

*[Institute name & logo]*

*[Background using institute photos]*

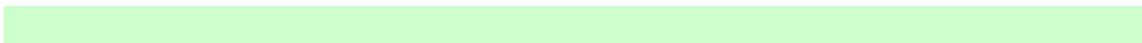
# International Student Handbook

# TEMPLATE

[\[Remove Template label for use\]](#)

*[Institute web address]*

*[CRICOS provider number]*



# Contents

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Section 1:	Welcome
Section 2:	Pre Arrival
Section 3:	Settling-in
Section 4:	Studying at
Section 5:	Social and Cultural
Appendices	

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# How to use this Template – For institutions

This document has been created as a template for the support of International students intending to study in Australia. It is not intended to replace any existing documents. Any component, page, or complete section can be downloaded and modified to include your institution, City, State or Territory, or community information and to add to the information already provided to your students.


Information contained within this template has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its perceived urgency, importance, or need to re-visit as time goes on. The colour code is designed to assist international students with prioritising the amount of information they can take in at any one time. You may have other priorities, or other ways of assisting them in this endeavour. The colour codes can be moved or re-prioritised to suit your institutional needs, or removed altogether for another method already used by your institution.

- A full contents page is provided at the front of each section. It is recommended that Word “insert index” function be utilised to maintain correct references once you have determined the content you will include. The colour code instruction page should also be inserted at the front of your final document or section if you intend to use it.
- ALL web links and business references should be checked for currency at time of document use.
- Section breaks and page breaks may need to be re-aligned once your institutional information has been inserted.

*This document was first created under funding by the Department of Education, Employment and Workplace Relations (DEEWR formerly DEST) and is made available by ISANA as a suggested “best-practice” template for all education providers offering services in Australia. As such, ISANA will continue to consider further best-practice suggestions to improve the value of this document to International Education within Australia.*

# 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 - 

Colour Code		Information
		<b>"I need to know <u>IMMEDIATELY!</u>"</b>
		<b>"I need to know by the first week!"</b>
		<b>"I need to know <u>BEFORE</u> classes begin!"</b>
		<b>"I need to know by the end of <u>WEEK 4!</u>"</b>
		<b>"I need to know by the end of <u>WEEK 6!</u>"</b>
		<b>"I need to go back and remind myself of this as I go through my study!"</b>

# SECTION 1

# Welcome

*[Institute web address]*

*[CRICOS provider number]*



*This initiative is supported by the Australian Government through the Department of Education, Employment and Workplace Relations.*

## Section 1: Welcome

### Welcome

*[Head of School, Institute Director or Principal]*

*[Head of international Team]*

### Important Information & Emergency Contacts

Education Provider Main Contact Details

International Student Coordinator/Advisor

International Student 24 Hour Emergency Contact

Homestay Coordinator

Important Telephone Numbers

Emergency Police, Fire, Ambulance

DIAC

Medical Centres

Transport

Public Facilities

Location of Automatic Teller Machines

Location of Public Telephones

Post Office

### Application Step by Step Process Model

#### Things To Do

Before Leaving Home

Upon Arrival in Australia

[Message from Head of School, Institute Director, Principal]

[photo]

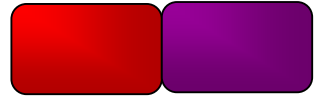
[signature]

[Message from Head of International Team]

[photo]

[signature]

# Important Information and Emergency Contacts:



## Education Provider Main Contact Details:

[Insert main switchboard line and address, website details]

## International Student Coordinator/Advisor

[Insert name & contact details]

## International Student 24 Hour Emergency Contact

[Insert name & contact details]

## Homestay Coordinator

[Insert name & contact details]

## Emergency Telephone Numbers:

**Police, Fire, Ambulance – 000**

## Department of Immigration and Citizenship (DIAC)

[Insert location & contact details of relevant office]

[Opening hours]

**131 881**

## Transport:

[Local transport information phone number and website for buses & trains]

[Local taxi companies]

## Public facilities:

### Location of Automatic Teller Machines (ATMs)

[Insert relevant local information]

### Location of Public Telephones

[Insert relevant local information]

