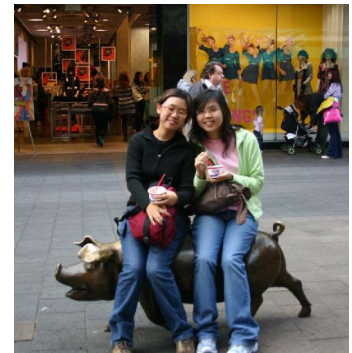


INTERNATIONAL STUDENT HANDBOOK



NATIONALLY RECOGNISED
TRAINING



ACPET
AUSTRALIAN COUNCIL
FOR PRIVATE EDUCATION
AND TRAINING

February 2011

Peace Centre Pty Ltd Trading as
Hosanna International College

HIC

Hosanna International College
Study for Success

Peace Centre Pty Ltd, ABN 82 104 929 580
CRICOS Provider 02801F

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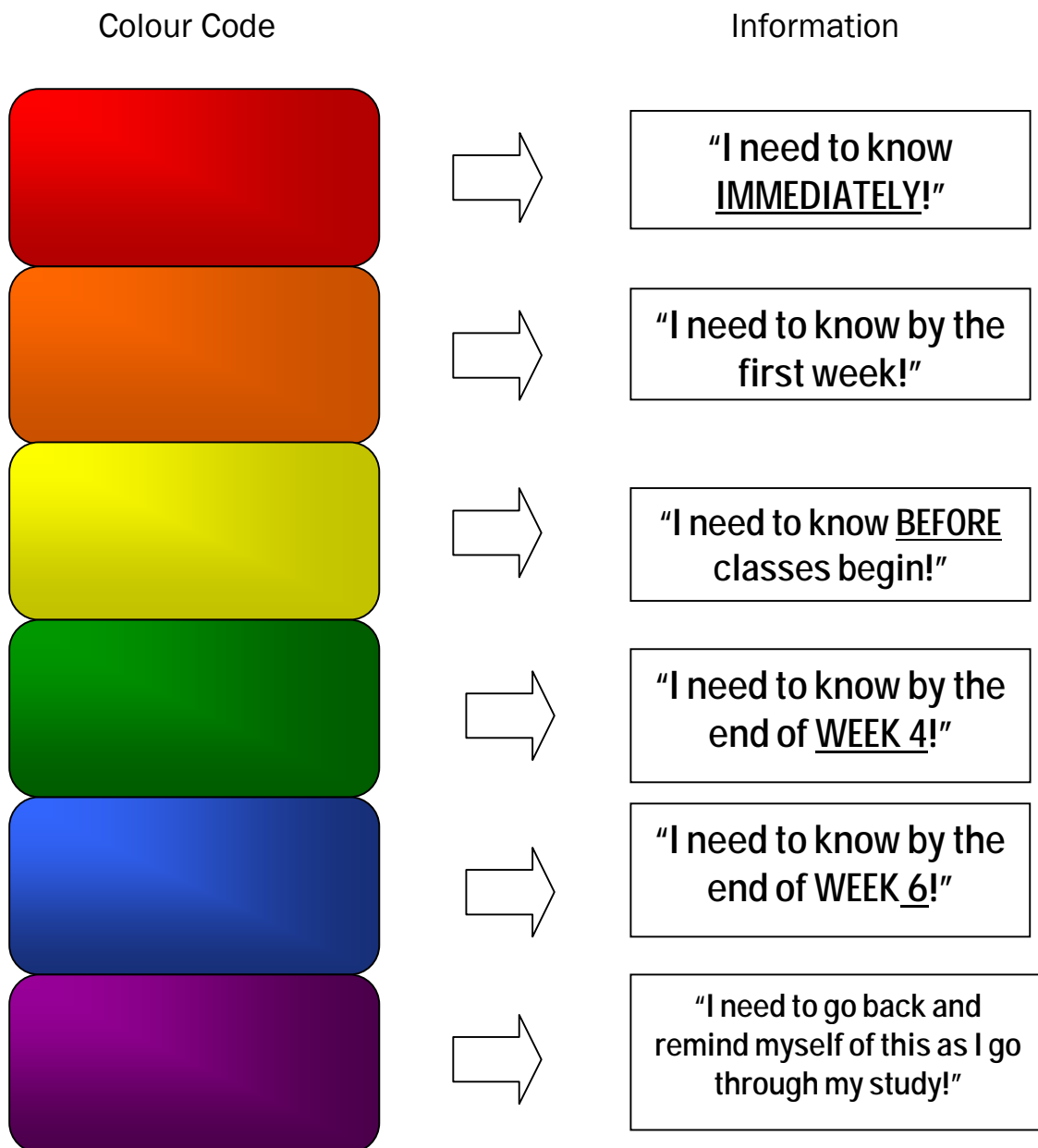
Approved by: CEO. **UNCONTROLLED COPY IF PRINTED**

The printed version may be superseded. Please refer to online Quality System for current version.

How to use this Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance.

Example: Immediate Priority -



INTRODUCTION



This handbook has been prepared to help all students be successful at Hosanna International College (HIC).

This handbook has answers to commonly asked questions and information required by government regulations.

If at any time you have questions please feel free to contact our administration office. Contact details are given on the bottom of each page.

It is expected that the student reads this handbook thoroughly and keeps it for future reference.

HOSANNA INTERNATIONAL COLLEGE (HIC)

HIC is a privately owned organisation and is headed by Mrs Margaret Lee as its Chief Executive. It is a Registered Training Organisation (RTO) authorised to deliver, assess and issue nationally recognised qualifications as approved by the National Training Information Services. It is accredited in accordance with the Training and Skills Development Act 2003 and the Australian Quality Training Framework.

A range of courses are offered and others are being developed. These will enable students to maximize their learning outcomes in South Australia and ensure that they are competitive in their career aspirations. It is expected that the majority of students will seek to study and work in health related industries and will further their study to degree level through the universities in South Australia or other states.

