

International Student



Pre-Arrival

Guide





# WELCOME TO KENT

## YOUR INTERNATIONAL STUDENT PRE-ARRIVAL GUIDE

How exciting! Deciding to study abroad and choosing Australia are big steps in making a decision that will influence your future life experiences and career. Staff at Kent Institute Australia (Kent) understand that studying abroad is a big decision, so the Student Services team have put together some resources to help you better prepare for your arrival in Australia. We know this is just the beginning of your journey, and we want to help and support you every step of the way!

This guide offers practical suggestions to help you prepare for your time in Australia, whether you have chosen to study in Sydney or Melbourne.

We wish you a safe and comfortable journey and look forward to welcoming you during orientation. Please contact our friendly Admissions team on [Admissions@kent.edu.au](mailto:Admissions@kent.edu.au) should you require any further information about preparing for life and study in Australia.

**Executive Manager,  
Student and Campus Services**



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# GETTING STARTED

[kent.edu.au/how-to-apply](http://kent.edu.au/how-to-apply)



## RESEARCH THE COURSE

The courses section of our website [kent.edu.au/courses](http://kent.edu.au/courses) provides you with detailed information about the subjects, structure and expected outcomes of each course on offer. It is important that you have researched this information to make sure the course is suitable for you before you apply for admission. We recommend that all students conduct a wide and thorough search of study options available.

## HOW TO APPLY FOR ADMISSION

Applying to study with Kent is easy, visit the 'How to Apply' page on our website.

[kent.edu.au/how-to-apply](http://kent.edu.au/how-to-apply)

### Step 1: Complete Your Application

Email: [admissions@kent.edu.au](mailto:admissions@kent.edu.au)

### Step 2: Gather your documentation

You will need the following documents to go with your application

- A certified copy of your passport or Australian Birth Certificate
- Certified copies of your recent academic results and qualifications
- A certified copy of your English level documentation

See entry requirements for more information on what you need to be eligible to enrol.

### Step 3: Course Credit / Recognition of Prior Learning (If Applicable)

Students can apply for course credit on the basis of their previous studies at Kent or any other educational institution in Australia or overseas in accordance with Kent's Course Credit and Articulation Policy & Procedure.

### Step 4: Offer of Admission – International Student Enrolment Agreement

We will process your application and if you're successful we'll send out the following via email:

- Offer of Admission
- Enrolment Agreement

You will need to read and complete your Enrolment Agreement (and sign on all pages)



## ADMISSIONS SCREENING INTERVIEW

Some applicants may need to attend a video conferenced interview prior to formal acceptance into Kent's courses. These interviews are to make sure you have all of the information needed at the time of application about your course and study in Australia. We also ask questions to see if you meet the Genuine Temporary Entrant (GTE) and Genuine Student (GS) criteria, which are integrity measures defined by the Australian Government Department of Home Affairs.

## ACCEPT YOUR OFFER OF ADMISSION

Please read through your Offer of Admission which is also your International Student Enrolment Agreement to familiarise yourself with the terms and conditions of enrolment. You may have special conditions listed on your Offer of Admission that you will need to make sure you are eligible to meet.

By signing the Offer of Admission, you will formally acknowledge that you have read, understood and accepted all the Terms and Conditions. This agreement is a legal and binding contract; please ask questions and ensure you understand the agreement before signing.

You will need to read and complete your Enrolment Agreement (and sign on all pages)

## ORGANISE YOUR OVERSEAS STUDENT HEALTH COVER (OSHC)

If you are in Australia on a student visa, you must have a current health insurance policy. This is known as Overseas Student Health Cover (OSHC). Kent can offer you access to OSHC from our chosen provider BUPA. Visit the BUPA website for more information about their policies and fees. [bupa.com.au](http://bupa.com.au). Kent will issue you a quote for health cover based on the current rates at the time of issue.

This quote will be listed on your Offer of Admission. If a student would like Kent to arrange health cover, all you need to do is accept your offer and pay the insurance premium with your tuition deposit. You can also choose to arrange your own health cover, however this will need to be completed before we will be able to issue you a Confirmation of Enrolment (CoE).

## MAKE YOUR DEPOSIT PAYMENT

Your Offer of Admission lists your fee amount, and you can transfer fees directly into Kent Institute Australia's bank account. Please remember to use your name and student ID on the transaction description so we can track your payment.

Account name: Kent Institute Australia Pty Ltd  
Branch number: 012-245  
Account number: 259444903  
Bank name: ANZ (Australia and New Zealand banking group)  
Bank address: 212 Burwood Road, Burwood NSW 2134 Australia  
Swift code: ANZBAU3M

Additional payment methods are listed on our website, [kent.edu.au/how-to-pay](http://kent.edu.au/how-to-pay)

## APPLYING FOR YOUR STUDENT VISA

All international students require a student visa to study at Kent, so before travelling to Australia, you must obtain one. Upon receipt of your paid fees and completed International Student Enrolment Agreement, Kent will issue you with your eCoE (electronic Confirmation of Enrolment). You need to use this eCoE to apply for your visa online.

