as required by the National Code and SGSCC's policies.

Behaviour and Conduct

- As part of the SGSCC community and broader Australian society, you're expected to:
- Follow Australian laws, including laws related to alcohol, drugs, and public behaviour.
- Respect cultural diversity and contribute to a safe, inclusive learning environment.
- Comply with SGSCC's Student Code of Conduct, which includes expectations around behaviour, respect for others, and academic integrity (e.g. no plagiarism or cheating).

Attendance Requirements

Under the National Code of Practice for Providers of Education and Training to Overseas Students, you must:

- Attend at least 80% of your scheduled classes (unless a different requirement applies to your course).
- Provide medical certificates or evidence if you're absent due to illness or emergencies.
- Be aware that unsatisfactory attendance may lead to a breach of visa conditions and reporting to the Department of Home Affairs.

Keeping your details updated:

It is a visa condition to:

Inform SGSCC of any changes to your:

- Residential address
- Email address
- Phone number
- Emergency contact

Do this within 7 days of the change.

Financial Responsibilities

You are responsible for ensuring you have enough funds to cover:

- Tuition fees
- Living expenses (estimated minimum: AUD29,710 per year for living costs)
- Travel and OSHC (health insurance)
- It is not recommended to rely solely on part-time work to fund your studies.

Health and Insurance

- Maintain Overseas Student Health Cover (OSHC) at all times during your stay in Australia.
- Understand what your policy covers and know how to access medical services.

Respect Cultural Differences:

- Australia is multicultural and inclusive. As an international student:
- Be open to learning about different cultures.
- Communicate respectfully, even when there are differences.
- Ask questions if you're unsure – people are happy to help.

REPORTING AND HELP

If you experience problems or need support:

- Contact SGSCC Student Support for academic, personal, or welfare assistance.
- If you face harassment, discrimination, or bullying, report it immediately to SGSCC staff.
- In emergencies, call 000 for police, fire, or ambulance services.

Key External Contacts

- Department of Home Affairs (Visa Help): www.homeaffairs.gov.au
- Study in Australia: www.studyinaustralia.gov.au
- Overseas Students Ombudsman (complaints): www.ombudsman.gov.au

Consequences of Non-Compliance

Failing to meet the student responsibilities may result in:

- Academic warning or probation
- Student misconduct procedures
- Visa cancellation and reporting to the Department of Home Affairs

Summary Checklist

Responsibility Area	You should
Visa Conditions	Maintain enrolment, attendance, and OSHC
Academic Progress	Engage, submit work on time, ask for help
Conduct	Follow rules, be respectful and responsible
Work	Stay within work limits (48 hrs/fortnight)
Contact Details	Keep SGSCC updated within 7 days
Support	Reach out early if you need assistance



Community Engagement and support in action

STUDYING AT SGSCC INTERNATIONAL

Under the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice 2018, SGSCC must ensure international students:

- Are studying full-time unless there are compassionate or compelling reasons.
- Complete their course within the expected duration.
- Do not have more than 33% of their total course delivered through online or distance learning

SGSCC has a responsibility to:

- Monitor your academic progress each term or semester.
- Intervene early if you're at risk of not meeting progress requirements.
- Report to the Department of Home Affairs if you breach visa conditions (e.g. unsatisfactory progress, non-compliance with study load).

Study load

To meet your student visa requirements, all international students must undertake and maintain a full-time study load in each study period. Full time study load is 20 hours per week during each study period.

Depending on your choice of course and timetable, you will study at SGSCC International for a minimum of 20 hours per week, including 15 hours face to face in the classroom and 5 hours online. How long you study for depends on how long your course is. You will not be able to change your course when you arrive at the college unless there is a place available on the course you wish to transfer to.

Study period

SGSCC International operates its class schedules and timetables around 4 Study periods per year. A study period is defined by the NSW School term calendar www.nsw.gov.au/about-nsw/school-holidays.

International Students are required to maintain attendance and satisfactory course progress during each school term as part of their visa.

Attendance

It is a requirement of your visa and your course to attend all classes. You must attend your classes for the designated hours of your course each week.

You will be completing assessment tasks in class time and therefore you are expected to attend 100% of the classes. The schedule is so designed so that it leaves you with a maximum amount of time for out of class study, employment and tours. Holidays are also regularly scheduled.

It is a requirement that the college report to the Department of Home Affairs if your attendance falls below 80%, as this could lead to your visa being cancelled.