The three main courses provided by HIC are:

- Certificate III in Aged Care (CHC30208) *
- Certificate I - IV in English Proficiency (40620SA – 40623SA) *
- Diploma of Nursing (Enrolled/Division 2 Nursing) (HLT51607) #

*** Please refer to course handbook for detailed information.**

These courses are conducted by HIC under a Course Delivery Service Agreement with **tafeSouth Australia and separate handbook is attached.**

STUDENTS STUDY

Requirements to Achieve a Qualification



To receive a qualification students must satisfy all course requirements. All set work must be completed by the due date and a minimum satisfactory grade must be achieved in all assessments. The level required varies from course to course and from module to module but will be made clear to students at the commencement of study. On successful completion of each of the courses students will receive a parchment as recognition of their achievement.

Teaching Methods



Students will have the opportunity to participate in a number of learning activities including lectures, tutorials, workshops, skills laboratory sessions and field placement/visits. Lectures will provide course content. Tutorial and workshops will be based on the reading materials, lecture content, group tutorial exercises and the development and analysis of student generated scenarios. Skills laboratory sessions will enable students to problem solve clinical scenarios and gain confidence and proficiency in clinical skills. Field visits will enable students to consolidate their understanding of the Australian Health System and the clinical placement practicum will focus on students demonstrating the ANMC Competency Standards for Enrolled Nurses. **Punctual attendance at all training sessions is a requirement for satisfactory completion of the course.**

During the clinical placement students will be required to keep a reflective journal. The journal will be used as the tool for reflecting on their practice and providing evidence that they have achieved the ANMC Competency Standards. A reflective journal will assist students to consolidate their academic learning and achievements.

Study Skills Hall



A study skills hall facility will be available to all students. A teacher will be on duty to provide help to students for assignment work and a space will be available for teachers to speak with students as required. Students may make appointments at the front office to meet with teachers in the study hall.

Assessment



Students will be assessed on an ongoing basis with formal tests conducted through the duration of the course. The assessment is designed to determine a student's progress for both the student and teacher and to highlight areas where a student may require extra tuition or support.

Assessments may be in the form of, but are not limited to, observation; journal entries; class participation; tests; assignments; oral presentations and readings; written presentations and projects.

GENERAL ARRANGEMENTS



Student Application

Every student must submit a completed Application Form with all relevant documents and forward it to Hosanna International College at 101 Morialta Road, Rostrevor, South Australia 5073. The Enrolment Application Form can be found at the back of this handbook.

Students may also apply electronically from our website at www.hosannacollege.com.

After a review of the application, investigation of the student's academic results, and an interview, the successful students will be issued a Letter of Offer.

If the applicant is successful, the information in this booklet will be useful before and after the student's arrival in Australia.

Student Selection

The Student is required to:



- Prove through interview and written test that she/he is a capable person wanting to be a serious full time student in Adelaide, Australia.
- Demonstrate that she/he is a person of good health and character.
- A self-assessment checklist must be completed to demonstrate physical suitability by all nursing students.
- Demonstrate that she/he has IELTS 5.5 or its equivalent or better.
- Demonstrate that she/he has the funding (either through savings or loans) to fully support the study and living costs in Australia for the duration of the course. (Approximately AUD 28,000 per annum). A letter of financial support from a parent or sponsor will suffice.
- Show evidence that she/he has completed the last year of high school or are a mature age student.

Please note:

Class size is limited. Students may be ranked in order of merit and may be required to undergo further study or wait for an opening at a later date.



Visa and Travel Arrangements

Once the student has gained formal acceptance into HIC in the form of a Letter of Offer; the student is required to apply for a Student Visa and undergo appropriate medical examination by clinics/hospitals that are approved by the Department of Immigration and Citizenship, Australia. This process varies from country to country and it is suggested that professional assistance is sought in the student's own country to complete this process. Valuable information can be gained from the Department of Immigration and Citizenship via their website: www.immi.gov.au. The Student Visa classification is Vocational Education and Training (subclass 572).

Note:

- Do not book travel until the Student Visa is approved by the Australian Consul / Embassy
- A student may get a cheaper travel fare if they mention their student status when booking the fare

Dependents

If you have school aged dependants with you in Australia, they must attend school and pay full school fees (i.e. they are not subsidised by government).

Guardianship

Students under the age of 18 who are not AUS Aid/Defence applicants must either:

- Have their parents write a signed statement to HIC stating that appropriate arrangements have been made for their child's accommodation, general welfare and support during their stay in Australia
- Declare in their visa application that they will be living with a person nominated by the child's parents who is of good character and is at least 21 years old. This person may either be a parent, blood relative or custodian.

Students must gain written consent from HIC to change these arrangements should they wish to do so before turning 18 years of age.

In practice all students studying with Hosanna International College are expected to reside at Hosanna Heights. David and Margaret Lee are generally prepared to assume a guardianship role for students less than 18 years of age.

UNLESS ACCOMPANIED BY THE PARENT; UNDERAGED STUDENT MUST NOT ARRIVE PRIOR TO THE EFFECTIVE DATE OF ENTRY INDICATED ON THE VISA.

South Australia

South Australia is centrally located within easy access to both the East and West Coasts of Australia as well as being on the direct flight routes to Darwin and most of the capital cities in Asia.

It is recognized for its relaxed lifestyle and educational opportunities. There is a great deal to see and do during your stay at HIC. For more information on South Australia, please visit www.southaustralia.com; for directions to move around in Adelaide, you may visit www.whereis.com.au

What to Bring

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from HIC
- Confirmation of Enrolment (CoE) issued by HIC
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family.

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

- Read **“What can't I take into Australia?”**
- And also let your family and friends know **“What can't be mailed to Australia?”**

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Adelaide has four distinct seasons that include comfortable temperatures in summer to refreshingly mild winters:

<i>Summer</i>	<i>Autumn</i>	<i>Winter</i>	<i>Spring</i>
Dec to Feb	Mar to May	Jun to Aug	Sept to Nov
Dry and hot	Warm	Cold and wet	Sunny and cool
15° to 35° C	10° to 29° C	5° to 19° C	9° to 25° C

Clothing

Dress on campus is informal. In summer, lightweight clothes and sandals or sneakers are sufficient. In winter, warm clothing with woollen sweaters, coat and a waterproof jacket are needed.

Other Items You Might Need to Include (Most can also be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is ON and power is flowing through that socket.