The Australian Government Department of Home Affairs provides the most current information about student visa requirements and application procedures. Apply for your visa through your Kent approved migration agent or for more information on applying for your own visa visit- [homeaffairs.gov.au](http://homeaffairs.gov.au).

# PRE VISA CHECKLIST

- Research Australia  
[studyinaustralia.gov.au](http://studyinaustralia.gov.au) & [australia.com](http://australia.com)
- Research your Destination  
(Melbourne or Sydney) including living arrangements, costs, transport, education, health care, visa conditions. [studymelbourne.vic.gov.au](http://studymelbourne.vic.gov.au) & [study.sydney](http://study.sydney)
- Research the Institution - [kent.edu.au](http://kent.edu.au)
- Research Visas  
Types, eligibility and conditions-[homeaffairs.gov.au](http://homeaffairs.gov.au).
- Research the Course  
Ensure the course meets the needs for your future plans- [kent.edu.au/courses](http://kent.edu.au/courses).
- Obtain a Valid Passport (if applicable)
- Sign the International Student Enrolment Agreement  
After carefully reading the contents
- Make your deposit payment - [kent.edu.au/how-to-pay](http://kent.edu.au/how-to-pay)
- Organise your OSHC  
Overseas Student Health Cover, if not organised through Kent
- Organise any health checks  
In addition, other information you may require for a visa from your country.







Abbas Ali- Bachelor of Business (Accounting)

# LIFE IN SYDNEY

## OUR CAMPUS

When you travel from overseas to study and live in Sydney, you will have so many fantastic experiences while you are here. Right in the middle of the Sydney CBD, our campus offers excellent education conveniently located just a 5 minute walk from Wynyard train station. Everything Sydney has to offer is right on our doorstep. Food cafes, shopping, tourist attractions and of course, entertainment.

Surrounded by many world famous attractions is the Kent Sydney campus. The Sydney Harbour Bridge, Opera House, Luna Park, The Rocks, Sydney Tower, Darling Harbour, Taronga Zoo, Sydney Aquarium and the list goes on. When you are ready to roam further, major bus and train hubs are waiting close by.

## SYDNEY WEATHER

Summer (December – February) during summer, average temperatures range from 18.6 - 25.8°C (65.5 - 78.4°F). This is a great time to enjoy Sydney's abundant beaches. Autumn (March - May) autumn is the mildest time of year when average temperatures fall between 14.6 - 22.2°C (58.3 - 72°F). Crisp, fresh air makes autumn the season for enjoying Sydney's coastal walks.

Winter (June - August) Sydney's coolest months are June to August when average temperatures drop between 8.8 - 17°C (47.8 - 62.6°F).

Spring (September - November) In spring, days are warmer with average daily temperatures ranging from 11 - 23°C (51.8 - 73.4°F).

Visit [australia.com](http://australia.com) for further details.

## SYDNEY SHOPPING

There are local shopping markets, famous shopping streets, glossy malls, and fashion festivals to make any other city envious. For everyday groceries and other items, you will find supermarkets, shopping malls and cheap markets within walking distance of Kent.

## SYDNEY TRANSPORT

The easiest way to use public transport in Sydney and surrounds is with an Opal card. Opal is an electronic ticketing system, similar to Oyster in London or Octopus in Hong Kong. You only need to obtain an Opal card once, add value by 'topping up' and you are ready to travel. International Students pay full fare and purchase the Adult Opal Card (not concession).

Visit [transportnsw.info](http://transportnsw.info) and [opal.com.au](http://opal.com.au) for further details.

[kent.edu.au/campus-locations](http://kent.edu.au/campus-locations)  
[study.sydney](http://study.sydney)

Mezzanine, Level 1, 5 & 11  
10 Barrack Street, Sydney NSW 2000  
Phone Number: +612 9093 5151  
Email: [admissions@kent.edu.au](mailto:admissions@kent.edu.au) or  
[marketing@kent.edu.au](mailto:marketing@kent.edu.au)



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# LIFE IN MELBOURNE

## OUR CAMPUS

Our campus is in the Melbourne city centre and just a short four minute walk from the Flagstaff Train Station and a seven minute walk from Melbourne Central Station. The campus is new and vibrant with access to all of Kent's quality student support services and facilities.