If you want to defer or suspend your studies, then it must be done through a formal agreement with the college, and only in certain circumstances. Please fill in the Request for Leave form. Temporary breaks from your course may be allowed for the following reasons:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that you are too sick to attend classes),

or

- Compassionate grounds (e.g. death or illness of someone close to you)

Note: All absences count in assessing your attendance level, even those with a medical certificate. However, the college will take such compassionate or compelling circumstances into consideration before reporting your attendance to the Department of Home Affairs. Please arrange any appointments not related to your studies on days when you do not have scheduled classes.

For full details of SGSCC International Course Deferment, Suspension and Cancellation Policy please view www.sgsc.edu.au/international/student-policies-and-relevant-links

Most CRICOS courses offered at SGSCC International have an online/distance component totalling 25% of the weekly attendance. If an international student fails to complete the online/ distance component of the class by the next in-class study day, 25% will be removed from the previous week's attendance record.

Absence

If you are going to be late arriving to class, please contact your trainer. If you are too sick to come to class, you must also telephone 9528 3344 to let the college know. You should phone by 8.30am. After calling, please visit a doctor. If the doctor advises you to stay home, request a medical certificate which you will hand in to your trainer on your return to college.

Tuition fees

Tuition fees are payable by international students as set out and agreed upon by the student in the Letter of Offer and Written Agreement.

The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that SGSCC International is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au

Course money refund procedures

Where a student believes that they have grounds for a course money refund, students should:

- Submit a written request for course fee refund to the SGSCC International Manager
- State valid reasons for your refund application
- Allow 28 days for SGSCC to process the application

When receiving a written course money refund application, the SGSCC International Manager will:

- Present the application to SGSCC International
- Provide the student with a written decision from SGSCC International, with details how any refund of course money has been calculated
- Advise the student of their right to appeal the decision of SGSCC International

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

For further information on the SGSCC international Refund policy go to:

www.sgsc.edu.au/international/student-information

Deferment, suspension or cancellation

It is possible for students to transfer between courses once they have completed 6 months of study internally. You can only transfer if there is availability in the course you wish to move to. Changing from one course to another may have differences in the course fees, so you may have extra fees.

Students wishing to transfer to another provider may only do so after they have completed 6 months of the principal course, following the company student transfer request policy and procedure.

At SGSCC International, we are committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students are informed of their rights and are provided with due care and where relevant, opportunities of appeal.

Students can apply for deferment on compassionate or compelling grounds. Students who are contravening the rules of attendance at SGSCC International may have their enrolment suspended or cancelled.

The grounds and procedures for deferments, suspensions or cancellations of study are listed in the SGSCC website www.sgsc.edu.au/international/student-information.

Leisure courses

We also offer leisure, social and cultural activities at the college through our Leisure division which you may enrol in outside of your normal class time. Please refer to the College's term brochure for details. Attending any of these courses is a great way of getting to know the local area, participating in different activities and meeting new people. The cost of these leisure courses will vary and are separate from your accredited course.

For more information, please visit:

www.sgsc.edu.au/leisure

Policies and Procedures

ESOS legislation and the national code of conduct

The Australian Government is committed to providing overseas students with a safe, enjoyable, and rewarding study experience. To ensure this, Australian laws support high-quality education and consumer protection for international students. These laws are part of the ESOS framework, which includes the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

The ESOS Act 2000 has obligations for education providers to ensure that students receive information and have appropriate support whilst studying in Australia. Students are also required to meet the requirements of their student visa and ensure that they comply with these requirements.

You can see specific information about the ESOS Act 2000, your enrolment responsibilities, education provider's responsibilities and access information at SGSCC International. We also recommend that you read the ESOS Act before signing the acceptance.

Protection for Overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at www.cricos.education.gov.au

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course (including its location) match the information on CRICOS.

STUDYING AT SGSCC INTERNATIONAL....cont

Your rights

The ESOS Framework protects your rights, including:

Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare

- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement
- The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au
- The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:
 - Orientation and access to support services to help you study and adjust to life in Australia
 - Details of the contact officer or officers for overseas students
 - If you can apply for course credit
 - When your enrolment can be deferred, suspended or cancelled
 - What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
 - If attendance will be monitored for your course
 - A complaints and appeals process.

SGSCC International Code of Conduct

SGSCC has a few rules, and we request that you observe the following while on SGSCC premises (and on work placement as appropriate).