Bringing Your Computer

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

PACKING LIST - SUMMARY



It is very important to pack all that you can within the weight limits specified by your airline. Please recognise that winter can be quite cool with maxima from 10 – 20 degrees. Summer can be quite hot with temperatures from 25 – 40 degrees.

Use the following list as a suggestion.

ITEM	DETAIL
Suitcase(s)	One suitcase maximum 20kg weight
Hand Luggage	One bag only (AIRLINE SIZE) + a jacket. Have a change of socks, underwear and shirt – just in case your bag is delayed.
Jackets/sweaters	Clothes are generally cheaper out of Australia.
Casual clothes	Jeans, shirts, swimming clothes etc.
Underwear	Socks, underwear, handkerchiefs and/or tissues
Shoes	Sneakers and good shoes
Work clothes	Closed toe, rubber soled black leather shoes and two pairs of black pants at least
Bathroom gear	Toothpaste, toothbrush, shampoo, conditioner, soap, flannel, towel
Bed sheets	Bed sheet, pillow case and quilt cover for a single bed
Medicine	Any regular medication should be labelled and in original container.
Purse type wallet	With ID Card
Mobile phone	We suggest you arrange a new service in Australia.
Adaptors	Australia has a 3 pin (angled) system. Adaptors can be purchased in Australia.
Walkmans etc	Also consider hobby materials. Bring a book or 2 in your own language.
Stationery	Cheaper out of Australia
Photos	Of your family, friends, pets and home. Great for discussion with new friends. Maybe bring some postcards of your home town.
Money	Bring some petty cash but obtain other moneys through your Visa or other cards after arrival for security.

DO NOT BRING any explosive devices, sharp objects or pressure pack cans in hand luggage. Do not bring unlabelled medications, potentially offensive magazines or photos.

DO NOT BRING any food or natural products into Australia without declaring it at Customs. Commercially packaged, non meat product may be allowed but you **MUST** declare all food to Customs. All items made of fur, wood etc must also be declared.

ORIENTATION

Arrival

Upon arrival at Adelaide International Airport new students will be met by staff from HIC and taken by car or coach to Hosanna Heights. After a short tour of the campus the student will be given time to rest for the day.

Please advise HIC at least one week ahead of the time of the date of arrival and flight details.

Please notify HIC of any changes to travel plans as soon as those changes occur.

An arrival meeting service is provided only for the first time arrival in Adelaide. If any students have parents travelling with them, please also notify HIC so that appropriate arrangements can be made.

Meetings

Prior to commencement of the course a series of information and orientation sessions will be held. At these meetings critical information about living and studying at Hosanna Heights in Adelaide will be provided. This information will include, but is not limited to:

- Department of Immigration and Citizenship – Visa issues
- Policies of HIC
- Introduction to staff
- Reminder of Hosanna Heights rules and expectations
- OHSW procedures
- Location of important facilities both on and off campus
- Meal times
- Banking
- Transport
- Emergency contacts

Student Card

A student card will be provided upon arrival. The card will provide discount prices on public transport, at the movies and at some shops. Please carry this card at all times when on campus and on placement.

Counselling

A counsellor is available to students. Please make bookings through Administration.

Learning Environment

Each classroom is air-conditioned/heated and has good lighting. Television, video recorders, and CD/DVD players are available in the library and/or study areas along with computers for student's study use. The student library has a range of materials available including newspapers, magazines and books. Internet is available. All students will be required to join the local community library (*free of charge*).

Occupational Health Safety & Welfare

HIC wants students and staff to be safe at all times. All people have a responsibility to avoid any activity which might adversely affect the health or safety of themselves or others. Further, if any potential problems are noticed Hosanna International College would be grateful if the issue was raised with management as soon as possible.

Please cooperate with health and safety directives given by staff and do not do anything through either deliberate or thoughtless acts which might lead to unsafe consequences.

If a student has a medical or health condition which may become problematic, please notify staff as soon as practical. This information will be kept private and confidential as much as possible.

Transport

Adelaide has an integrated bus, train and tram public transport system connecting all parts of the city and suburbs. Students receive a discount on public transport fares, and a 10 trips multi-trip ticket will cost a student about AUD\$13.50 (subject to change)

There is also the Adelaide FREE bus services, the "City Loop", which allows you to travel around the city centre at no cost.

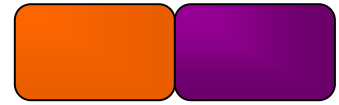
HIC is approximately 8 kms from the city centre. It is easily accessible by public and private transport, and students' parking are available within the campus.

For further information regarding transport timetables, driver's licences, motor vehicle registration and road laws visit (The following links will open in a new browser window):

- Transport SA: <http://www.transport.sa.gov.au/index.asp>
- Adelaide Metro: <http://www.adelaidemetro.com.au>
- Trans Adelaide: <http://www.transadelaide.com.au>

Work Rights

Many International Students work in Australia while they are studying. As an International Student you may work for 20 hours per week during school term and unlimited hours during vacation. It is strongly advised that students studying Certificate III in Aged Care do not undertake work for the 12 week duration of the course. A tax File number will also need to be gained for taxation purposes. Hosanna International College Staff will advise on procedures. For more information please see: www.studyadelaide.com



EXPECTATION OF STUDENTS

You have been selected to study at Hosanna International College because you have proved yourself ready, willing and able to be successful.

It is expected that you will:

Respect other people – this means all other people regardless of race, gender, religion, cultural background, sexuality, age, or any other potentially discriminative factor.

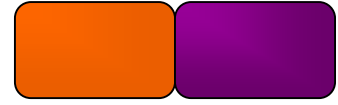
Be organised and punctual – this means be on time, every time. Excuses are not reasons. Persistent lateness will be recorded and you will be expected to “make up the time” to meet your attendance requirements. You are expected to attend all sessions punctually and have all session materials and pre preparation organised.

Be an active participant in the learning process – this means actively listening and contributing by asking questions and offering opinions. Your active participation will help to make active, successful learning groups.

Encourage and support other students in their learning – this means that you should help not just your friends but all other students. There is room for everyone to be successful. Helping someone else also helps you to learn better.