Melbourne is the capital of Victoria and Australia's second largest city. Its growing population of 4.2 million rivals Sydney's 4.6 million. The city is home to 8 universities that teach close to 300,000 students, with more than a third from abroad. This makes Melbourne comfortably Australia's biggest University City and one of the biggest study abroad destinations globally, known for its amazing shopping, great nightlife, cultural experiences and European feel. From the trendy shops of Chapel Street to the beachside suburb of St. Kilda, there is an abundant amount to see, do and enjoy while you study in Melbourne.

## MELBOURNE WEATHER

Summer (December – February) during summer, average temperatures range from 14 - 25.3°C (57.2 - 77.5°F). This is a great time to enjoy Sydney's abundant beaches. Autumn (March - May) autumn is the mildest time of year when average temperatures fall between 10.9 – 20.3°C (51.6 - 68.5°F). Crisp, fresh air makes autumn the season for enjoying Sydney's coastal walks.

Winter (June - August) Sydney's coolest months are June to August when average temperatures drop between 6.5 - 14.2°C (43.7 - 57.6°F).

Spring (September - November) In spring, days are warmer with average daily temperatures ranging from 9.6 - 19.6°C (49.3 - 67.3°F).

Visit [australia.com](http://australia.com) for further details.

## MELBOURNE SHOPPING

Shopping in Melbourne is truly a pleasure. You will find an array of local designers, all the major international brands, department stores and shopping centers. Melbourne is also famous for its shopping streets and arcades.

## MELBOURNE TRANSPORT

Melbourne's public transport is the easiest and best way to move around the city. Buy a Myki smartcard for flexible travel between trains, trams, buses and taxis. You will be able to use public transport in and around the city for just a few hours or all day. Plan your trip, buy or top up your Myki card online and download maps and timetables from Public Transport Victoria, the one-stop shop for information about travelling on public transport visit [ptv.vic.gov.au](http://ptv.vic.gov.au).

[kent.edu.au/campus-locations](http://kent.edu.au/campus-locations)

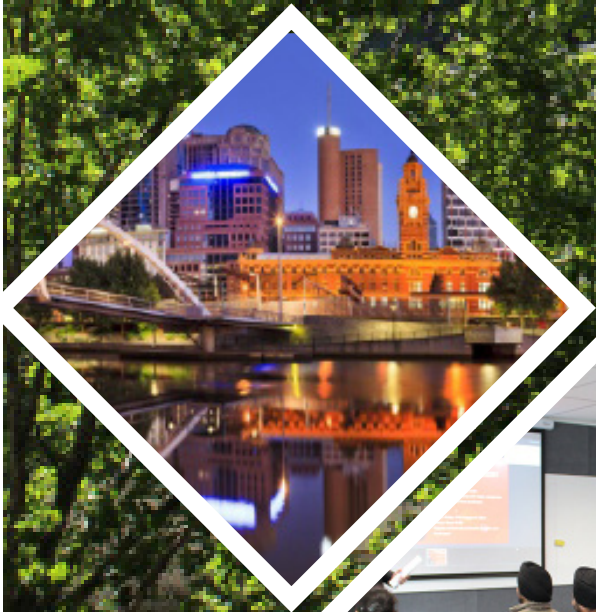
[studymelbourne.vic.gov.au](http://studymelbourne.vic.gov.au)

Level 9 and 10, 350 Queen Street, Melbourne, Vic 3000  
Phone Number: +613 8353 0800  
Email: [admissions@kent.edu.au](mailto:admissions@kent.edu.au) or  
[marketing@kent.edu.au](mailto:marketing@kent.edu.au)





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# ABOUT AUSTRALIA

You may find that living and studying in Australia is very different to living and studying in your own country. Here we provide some essential information about life in Australia, which we hope, will help you adjust quickly after your arrival.

If you wish to know more, visit the official Australian Government website for International Students - [studyinaustralia.gov.au](http://studyinaustralia.gov.au) and the Australian tourism website- [australia.com](http://australia.com).

## CULTURE

Australian culture is founded on stories of battlers, bushrangers and brave soldiers. Of sporting heroes, working heroes and plucky migrants. It is all about a fair go, the great outdoors and a healthy helping of irony. Today Australia also defines itself by its Aboriginal heritage, vibrant mix of cultures, innovative ideas and a thriving arts scene. For more information about Australian culture visit- [australia.com](http://australia.com).

## HISTORY

Australia's Aboriginal people were thought to have arrived here by boat from South East Asia during the last Ice Age, at least 50,000 years ago. At the time of European discovery and settlement, up to one million Aboriginal people lived across the continent as hunters and gatherers. They were scattered in 300 clans and spoke 250 languages and 700 dialects. Each clan had a spiritual connection with a specific piece of land. However, they also travelled widely to trade, find water and seasonal produce and for ritual and totemic gatherings.

