

International Student Support

AIHE will provide all International Students with information to assist them settling into Adelaide and to help them with their studies. This will include information about:

- English language and study assistance programs
- any relevant legal services
- emergency and health services
- support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia
- the AIHE International Students Policy and Procedure.

Pre-departure information and orientation programs

Prior to international students arriving in Australia, AIHE will provide international students with information about studying in Australia, including indicative costs of living and studying in Australia, accommodation options, arrangements for health care and, where applicable, schooling obligations related to school-aged dependants (including the possibility that school fees may be incurred). Students will find up-to-date and useful information at the following websites:

Insider Guides (Information for international students about living in Australia)
<http://insiderguides.com.au/>

StudyAdelaide - <https://studyadelaide.com/>

City of Adelaide – <https://www.cityofadelaide.com.au/>

Surf Lifesaving SA - <http://www.surflifesavingsa.com.au/>

Orientation Program

AIHE will arrange orientation programs to help familiarise international students with the AIHE's expectations, rules and facilities, and introduce the social and cultural norms that international students need to be aware of while in Australia. AIHE will make the orientation program available to late arrivals or international students who begin at different entry points.

The orientation program will include AIHE's local context and will provide information about:

- support services available to assist international students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- AIHE's facilities and resources
- complaints and appeals processes
- requirements for course attendance and progress

- the support services available to assist international students with general or personal circumstances that are adversely affecting their education in Australia
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Ongoing Information

AIHE will also provide international students with:

- advice about actions they can take to enhance their personal security and safety
- information about how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents
- general information, on safety and awareness relevant to life in Australia, such as beach safety and the etiquette and laws concerning smoking in Australia, on finding accommodation, such as your rights and responsibilities, or will refer students to such general information (including electronically).

The following websites contain up-to-date and very useful information for all students.

Insider Guides (Information for international students about living in Australia)
<http://insiderguides.com.au/>

StudyAdelaide - <https://studyadelaide.com/>

City of Adelaide – <https://www.cityofadelaide.com.au/>

Surf Lifesaving SA - <http://www.surflifesavingsa.com.au/>

Student Support Officer assistance

The Student Support Officer will assist international students to access information and will answer any questions they may have.

International students should also consult the Student Support Officer to receive assistance with any financial, visa-related or other personal issues. The Student Support Officer will either provide assistance directly to the student or will advise the student of the appropriate person or agency that can assist them.

Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial. Refer to the student complaints process for more information.

Emergency Assistance

If you are in an emergency or crisis situation we are here to help you. Talk to the Student Support Officer for support and practical assistance or arrange an appointment with the counselling service.

Settling in Adelaide/Australia

Welcome to Adelaide – a city, though fairly laid back, is regularly ranked as one of the world's most liveable cities by the Economist Intelligence Unit. It is one of an ideal place to live and study. The friendly, and safe environment makes students feel welcome and at home allowing them to focus on their studies.

With large open spaces, clean air, beautiful hills, park lands and beaches, as well as over 400 festivals and events held throughout the year, Adelaide is an ideal place to live. Adelaide is also 19% more affordable than Sydney and Melbourne, further reinforcing the attractiveness of the state.

For some great advices on life in Adelaide, students might find useful information from Study Adelaide at <https://studyadelaide.com/adelaide/city/>.

The International Students Policy [link]details the specific provisions that apply to prospective and current international students undertaking an Adelaide Institute of Higher Education (AIHE) course, and the International Students Procedure [link]explains the processes for implementing the specific provisions that apply to international students such as issuing and changing Confirmations of Enrolment (CoE), pre-departure information and orientation programs and transfer of students between Australian registered CRICOS institutions.

In relation to all other matters (for example enrolment, assessment, student conduct, grievances, complaints and appeals) the provisions of the general AIHE policies and procedures apply to international students.

International students should consult the SSO to receive assistance with any financial, visa-related or other personal issues. The SSO will either provide assistance directly to the student or will advise the student of the appropriate person or agency that can assist them.

Information about studying in Adelaide can be found on the Study Adelaide website at <https://studyadelaide.com/live/>

Leave of absence for international students on a student visa – In accordance with the ESOS National Code 2018, international students **are not permitted to take leave of absence**, except on compassionate or compelling grounds, which are supported by documentary evidence. Refer to Section 3.5 of The International Students Procedure [link].