Encourage and support teaching staff to do their best – this means providing positive feedback to your teachers. Thank them for the good work they do – this will encourage them to do even better.

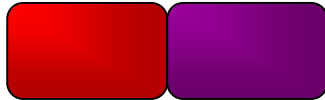
YOUR RIGHTS & RESPONSIBILITIES



Students must inform HIC of any changes in contact details (especially emergency contact details) as soon as any changes are made.

Our aim is to create a safe and supportive learning environment for the benefit of both staff and students. To achieve this aim we have an expectation that students will abide by the following College rules as well as the rules for Hosanna Heights:

- You have the right to a healthy environment so...no smoking in buildings
- You have the responsibility to be an active learner so...no drugs or alcohol on site at any time
- You have the right to work in a professional atmosphere so...no eating or drinking (except water) in classrooms. Dining room and/or common rooms are available. The dining room is **ONLY** for residents of Hosanna Heights
- You have the right to work in an undisturbed manner so...mobile telephones **MUST** be off in classrooms and personal music is at the discretion of teachers.
- You have the right to work in a professional setting so...clothing worn must be appropriate to a professional learning environment.
- You have the right to a productive learning experience so...you **MUST** be on time and have required materials for your lessons.
- You have the right to keep your personal possessions so...you are expected to take responsibility for these.
- You have the right to feel safe at all times so...if you don't feel safe see a staff member immediately. A registered counsellor is available for students and appointments to see the counsellor can be made through Administration.
- You have the right to have your complaints listened to and dealt with efficiently and fairly so...use the complaints system outlined in the next section



COMPLAINTS

If you have a complaint:

- It will be taken seriously
- It will remain private amongst the people concerned
- It will be dealt with as promptly as possible.
- You will receive a written statement as to the outcome of your complaint and the reason for the outcome.

If you feel that your problem has not been dealt with satisfactorily, Hosanna International College suggests the following step by step approach.

- Approach the person concerned. Can you solve the problem between yourselves?
- Approach your teacher or the counsellor. She or he may be able to help.
- Approach the CEO.

If you are unhappy with the response from Hosanna International College and

- You have an unresolved complaint with HIC
- Previous attempts to resolve the matter have failed
- You believe that attempts to resolve the matter with HIC may result in victimisation or harassment.

You may refer your complaint (make an appeal) to the following people:

**Quality Directorate – Department of Further Education, Employment, Science and Technology Level 4, 11 – 29 Waymouth St Adelaide SA 5000
 Tel: (08) 8226 0429**

**Ombudsman – 5th Floor, East Wing, 50 Grenfell St, Adelaide SA
 Tel: (08) 82268699**

**Australian Nursing Federation – 191 Torrens Rd, Ridleyton SA 5008
 Tel: (08) 83341900**

We hope that issues do not get too serious. If you have problems, a complaints, or concern please talk to us quickly, before the matter escalates, so that they can be attended to promptly. Please see our Student Policies and Procedures for more information.

HELP

The following table shows you who to go to for help:



What for?	Who?	Then who?
Initial questions about study	Your teacher	Manager Programs
Accommodation Issues	Student Coordinator	Director Finance
Counselling	Student Counsellor	CEO
Administration issues including fees	Student Coordinator	CEO

EXPENSES

Accommodation

If the student chooses to stay on campus, accommodation and meals costs per student per week are \$200 for single standard room and \$190 for twin sharing. Rates include all utility charges and facilities indicated. An electrical surcharge of \$5 per week will apply for extra electrical equipment in the room other than those approved by management of Hosanna Heights. There may be an additional charge for telephone and internet use.

Registration/Administration fee \$25. This is a one off fee payable at time of application. A bond of \$400 is required. This bond is fully refundable (if you have paid all fees due and have incurred no expenses due to breakage etc) when you leave Hosanna Heights with satisfactory return of room in good order and condition.

Accommodation must be paid 4 weeks in advance. Please see student support services section for more details.

Overseas Health Cover

International students studying in Australia MUST have Overseas Health Cover. HIC will organise health cover for all students with Australian Health Management (Overseas Student Health Cover). Information about your health insurance will be given to you upon arrival at HIC along with your health insurance card which should be carried with you at all times.

Incidentals

HIC suggests that \$1,200 per month would cover reasonable ongoing incidentals including accommodation. It will not cover the costs of major items like a car or a computer. Students will need to pay for some travel and entrance fees associated with excursions. These costs will be kept to a minimum.

FEES AND COSTS



This is a guide to what an average student (*single student*) can expect to pay after arriving in Australia, including average basic weekly expenses and costs of some regularly purchased items.

Tuition Fees – 2011#

Certificate III in Aged Care

Tutorial and practical (includes Senior First Aid and Manual Handling)	\$4,453.25
Printed course material including workbooks but excluding textbook	\$280.00
Placement Insurance	\$50.00
Health Insurance with OSHC – 3 months	\$105.00
Initial Police Check (Any other subsequent police check is for the student's account)	\$37.25
1 HIC polo shirt for clinical placement	\$24.50
Administration charges	\$250.00
Total	\$5,200.00

Diploma of Nursing (Pre-enrolment)

Tutorial and practical	\$19,935.00
Printed material including workbooks and textbooks	\$780.00
Placement Insurance	\$50.00
Health Insurance with OSHC – 18 months	\$735.00
Administration charges	\$250.00
Total	\$21,750.00

Additional costs

Photocopying /printing per page A4	\$0.05 per page
Colour copying/printing	\$0.30 per page
Photocopying/printing per page A3	\$0.10 per page
Overseas Faxes – 1 page	\$1.00
Overseas Faxes – subsequent page	\$0.50
Local Faxes	\$0.50

Certificate III in English Proficiency

All students studying Aged Care and Nursing are provided with English lessons at no cost. Students who require intensive English outside these classes may join English courses before or after their nursing studies.

Cost of Living

Guide to Average Expenses in Adelaide*

Item	Cost per week(A\$)*	Hosanna Heights Single Room Cost per week(A\$)
Rent (shared or single)	\$100 - 250	\$200.00
Food	\$80-100	Included in rental
Electricity, gas	\$15 - 25	Included in rental
Transport (at student concession rates)	\$15 - 20	\$15 - 20
Telephone, postage	\$20-30	\$20-30
Other (clothes, entertainment, etc)	\$35-55	\$35-55
Total	\$265-480	\$270-305

* These charges are current at time of printing and may be subject to change from time to time.