Despite the diversity of their homelands - from outback deserts and tropical rainforests to snow-capped mountains - all Aboriginal people share a belief in the timeless, magical realm of the Dreamtime. According to Aboriginal myth, totemic spirit ancestors forged all aspects of life during the Dreamtime of the world's creation. These spirit ancestors continue to connect natural phenomena, as well as past, present and future through every aspect of Aboriginal culture.

A number of European explorers sailed the coast of Australia, then known as New Holland, in the 17th century. However it wasn't until 1770 that Captain James Cook chartered the east coast and claimed it for Britain. The new outpost was put to use as a penal colony and on 26 January 1788, the First Fleet of 11 ships carrying 1,500 people - half of them convicts - arrived in Sydney Harbour. Until penal transportation ended in 1868, 160,000 men and women came to Australia as convicts.

Visit- [australia.com](http://australia.com)

## WORK OPPORTUNITIES

Working while you study in Australia can help complement your study and living experience. One of the advantages of being an international student in Australia is that your student visa automatically gives you permission to work up to 40 hours every two weeks during the academic year, or full time during the holidays where no work limits apply. That means that you can enjoy all the city has to offer and earn some money while you study or get hands on experience in your field of choice.

## EMPLOYEE (YOUR) RIGHTS

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage.
- Challenge of unfair dismissal from the job
- Breaks and rest periods.
- A healthy and safe work environment.

Most employers in Australia are covered by an 'award', which sets minimum wages and conditions for a given field of work or industry. To find out more about your work rights visit the Australian Government's website, [fairwork.gov.au](http://fairwork.gov.au).

In Australia, employers (your boss) must also do all they can to make sure your job does not put you at risk of injury or illness. This law is called work health and safety (WHS) or occupational health and safety (OHS).



## COST OF LIVING

Knowing the costs of living in Australia is an important part of your preparation. This information of approximate costs can be found in more detail through the

[studyinaustralia.gov.au](http://studyinaustralia.gov.au) website. Cost of living varies according to your lifestyle and the location you choose to live.

Accommodation is generally more expensive in the CBD than suburban areas of Sydney or Melbourne.

### Accommodation:

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week

### Other living expenses:

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

### Minimum costs of living in Australia:

The Australian Government Department of Home Affairs has financial requirements you must meet in order to receive a student visa. Below is a guide on the minimum requirements you must meet to study in Australia:

- You - \$21,041
- Partner or spouse - \$7,362
- Child - \$3,152
- All costs are per year in Australian dollars. To convert to your own currency, visit [www.xe.com](http://www.xe.com).

For more information visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

## AUSTRALIAN CURRENCY

The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar (\$1). Australian dollar notes come in denominations of \$5, \$10, \$20, \$50 and \$100. Coins are issued in denominations of 5c, 10c, 20c, 50c, \$1 and \$2. Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay \$1.95 for an item priced \$1.97, but \$2 for an item priced \$1.99, unless using a credit/debit card.

Visit [studyinaustralia.gov.au](http://studyinaustralia.gov.au) for further details.

## BANKS

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies.

These are the biggest banks in Australia with branches located across the city and most of the country (in alphabetical order):

- ANZ
- Commonwealth Bank
- National Australia Bank
- St. George
- Westpac

## EDUCATION SYSTEM

By studying in Australia, you will receive a qualification that is recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification, and issue the comparable qualifications for local use. Visit [aqf.edu.au](http://aqf.edu.au).

# PREPARE FOR YOUR TIME IN AUSTRALIA

## ARRANGE ACCOMMODATION

One of the most important decisions you will make is where you will live during your studies. We have provided some helpful links of accommodation options:

**Austay** – Sharing Living Arrangements in fully furnished property- [austay.com](https://austay.com)

**UniLodge** – Individual and shared student accommodation- [unilodge.com.au](https://unilodge.com.au)

**Urban Nest** – Accommodation specifically designed and built for students- [urbanest.com.au](https://urbanest.com.au)

**Flatmate Finder** – An online network to independently find share accommodation in a unit or house- [flatmates.com.au](https://flatmates.com.au)

**Australian Homestay Network** – A cultural exchange between a local family and a visiting International Student who comes to live as a guest in their home while they are studying [homestaynetwork.org](https://homestaynetwork.org)

### Tenancy Advice and Advocacy

**Services**- For information about the standard of housing you can expect in Australia and your rights and responsibilities as a tenant- [tenants.org.au](https://tenants.org.au)

The most popular suburbs where our current students live are:

**Sydney Campus** - Auburn, Campsie, Blacktown, Rockdale, Lakemba and Granville

**Melbourne Campus**- Footscray, Glenroy, St Albans, Springvale, Craigieburn and Preston

## SET UP YOUR BANK ACCOUNT

Opening a bank account in a foreign country can be confusing. Our Student Services team is happy to assist you with your banking and money questions, including:

- setting up a bank account
- using automatic teller machines (ATMs) to withdraw and deposit money
- general banking information, such as opening hours

You can set up a bank account before or after you arrive. To open an account you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Offer of Admission and other forms of identification. You may also need an Australian Tax File Number (TFN).