### Post Office

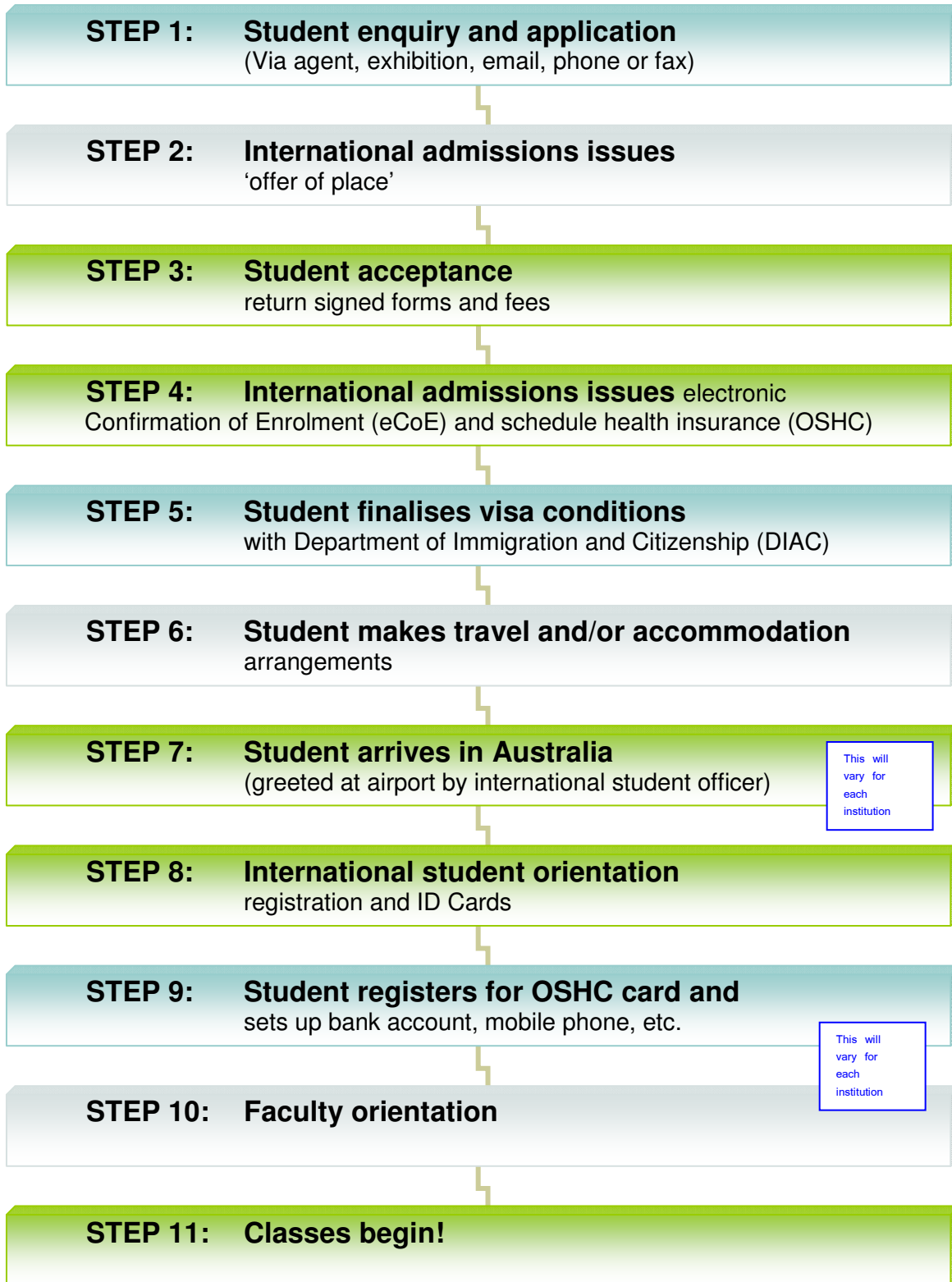
[Insert relevant local information]

## Medical Centres:

[Insert relevant local information – particularly centres who are known to specialise in international students/cultures/languages]



# Application Step-by-Step Process Model:



# Things to Do:



## Before Leaving Home:

- 
- Apply for passport .....
- Arrange student visa - .....
- Make contact with institution .....
- Arrange for immunisations and medications from my doctor .....
- Apply for a credit card and/or arrange sufficient funds .....
- Confirm overseas access to your funds with your bank .....
- Make travel arrangements.....
- Arrange travel insurance .....
- Advise institution of travel details.....
- Arrange accommodation [*some institutions will do this for the student*].....
- Arrange transport from airport to accommodation [*if applicable*] .....
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative .....
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency .....
  - Important documents:
    - THIS HANDBOOK! .....
    - Passport .....
    - Letter of offer .....
    - eCoE .....
    - Certified copies of qualifications & certificates .....
    - Travel insurance policy .....
    - ID cards, drivers licence, birth certificate (or copy).....

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

## Upon Arrival in Australia:



- Call home .....
- Settle into accommodation .....
- Contact institution .....
- Purchase household items and food .....
- Enrol children in school (if applicable) .....
- Attend international student orientation .....
- Get student ID card .....
- Advise health insurance company of address & get card .....
- Open a bank account .....
- Attend faculty/course specific orientation sessions.....
- Get textbooks .....
- Start classes .....
- Apply for tax file number if seeking work .....
- Get involved in student life and associations .....   
(eg music, sporting and cultural clubs).