HIC Refund Policy for International Students



This agreement is to be signed and returned to the International Student Coordinator, only after you have read and understood the HIC Refund Table included this agreement.

1. Refunds will be made in accordance with the Refund Table and conditions contained in this Refund Agreement.
2. An international student or an intending international student must make any request for a refund in writing to:
 - The International Student Coordinator
 - Hosanna International College
 - 101 Morialta Road, Rostrevor, South Australia 5073
3. Making a Claim for a Refund:
 - a) The claim must identify the reason for the refund and must include supporting documentation according to the circumstances, including official documents such as Confirmation of Enrolment, receipts, visa refusal letters.
 - b) The date of notification of the request for a refund is the date the request is received at HIC.
 - c) Payment of refund where the student withdraws from the course will be calculated from the date the written claim is received with all necessary documentation at HIC.
 - d) Refunds, if approved, will be made within 4 weeks after a written claim has been received from the applicant/student. HOWEVER, if:
 - HIC is unable to start the course on the day on which the course was scheduled to start or a later day agreed by the student and HIC; OR
 - HIC stops providing the course after the course has started but before it is completed;
 - HIC will offer the refund to all students who are enrolled at the time within 2 weeks of the day on which HIC should have provided the course or it stopped providing the course.

In these situations a student may be offered enrolment in an alternative HIC course at no extra cost. If the student chooses to accept enrolment in the alternative course, written confirmation will be required from the student to confirm that the alternative enrolment is in substitution for refund of fees. It is the student’s choice whether to accept a refund of fees or enrolment in an alternative course.

- e) Refunds will only be made by electronic funds transfer facilitated by provision of bank details, or by cheque/bank draft.
- f) Refunds will be made in Australian dollars and will be made to the student unless the student requests that the refund is to be made to the following person with the following:
Name of person to whom any refund is to be paid:
Payment details:
Bank details
OR Address for receipt of cheque:
- g) Tuition fees will not be transferred to other educational institutions.

4. 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.

Refund Table

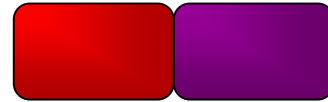
Reason for Refund of Course Fees Paid	Refund Payable by HIC
If the visa application is unsuccessful.	All fees
If HIC is unable to start the course on the day on which the course was scheduled to start or a later day agreed between HIC and the student.(the “Agreed Starting Day”)	All fees (provided the student hasn’t withdrawn before the day on which the course was scheduled to start or a later day agreed between HIC and the student.)
If HIC stops providing the course after the course has started but before it is completed.	All fees (provided the student hasn’t withdrawn before the day on which HIC stops providing the course).
If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by HIC	All fees less AUD \$250 Administration Fee.
If the student withdraws more than 70 calendar days before the Agreed Starting Day of the course.	All fees less AUD \$250 Administration Fee.
If the student withdraws more than 28 calendar days but less than 70 calendar days before the Agreed Starting Day of the course.	75% of tuition fees less AUD \$250 Administration Fee.
If the student withdraws less than 28 calendar days before the Agreed Starting Day of course	50% of tuition fees less AUD \$250 Administration Fee.
If the student withdraws after the Agreed Starting Day of the course.	No Refund.
If a student: Breaches student visa conditions; or Breaches the rules of HIC resulting in suspension or expulsion from the course; or Has his/her visa cancelled and is asked to leave the country.	No Refund.

<p>If a student receives permanent residency status during a semester.</p>	<p>No refund. However, the student will pay local student fees for subsequent semesters of the course.</p>
<p>Course deferral – If the student defers from a course (course deferral is up to a maximum of 1 semester only, during which time the student must return to home country, unless hospitalised, medically unfit or is a financially supporting person/persons in Australia). Course deferral – is also subject to the Department of Immigration and Citizenship (DIAC) regulations.</p>	<p>Fees will be transferred to the following semester.</p>



Protection of Funds

HIC is a member of the Australian Council of Private Education and Training’s (ACPET) Australian Student Tuition Assurance Scheme (ASTAS) and agrees to conform to the memorandum and Articles of Association, the By-laws and the Code of Ethics. Provider ID: 180020. For details of the courses covered by the ASTAS for Hosanna International College refer to the ACPET ASTAS provider report available upon request from administration office.



QUALIFICATIONS AND PROGRAM INFORMATION

Hosanna International College has an obligation to recognise the Australian Qualifications Framework courses delivered by other Registered Training Organisations. Students will be granted credit for any work thus undertaken successfully. Students have the right to access the benefits of Recognition of Prior Learning (RPL), Credit Transfer and National Recognition. These terms are explained below.

Recognition of Prior Learning

Under the Australian Qualifications Framework (AQF) and Vocational Education and Training (VET) principles in Australia, students are not required to study material in which they have already demonstrated competence. If a student can prove that they have current competency in any element of any unit which is part of a training package they may be able to gain RPL. Students must submit evidence and attend an interview with an approved assessor from HIC to gain RPL for HIC courses. Evidence which may be submitted can include, but is not limited to: statements by referees, evidence of work produced and written reports.

Students who have completed any element, units or courses with other Registered Training Organisations (RTOs) in Australia are able to apply for RPL. This means that if the work correlates the student will not need to study that material again.

National Accreditation

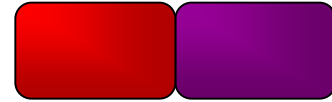
Study undertaken at an RTO in Australia is nationally accredited. This means that the work is recognised across Australia, is recognised by other RTOs and may be used seamlessly for entrance to further study or employment. The study you undertake at Hosanna International College is nationally accredited.

Students with prior life experiences or who have commenced similar courses may be applicable for RPL. If you believe that you are already competent in all the performance criteria of a section of the course and can provide evidence of that competency, you may apply for RPL.

Your evidence will be assessed by the Director of Nursing studies (or nominee) and another teacher. If successful, you may then be exempt from that component of the course and the required fee.