## ORGANISE YOUR TRAVEL INSURANCE

Organising comprehensive travel insurance before leaving home to cover unexpected or unplanned events is important, such as:

- Baggage and personal effects (loss or damage to).
- Returning home in a medical or other emergency.
- Travel outside Australia on the way to and from Australia and at other times during their stay in Australia.

The OSHC required to obtain your visa only covers basic hospital and medical expenses whilst in Australia. Make sure you check thoroughly what their travel insurance will cover.

## DOCUMENTS TO BRING WITH YOU

Prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa.
- International Student Enrolment Agreement (Offer of Admission)
- Electronic Confirmation of Enrolment (eCoE).
- Original/certified copies of your academic transcripts.
- Other personal identification documents, for example driver's license, ID card, etc.
- Medical records or prescriptions (if necessary)

## HEALTH AND MEDICINE

You are advised to have medical, optical and dental checkups before you leave home. Remember, Overseas Student Health Cover (OSHC) does not include dental and optical services and such costs can be quite high. You may like to bring spare eyeglasses or contact lenses with you. If you have a pre-existing medical condition or are taking medication, bring a letter or prescription from your doctor describing these using the generic drug name.

You will need to declare all drugs and medicines including prescription medications, alternative, herbal and traditional medicines, vitamin and mineral preparation formulas to Customs when you enter Australia.



## WHAT NOT TO BRING

The Australian Government controls the importation of certain goods into Australia. The controls either take the form of:

- an absolute prohibition, which means that you are not allowed to import the goods in any circumstances, or
- a restriction, where you need to have written permission in order to import the goods.

Refer to the full list of items that you cannot bring into Australia at the Australian Government Department of Home Affairs website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

## MOBILE PHONE AND INTERNET

It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile phone accounts you can choose from:

### 1. Prepaid

A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number, which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

### 2. Contract

If you will be using your mobile often, and will be in Australia for a fixed period for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can receive the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

## Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans similar to the above. If you choose a contract service, you will receive a modem, and just like a phone service, you pay a monthly rate to receive a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

## Making International Calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.

## Clothing

Packing can be the most challenging part of any trip, particularly if you are traveling to Australia. Remember that the seasons are opposite in the Southern Hemisphere (with winter in July and summer in January). This way you do not pack swimsuits when you need heavy jackets! Try to pack as much clothing as possible as it may be more expensive to purchase this when you arrive. In summer, make sure you pack light breathable clothing, such as shorts and t-shirts. The sun in Australia is very strong so you should wear a hat, sunglasses and sunscreen when outdoors.

During winter, you will need layers of clothing as the temperature may vary throughout the day. Pack at a minimum one large over jacket and other smaller jumpers/ cardigans.

When packing footwear bring a variety of sandals, sports shoes and formal shoes.

## Electrical Sockets

The electricity supply in Australia is 240 volts and 50 – 60 Mhz and most 110 – 120 volt appliances (hairdryers, mobile phone chargers etc) cannot be operated safely.

Make sure you check with the manufacturer whether the appliances you are planning to bring can be operated safely. Most modern laptops can operate on multiple voltages but make sure you check yours with the manufacturer.

Australia also uses a unique three pin plug and adaptor plugs are readily available in Australia.

# PREPARE TO TRAVEL CHECKLIST

## Arrange:

- Accommodation
- Australian Bank Account
- Travel Insurance
- Health and Medicinal Requirements
- 'What not to bring' by checking the list on the Australian Government Department of Home Affairs website - [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).
- Look into phone and internet options

## Pack:

- Sufficient clothing, sun protection and toiletries
- Electrical power converter (or purchase one upon arrival)
- Passport with valid visa
- Certified copies of academic documents and passport
- International Student Enrolment Agreement (Offer of Admission)
- Electronic Confirmation of Enrolment (eCoE)
- AUD \$300 cash