- Smoking is banned in public and commercial buildings in Australia by law so you must not smoke inside the college premises. If you smoke outside the college, please put all your cigarette ends in an ashtray
- The college prohibits the use of illegal drugs on the premises and during other college activities. Appropriate action, including contacting the police, will be taken against individuals who break this rule
- Alcohol is prohibited on the college premises
- Acts of vandalism, including graffiti, will be reported to the police
- You can only be in a classroom in the presence of a trainer. Please do not eat or drink (water is allowed) in the classroom. No food or drink is allowed in the computer rooms.

- All equipment belonging to SGSCC should be treated with respect and you should let the college know if anything is not working properly
- Your classmates and trainers are from many nationalities and cultures, so please always treat them with respect
- No mobile phones to be used whilst in class.
- All lunch and break times to be taken according to the times allocated by the trainer as scheduled
- Class times will start at the times indicated on the course timetables unless otherwise notified
- You should always follow all work health & safety guidelines
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around, but place it into the bins provided
- You are required to wear smart casual clothes and closed-in footwear. There may be clothing requirements and expectations if you are on work placement (if appropriate) which your trainer will advise you about

Harassment, victimisation, bullying and discipline

The College has a commitment to provide a work and learning environment free of harassment, bullying and victimisation. This is in accordance with the NSW Anti-Discrimination Act 1977.

Harassment is behaviour directed at another person that is uninvited and unwelcome and includes offensive and/or intimidating behaviour based on a person's sex, pregnancy, marital status, race, colour or ethnic background, physical appearance, age, sexual preferences or disability.

Complaints about harassment, whether from staff or students that cannot be resolved informally through your trainer should be put in writing, addressed to the College Principal.

Your letter will be acknowledged within two working days of receipt of your letter. Counselling and disciplining of staff will be provided if deemed appropriate in accordance with college policy and procedure. Counselling and exclusion from class of offending students may also be appropriate.

Complaints and appeals procedure

The College welcomes feedback from students as part of its commitment to providing a quality service. The College will endeavor to respond to all student complaints/problems/queries promptly and with courtesy. If you have a complaint or problem, please inform your trainer or International Student Support Officer immediately.

During the period of your enrolment, you may access SGSCC International's Complaints and Appeals process (Internal and External) should you be dissatisfied about the decisions that may be made concerning you by SGSCC International. You should also be aware that the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law. We have a comprehensive complaints and appeals procedure on our website go to www.sgsc.edu.au/international/student-information

Overseas Students Ombudsman

- Students can also ask for an internal and external review of their complaint from the Overseas Students Ombudsman. For an outline of the process, visit www.ombudsman.gov.au/complaints/international-student-complaints
- Privacy Act- Release of academic results and student information
- Under government law, SGSCC International cannot disclose academic performance details, enrolment information or personal details to any unauthorised persons, including family members, unless the student has given written consent. Academic results cannot be released to students until the official release date.

Information sharing

Information is collected during your enrolment to meet our obligations under the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018; to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the ESOS Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) under the ESOS Act 2000.

In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law - this may include the circumstance of any suspected breach by the student of a student visa condition.



Our new on-site Cafe

IMPORTANT CONTACTS

SGSCC International - Jannali Campus

127-129 Sutherland Road,
Jannali, Sydney, NSW, Australia
P +61 2 9528 3344

International Program Manager

Available on-site from 8.30am till 5.00 pm (Monday to Friday)

Student Support

Available on-site from 8.30am till 5.00 pm (Monday to Friday)

Free or Low-Cost Legal Services

1. Redfern Legal Centre (NSW) – International Student Legal Service

- Website: www.rlc.org.au
- Offers free confidential legal advice via phone or appointment.

2. Legal Aid NSW

Website: www.legalaid.nsw.gov.au

Services include:

- Legal advice
- Duty lawyers at courts
- Help with criminal, family, or civil law
- Not always available for visa matters, but may help with housing, fines, or employment.

Emergency Telephone Numbers:

- Police, Fire, Ambulance – 000
- Sutherland Police – 02 9542 0899
- St George Hospital – 02 9113 1111
- The Sutherland Hospital – 02 9540 7111
- Department of Home Affairs 131 881



Our Yarning Circle official Smoking Ceremony



SGSCC International

St George & Sutherland Community College Inc. Trading as SGSCC International

A: 127-129 Sutherland Road, Jannali, NSW 2226, Australia

PO Box 404 Jannali NSW 2226

P: +61 2 9528 3344 (Jannali Campus)

W: www.sgsc.edu.au/international

RTO (7091) CRICOS No: 03122K

ABN: 89 753 440 576

SGSCC

St George & Sutherland
Community College