You will be provided with written feedback as to the outcome of your application for RPL.

Attendance and Alteration of Course



Hosanna International College will do everything possible to help you be successful with your study. You, the student, have responsibilities too.

Once enrolled you must commence your course on the date specified except on the grounds of serious illness (*a doctor's certificate is required*) or bereavement in your immediate family.

- You are expected to attend all lessons and sessions punctually.
- You are expected to be organised and have all required materials and preparation completed for all sessions and lessons
- You are expected to complete all required work and assignments by the due dates set.

Illness may prevent you from attending classes but **more than one session** missed consecutively will require a doctor's certificate. If you are absent for more than **3 days** in a course you must have a doctor's certificate for each absence after **3 days**. If you continue to be absent without permission you will be counselled and this may result in a warning. Further unapproved absence may result in a written warning. You **MUST** attend at least 90% of classes and succeed at your studies or the Department of Immigration and Citizenship's (DIAC) must be notified and your visa may be terminated.

Once the course has commenced you may not change to another course without The Department of Immigration and Citizenship's (DIAC) approval.

It may happen that the curriculum within the course may need to change. If this happens it will be done to cause you the least disruption as possible.

Deferment, Suspension or Cancellation Procedure

HIC can only enable students to defer or temporarily suspend their studies, including granting leave of absence, during the course through formal agreement in certain limited circumstances. A student must apply for a deferment on the *Application for Deferment or Suspension of Studies* form available through the front office. Each case will be assessed individually by the CEO and documentation of any interview or discussion and the outcome will be clearly documented on the form and filed in the student's file.

Deferment, suspension or cancellation will only be allowed for:

- Compassionate or compelling circumstances such as illness
- Misbehaviour of a student

Discussion will occur regarding the status of the student's visa and the possibility of the action affecting the visa. Secretary of DFEEST will be notified via PRISMS if the student's course is deferred, temporarily suspended or cancelled.

Where the cancellation or suspension is not initiated by the student, the CEO will inform the student of the decision allowing them 20 working days to access the internal complaints and appeals process. If the student chooses to appeal, their suspension or cancellation cannot take effect until this internal process is completed unless there are extenuating circumstances that may affect the welfare of that student or other students.

PRIVACY & CONFIDENTIALITY POLICY



HIC is committed to protecting an individual's right to privacy and acknowledges and respects the privacy of all individuals. We are required under the Privacy Act 1988 to comply with the National Privacy Principles in respect to the collection, use and disclosure of personal information from individuals.

HIC only collects personal information for the purposes of processing applications for enrolment in courses that are conducted by HIC and **tafe**South Australia. We also collect personal information when we are providing other services in relation to the courses and to our business operation, or if there is a legal requirement to do so.

Individual personal information collected by Hosanna International College, in any format, will be used **only** for the primary purpose for which it was provided. HIC will not use this information for any other purpose without your consent unless so required by regulatory bodies and government agencies. This information will be kept confidential, but may be given to different units within HIC for processing and use, under a duty of confidentiality to HIC.

When collecting the information HIC will:

- Advise the purpose for collecting the information
- Advise whether or not the provision of information is voluntary, and the consequences for not providing it
- Advise how the information is to be held
- Name the intended recipients
- Provide the names and address of any agency used to collect information on behalf of HIC
- Advise how individuals can obtain access to their information, check it for accuracy and completeness and make application to correct it

This information is for the sole use of HIC unless otherwise stated and will not be given to any third parties unless with the individual's permission or as required by law.

Section 175 of the Act requires that HIC shares student information with the Australian Government and designated authorities and if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. Information may include personal and contact details, course enrolment details and changes and circumstances of any suspected breach by the student of a student visa conditions.

HIC only collects personal information in a lawful, fair and non intrusive manner. HIC only collects sensitive information (*such as ethnicity, health*) in order to provide services necessary to our business, for example providing accommodation to overseas students.

We only use personal information for the primary purpose for which it is collected which is to provide education and accommodation services.

Internally, we have controls and procedures in place to ensure that the personal information we collect remains confidential to those staff who may need to access the information for business purposes. All of our staff are trained in privacy and are bound by duties of confidentiality.

We do not sell or trade in personal information, or allow third parties to use that personal information for their own purposes.

It is our policy to destroy personal information once there is no longer a legal or business need for us to retain it.

We will provide access to personal information upon request by an individual, unless a request is unreasonable and the National Privacy Principles would permit us to decline that access (*for instance, where granting access would infringe another person's privacy, or where the request for access is frivolous or vexatious*).

If a person believes that the information we hold about them is incorrect, or if they have concerns about how it is handled they can organise access to that information.

Staff information will be treated with respect and security measures will ensure it is not available to any unauthorised person.

Record Keeping

HIC keeps complete and accurate records of the attendance and progress of students. Financial records that reflect all payments and charges, the balance due are also kept. Copies of these records are available to students on request

Quality Control

To improve our service, HIC seeks feedback from students and clients on their satisfaction with services received through our fully documented quality assurance mechanisms,

National Requirements

HIC complies with the ESOS Act 2000, ESOS Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

ESOS Framework



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 <http://cricos.dest.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.

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.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course. The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:
 - orientation and access to support services to help you study and adjust to life in Australia
 - who the contact officer or officers is 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, and
 - a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.

Your responsibilities

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

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact Details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speak with your provider • Go to your provider's website
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • www.aei.dest.gov.au/ESOS • ESOS helpline +61 2 6240 5069 • Email: esosmailbox@dest.gov.au
Department of Immigration and Citizenship (DIAC)	For visa matters	<ul style="list-style-type: none"> • www.immi.gov.au • Phone 131 881 in Australia • Contact the DIAC office in your country

AQTF- THE STANDARDS



1. HIC has systems in place to plan for and provide quality training and assessment across all its operations.
2. HIC ensures that compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.
3. HIC has effective financial management procedures in place.
4. HIC has effective administrative records management procedures in place.
5. HIC recognises the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by any other Registered Training Organisation (RTO).
6. HIC applies access and equity principles and provides timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.
7. Each member of HIC's staff who is involved in training, assessment or client service is competent for the functions they perform.
8. HIC's assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within the scope of its registration.
9. HIC identifies, negotiates, plans and implements appropriate learning and assessment strategies to meet the needs of each of its clients.
10. HIC issues AQF qualifications and statements of attainment that meet the requirements of the Australian Qualifications Framework Implementation Handbook and the endorsed Training Packages and accredited courses within the scope of its registration.
11. HIC complies with the requirements of the use of national and state/territory logos.
12. HIC's marketing and advertising of training and assessment products and services is ethical.