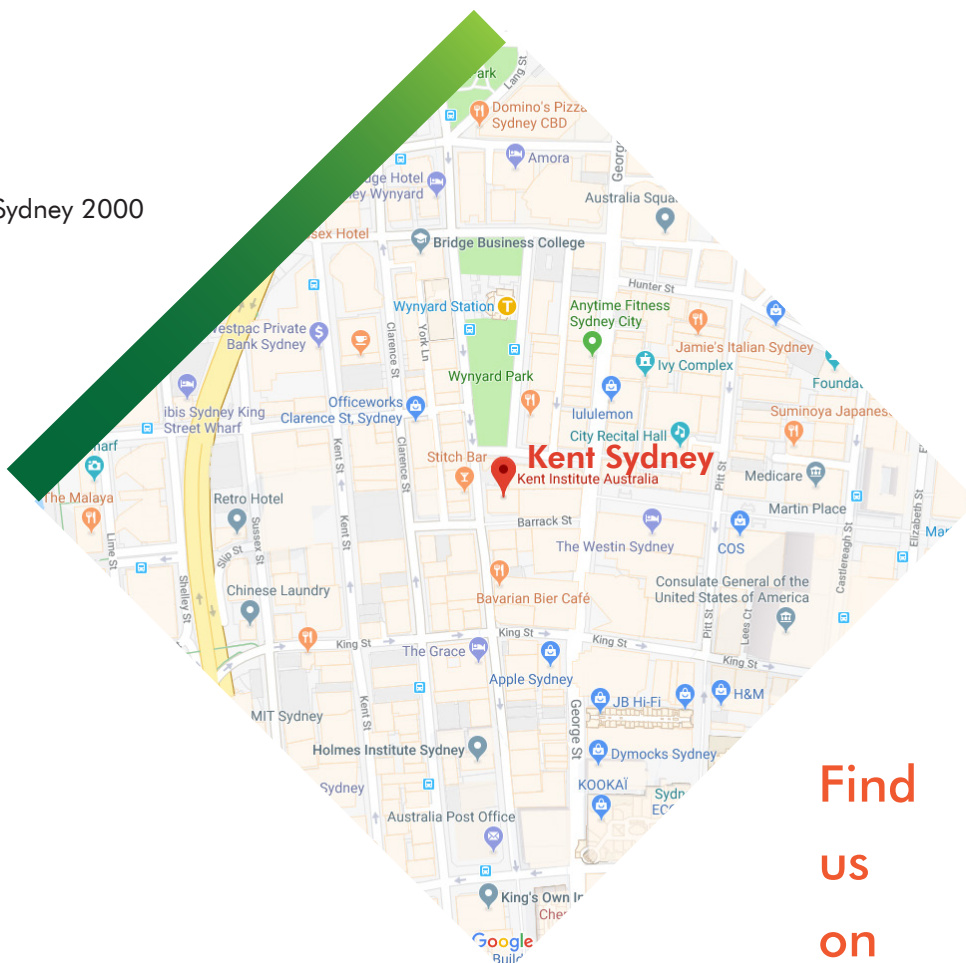




# CAMPUS MAPS

## SYDNEY

10 Barrack Street, Sydney 2000



Find  
us  
on



maps

## MELBOURNE

350 Queen Street, Melbourne 3000



# AT THE AIRPORT

## AUSTRALIAN IMMIGRATION

When you first arrive in Australia, you will make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the airplane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa. You should also be prepared to show the Immigration Officer a copy of your Offer of Admission, eCOE and evidence that you have enough money to support yourself while studying (for example, bank statements) if requested.

The Immigration Officer will check your documents and may ask you a few questions about your plans for your time in Australia. After proceeding through Immigration, you will claim your baggage from the carousel. You will then continue through to Australian Customs.

## AUSTRALIAN CUSTOMS

Australian Customs and Quarantine restrictions are very strict: you must not bring prohibited drugs, food or plants into Australia. If you have any goods of plant or animal origin, you must declare them on the Traveler's Statement (given to you on the plane) which acts as your Customs declaration.

If you are in doubt about what to declare, you should ask a Customs Officer as there are serious penalties (including large fines and jail terms) for people who make false declarations. The Australian Government Department of Home Affairs provides further information and can help you to plan for any foods you may want to bring from your home country at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au). Many foods are allowable under Australian customs regulations, but must be declared. Australian Customs.

Officials often use highly trained dogs to check luggage. If this is the case, follow the instructions of the Customs Officials.

## ARRIVALS HALL

You will be able to leave the restricted area and enter the Arrivals Hall after you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, a Traveler's Advisory Bureau and money exchange facilities. If you are arriving on a weekend, you may like to change currency at the airport as most banks are closed on Saturdays and Sundays.

## INTERNATIONAL STUDENT WELCOME DESK

### Sydney

The Student Welcome Desk at Sydney Airport is a one-stop shop of information for students arriving in Sydney. Arriving international students can receive immediate advice and printed guides with maps and information about accommodation and transport. Local and international student volunteers staff the desk.

**Desk Location:** Terminal 1 International Arrivals A

**Open:** 7am-11am and 6pm-10pm, 7 days a week during semester intakes and weekends at other periods.

### Melbourne

The Student Welcome Desk at Melbourne Airport is a one-stop shop of information for students arriving in Melbourne. The Student Welcome Desk provides you with information and advice when you arrive. The friendly staff and volunteers will answer your questions and will provide you with free information, advice and a Welcome Pack.

**Desk location:** Travellers Information Service, International Arrivals Hall, Ground Floor, Terminal 2, Melbourne Airport

**Open:** 7 days a week, 7am to 12am

## TRAVEL TO ACCOMMODATION

There are several options for transport from Melbourne and Sydney Airports including trains, buses and taxis. Make sure you research the route you will need to take and how much it will cost at:

[sydneyairport.com.au](http://sydneyairport.com.au) or [melbourneairport.com.au](http://melbourneairport.com.au).

We recommend you have approximately AUD\$300 in cash with you.





# SERVICES AT KENT

Kent is proud of its personalised, friendly service, ensuring students feel comfortable in a pleasant and caring atmosphere.



## STUDENT EVENTS

Kent holds many extra-curricular events and activities for students throughout the year. Events and activities are planned around five core themes Just for fun!, Personal Success and Leadership, Careers and Employment, Academic Skills & English Language Skills. Visit Kent's event webpage for further details.

[kent.edu.au/events](https://kent.edu.au/events)



## CAREERS & EMPLOYMENT

We want to see Kent students graduate equipped with the confidence, skills, knowledge and ability to promote themselves to prospective employers.

To achieve this, Kent provides students with lifetime access to our exclusive online Kent Careers Service portal and personal weekly consultation services 'Career Hub' and regular 'Job Ready' workshops.



## ACADEMIC & ENGLISH LANGUAGE

Kent's learning advisers deliver workshops for all new students. They also offer individual student consultations at any stage of their course. The team are specialists in higher education and training who have years of experience providing quality advice to a wide variety of students. It is our mission to empower students to achieve their goals through guided academic support and skills development.



## STUDENT WELLBEING

Kent caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Kent provides free and confidential counselling support.

[kent.edu.au/student-support](https://kent.edu.au/student-support)

# EMERGENCY CONTACTS



## Police/Ambulance/Fire Brigade

Triple zero (000) Triple Zero calls are free.  
\* Is someone seriously injured or in need of urgent medical help?  
\* Is your life or property being threatened?  
\* Have you just witnessed a serious accident or crime?  
\* If you answered YES call Triple Zero (000).

## Translating Interpreting Services (TIS) National (24 hours)

A free telephone and on-site interpreting service for people who don't speak English and for people supporting them.

131 450 | [www.tisnational.gov.au](http://www.tisnational.gov.au)

## Lifeline (24 hours)

Telephone support for people thinking about suicide or experiencing a personal crisis.

13 11 44 | [www.lifeline.org.au](http://www.lifeline.org.au)

## Drug and Alcohol Information Service (24 hours)

Providing education, information, referral, crisis counselling and support about illegal drugs such as heroin, ice and cannabis, as well as legal drugs such as alcohol.

VICTORIA – DirectLine (24 hours)  
1800 888 236 | [www.directline.org.au](http://www.directline.org.au)

NSW - Alcohol & Drug Information Service (ADIS) (24 hours)  
1800 422 599 | [www.yourroom.com.au](http://www.yourroom.com.au)

## Legal Aid Helpline

Provides free information about your legal problem and contact details for services that might be able to assist you.

NSW - LawAccess NSW (Weekdays, 9am - 5pm)  
1300 888 529 | [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)

VICTORIA – Legal Aid Victoria (Weekdays, 8.45am - 5.15pm)  
1300 792 387. | [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## Victims of Crime

Provides free information and support to help you manage the effects of crime and guide you through the legal process.

VICTORIA - Victims of Crime (7 days, 8am - 11pm)  
Call 1800 819 817 Text 0427 767 891 | [www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au)

NSW - Victims Services 8am (Weekdays, 8am to 6pm)  
1800 633 063 | [www.victimsservices.justice.nsw.gov.au](http://www.victimsservices.justice.nsw.gov.au)

## 1800RESPECT (24 hours)

A safe and confidential counselling service supporting people dealing with sexual assault, abuse, or domestic and family violence.

1800RESPECT (1800 737 732) | [www.1800respect.org.au](http://www.1800respect.org.au)

## Mental Health Services (24 hours)

NSW Mental Health Line - 1800 011 511

VIC Mental Health Advice Line - 1300 60 60 24



## SANE Australia (Weekdays, 9am-5pm).

Provides information about mental illness, treatments and where to go for support and help.

1800 18 7263 | [www.sane.org](http://www.sane.org)

## MensLine Australia (24 hours)

A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

1300 78 99 78 | [www.mensline.org.au](http://www.mensline.org.au)

## Women's Helplines

Support, information and referrals for women on a range of issues including on family relationships, legal issues, domestic/family violence and emotional well-being.