TRAINING AND SKILLS COMMISSION

Code of Practice – International Students Provision of Training and Assessment Services

HIC;

- has policies and management practices that maintain high professional standards in the delivery of education, training and assessment services, and which safeguard the interests and welfare of students
- maintains a learning environment that is conducive to the success of students
- has the capacity to deliver and assess the courses/qualifications for which it has been registered, including human and physical resources that meet the requirements of paragraphs 15-18 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- monitors and assesses the performance and progress of its students
- ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Packages and recognised courses
- is committed to the principles of access and equity in the delivery of its services

Issuance of Qualifications

HIC issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines, acknowledging where applicable

Marketing of Training and Assessment Services

HIC;

- accepts responsibility under the Code of Practice for the actions of appointed agents or those responsible for the provision of a course under an agreement with our organisation in relation to information on the recruitment and placement of overseas students, including prescriptions specified at paragraph 49 of the National Code of Practice
- aims to enhance the reputation of South Australia and Australia as a source of quality education and training through marketing our services to International students.
- markets its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and accurately represent education and training products and services to prospective students and clients

- accurately represents recognised education and training products and services to prospective students and clients and does not:
 - Make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another course
 - Draw false or misleading comparisons with any other provider or qualification
- gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials
- ensures students and clients are provided with full details of conditions in any contract arrangement with the organisation and will not enrol an overseas student unless we have provided the student with accurate and current information consistent with Attachment A to this Code

Recruitment and Placement

HIC;



- ensures that offers of course placement are based on assessments by qualified persons of the extent to which the student's qualifications and proficiencies are appropriate to the course of education/training
- obtains evidence that assessment of an intending overseas student's proficiency in English has been carried out (unless this is clearly not relevant). Evidence of assessment meets the requirements of the Migration Regulations
- ensures that the educational background and English proficiency of intending students is assessed by suitably qualified persons, and provides for the training of such staff and agents, as appropriate
- includes in any offer of course placement, information on requirements for English language skills (unless this is clearly not relevant) or bridging courses where these are considered necessary
- provides accurate information to overseas students of the requirements of courses, enrolls overseas students only in full-time courses as defined at paragraphs 13.1 and 13.2 of the National Code of Practice under the Education Services for Overseas Students (ESOS) Act 2000
- notifies and has a documented process for the notification of the relevant Commonwealth authority, for matters relating to overseas student attendance
- ensures that the recruitment and placement of overseas students complies with equal opportunity legislation and is consistent with immigration requirements

Recognition of Prior (RPL) and Current Competence (RCC)

- In instances when HIC grants RPL/RCC, it does so in accordance with a documented process, maintains records of RPL/RCC assessments and in compliance with the requirements specified in paragraphs 32-33 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

Financial Standards

HIC;

- provides on an annual basis a statement from an appropriately qualified accountant attesting to our financial viability
- has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation
- makes available to students our fair and equitable refund policy which is consistent with paragraph 43 of the National Code of Practice under the ESOS Act 2000
- ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented. Copies of these are available to students when requested.

Our organisation will not accept any payment or any fees for a course from an overseas student unless our organisation has rendered to the student:

- A copy of the agreement, if HIC and the student have a written agreement in accordance with s 28(1) of the ESOS Act 2000; or
- A statement in writing to that effect, if there is no such agreement
- Advice in relation to refunds specified at paragraph 44 of the National Code of Practice and covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001

Information

- HIC has a documented process for ensuring the information provided is current and relevant
- HIC has a process for ensuring that students are aware that, under the ESOS Act, 2000 any personal information may be made available to the state recognition authority, the Commonwealth and the Manager of the ESOS Assurance Fund
- HIC advises and has a process for advising students of:
 - Changes to student visa conditions as advised by the Department of Immigration and Citizenship (DIAC) or its equivalent
 - Changes to the student's enrolment
 - Breaches by students of student visa conditions relating to attendance or satisfactory academic performance
- HIC will ensure that staff is informed of their responsibilities under this Code of Practice, the National Code of Practice for registration Authorities and Providers of Education and Training to Overseas Students, the ESOS Act 2000 and the ESOS Regulations 2001.

ACCOMMODATION

Students are encouraged to stay at **Hosanna Heights**. However, if students would like different form of accommodation, some information is provided. Please note that HIC will not arrange other accommodation for students. Students will have to approach the organisation directly.

Hosanna Heights is a residential facility set up on the philosophy that it will provide a caring, secure and comfortable environment for both international and local students. Hosanna Heights is privately owned and managed by personnel who are familiar with the needs of both local and international students, especially those from Asian countries, and are in a position to provide advice, counselling and guidance.

Location

Hosanna Heights is situated in peaceful surroundings next to the tranquillity and beauty of the Morialta Conservation Park, approximately 8km from the city. Public transport is easily accessible from Hosanna Heights to the city with Bus Routes available right at the doorstep.

Accommodation Arrangements

Student Residents are allocated individual study/bedrooms each furnished with a bed and mattress, blankets, pillow, bedspread, built in wardrobe, desk, chair, armchair, heater, electrical power points, 2 separate lines for telephone and Internet.

Facilities

- Laundry Facilities; Cleaning service; Onsite parking; Recreational facilities currently available include a common games room, television cum lounge room, table tennis, gym, darts and board games; Hosanna Heights has also set aside a small number of serviced rooms for visiting family members. Prices of these are available on application; Reasonable storage facilities are available at no extra charge; Hosanna Heights can assist with subject tuition arrangements if required.

Meals

Hosanna Heights provides full board (breakfast, lunch and dinner) with a range of Western and Asian meals provided. Hosanna Heights can also consider special diet arrangements, which please discuss with management.

Terms and Rates

- Rates
Standard Room and Full Board : \$200.00 per week

Rates include all utility charges and facilities indicated. An electrical surcharge of \$5 per week will apply for extra electrical equipment in the room other than those approved by management of Hosanna Heights.

- Registration/Administration fee \$25. This is a one off fee payable at time of application.
- A bond of \$400.00 per room is applicable. This bond is refundable subject to satisfactory return of room in good order and condition
- A minimum residency of 10 weeks is applicable unless prior arrangements are made.
- The following scale of charges are applicable to students who stay less than 10 weeks:

1 Week - \$400.00	5 Weeks - \$1,660.00
2 Weeks - \$750.00	6 Weeks - \$1,910.00
3 Weeks - \$1,080.00	7 – 10 Weeks - \$2,000.00
4 Weeks – \$1,380.00	

- Rent is payable 4 weeks in advance unless very special circumstances prevail in which instance; prior written approval from management must be obtained.
- The above fees are applicable and correct at the time of printing and management reserves the right to revise fees should extenuating circumstances warrant such a course of action.

Advance Deposit To Secure A Room

Pay a deposit of A\$400.00 (non refundable, but may be used to deduct from your subsequent rental) directly to our account as follows:

Beneficiary:	Hosanna Heights
Bank:	National Australia Bank Limited 5 Glynburn Road, Glynde South Australia 5070
Swift code of the bank:	NATAAU3305A
Account number:	085-005-54321-3790

Alternative Accommodation

Student hostels are usually single bedroom accommodation. Some however, offer a limited number of twin and triple share rooms. Each bedroom is fully furnished and students have access to a shared bathroom, laundry, lounge, recreational activities and in some cases, kitchens.

The hostels that we recommend are as follows:

<p>Adelaide Overseas Student Accommodation 141-143 West Terrace, Adelaide Phone: 8294 4483 Fax: 8291 8854 Mobile: 0419 807 838 Email: hoiquai@hotmail.com</p>	<p>Luther Seminary 104 Jeffcott Street, North Adelaide Phone: 8267 7400 Fax: 8267 7350 Email: luthersem@luthersem.edu.au</p>
<p>Bradford Lodge 46 Watson Avenue, Rose Park Phone: 8331 0866 Fax: 8331 0877 Email: aiv@aiv.com.au</p>	<p>Mornington House (males only) 10 Thomas Street, Unley Phone: 8373 5592 Fax: 8373 5528 Mobile: 0422 634 540 Email: mcyessltd@hotmail.com</p>
<p>Don Bosco Youth Hostel 6 Hazel Street, Brooklyn Park Phone: 8159 7200 Fax: 8159 7244 Email: donbosco@senet.com.au</p>	<p>Raffles House 131 Anzac Highway, Kurralta Park Phone: 8351 5453 Mobile: 0427 271 177 Email: enquiries@raffleshouse.com.au</p>
<p>Elm Tree Lodge 2-4 Gladstone Street, Fullarton Phone: 8372 2500 Fax: 8372 2555 Email: admin@elmtreeelodge.com.au</p>	<p>Semaphore House 144 Semaphore Road, Semaphore Phone: 8449 3195 Mobile: 0422 498 990 Email: semaphorehouse@picknowl.com.au</p>
<p>Gosse International Student Residence 2 Highgate Street, Fullarton Phone: 8357 9386 Fax: 8357 9485 Email: isradel@hotmail.com</p>	<p>Torrens Valley International Residence 41-69 Smart Road, Modbury Phone: 8161 2724 Fax: 8161 2805 Email: tvir@tvir@austbiz.net</p>
<p>Highgate Lodge 40 Cheltenham St, Highgate Phone: 8331 0866 Email: aiv@aiv.com.au</p>	<p>UNITRANS S.A. 18 Heritage Court, Oakden Phone: 8261 5600 Fax: 8261 5699 Email: manager@unitrans.com.au</p>

Renting

An average house or apartment usually consists of a lounge and/or dining room, bathroom, toilet, laundry, kitchen and one to four bedrooms. The cost depends on factors such as location, quality and size, and whether it is furnished or not.

Most houses and apartments are unfurnished so you need to buy or rent furniture and other household items. Rental costs decrease as you move further from the city and the North Terrace vicinity.

Most property owners require a 12-month lease. Initial expenses are high, as it is necessary to pay a minimum of two weeks rent in advance plus a security deposit (or 'bond') equal to a maximum of four weeks rent (*always obtain a receipt for these payments*). You may also need to pay charges for connecting electricity, telephone and gas.

Sharing

Sharing a rented house or apartment with the other people is generally the most economical and flexible form of student housing.

Generally, each person has their own bedroom, while bathroom, kitchen and living areas are for everyone to share and maintain. You will usually be expected to provide your own bedroom furniture and to contribute to the cost of household goods, security bond and connection of services.

Serviced Apartments

Furnished apartments are a more expensive housing choice, but may be suitable for students/staff who require a short lease (3-6 months), need somewhere to stay for a few weeks while looking for accommodation, or who need somewhere for visiting friends and relatives to stay.

They usually provide all furniture, bedding, linen, cooking appliances and utensils and laundry facilities. Most apartments offer rates that are cheaper the longer you plan to stay - eg. there will be one rate per night if you are staying for one week, another rate if you are staying for two weeks, and a cheaper rate per week if you are staying for more than three months.

Prices vary greatly, but an approximate guide is as follows:

1 Bedroom	\$60-\$120/night or (min. 3 months) \$110 - \$395/week
2 Bedrooms	\$60-\$130/night or (min. 3 months) \$350 - \$400/week
3 Bedrooms	\$60-\$120/night or (min. 3 months) \$450+/week

Many apartments are serviced, meaning they are cleaned and the linen is changed regularly like in a hotel, but most offer un-serviced options and will be un-serviced for stays of three months or more. For a comprehensive list of furnished and serviced apartments, use the [Yellow Pages](#) to look up 'Apartments & Flats' and 'Apartments - Serviced'.

CONCLUSION

While this handbook is coming to an end, your journey is really just beginning. All of us at Hosanna International College hope that these first few steps you take to learning in Adelaide lead to a great future.

Again, please keep this handbook for future reference.