VICTORIA – WIRE Women's Support Line (Weekdays, 9am-5pm)  
1300 134 130 | [www.wire.org.au](http://www.wire.org.au)  
NSW – Rape Crisis Centre (24 hours)

1800 424 017 | [www.nswrapecrisis.com.au](http://www.nswrapecrisis.com.au)

## Pregnancy Support Helpline (24 hours)

Provides counselling, information and support for concerns or questions associated with an unexpected or difficult pregnancy, as well as support following a termination or pregnancy loss.

1300 737 732 | [www.pregnancycounselling.com.au](http://www.pregnancycounselling.com.au)

## QLife (7days, 3pm-12am)

QLife is a counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.

1800 184 527 | [www.qlife.org.au](http://www.qlife.org.au)

## Blue Knot Foundation (7 days, 9am-5pm)

Telephone counselling for adult survivors of childhood trauma, their friends and family who support them.

1300 657 380 | [www.blueknot.org.au](http://www.blueknot.org.au)

## Housing/ Homelessness Support

NSW Link2home - 1800 152 152 (24/7)

VIC Crisis Accommodation Info Line - 1800 627 727 (10am to midnight 7 days)

## Doctors and Health Services

Search for a range of health services in your local area.

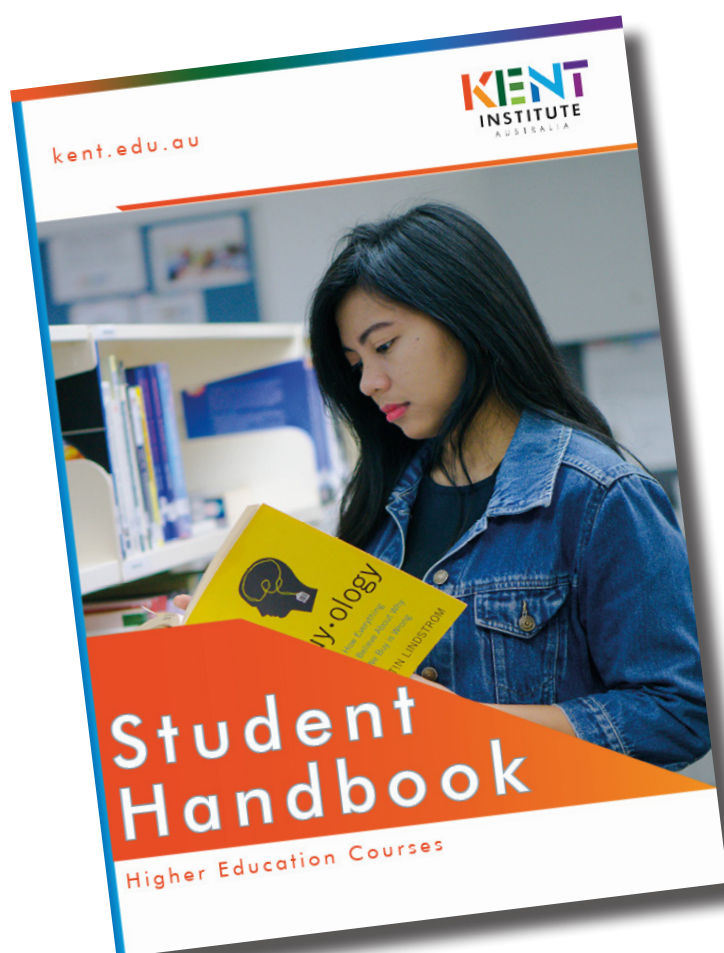
[www.healthdirect.gov.au/australian-health-services](http://www.healthdirect.gov.au/australian-health-services)

Kent offers FREE support to students, including confidential counselling services! Contact Lydia, our Student Engagement and Wellbeing Coordinator.

Email: [lydia.mcmillan@kent.edu.au](mailto:lydia.mcmillan@kent.edu.au)  
phone: + 61 2 9093 5125



# KENT STUDENT HANDBOOK AND ORIENTATION



After arrival you should switch from this guide to the Kent Student Handbook, which is a comprehensive document containing information about Kent's policies, procedures, resources and support. This will be discussed and made available during your orientation session, or you can view a copy now on the Policies and Procedures page of Kent's website.

Orientation is compulsory for new students and is a key step to successful integration. It is essential that you attend as it assists you to understand Kent's academic systems and familiarise yourself with Kent's facilities, policies and procedures. It will also give you an understanding of what is required of you while studying and is a chance to meet Kent staff and make new friends.









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CRICOS Code: 00161E  
RTO Code: 90458  
TEQSA Provider No: PRV12051

International Student Pre-Arrival Guide  
Version 4, 5<sup>th</sup> February 2020