



SOUTHERN CROSS
School of Business



Southern Cross School of Business

Student Handbook

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Welcome to SCSB

Welcome to Southern Cross School of Business (SCSB)!

Thank you for choosing Southern Cross School of Business (SCSB) for your next learning experience.

SCSB is a CRICOS Registered Training Organisation (RTO 41253) that is focused on providing quality education and training in ELICOS and nationally accredited courses. It meets administrative, delivery, staffing, resources, marketing, financial, quality assurance and assessment standards of the Australian Skills Quality Authority (ASQA) which monitors and subjects the RTOs through regular external audits to verify adherence to Standards for Training Organisations.

SCSB is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015 and National ELICOS Standards, and for the issuance of the Australian Qualifications Framework (AQF) certification. SCSB delivers a range of courses including Nationally Recognised Training package qualifications and ELICOS programs taught by qualified and experienced trainers and assessors.

SCSB aims to provide a fresh approach to delivering practical hands-on business and management training for people who are seeking to enhance their work skills and career prospects.

About SCSB

SCSB is located at Level 6, 2 Meredith Street, BANKSTOWN NSW 2200.

The campus location is within a short distance to the main transport, government offices and tourist facilities.

As an RTO, SCSB offers range of Vocational Education and Training (VET) courses to enhance student's skills and knowledge to make them industry ready as well as ELICOS courses to improve their English proficiency. SCSB courses offer specific skills training to keep you up to date in today's workplace for various types of employment in different industry areas. Generally, vocational education and ELICOS courses at SCSB are a pathway into Higher Education. Find out more information visit our website at <https://www.scsb.nsw.edu.au/>.

At SCSB, we have a wide range of courses available covering the areas of business, leadership, and management tailored to match different stages of your career. Whether you're just starting or know exactly where you want to be, finding the right course is an important next step.

SCSB helps individuals achieve their educational and career goals. The Diploma and Advanced Diploma courses offered at SCSB have a variety of entry and exit points to suit learners at the post school stage of their education or career form.

All SCSB courses have a blend of industry expectations in terms of practical skills as well as knowledge-based components.



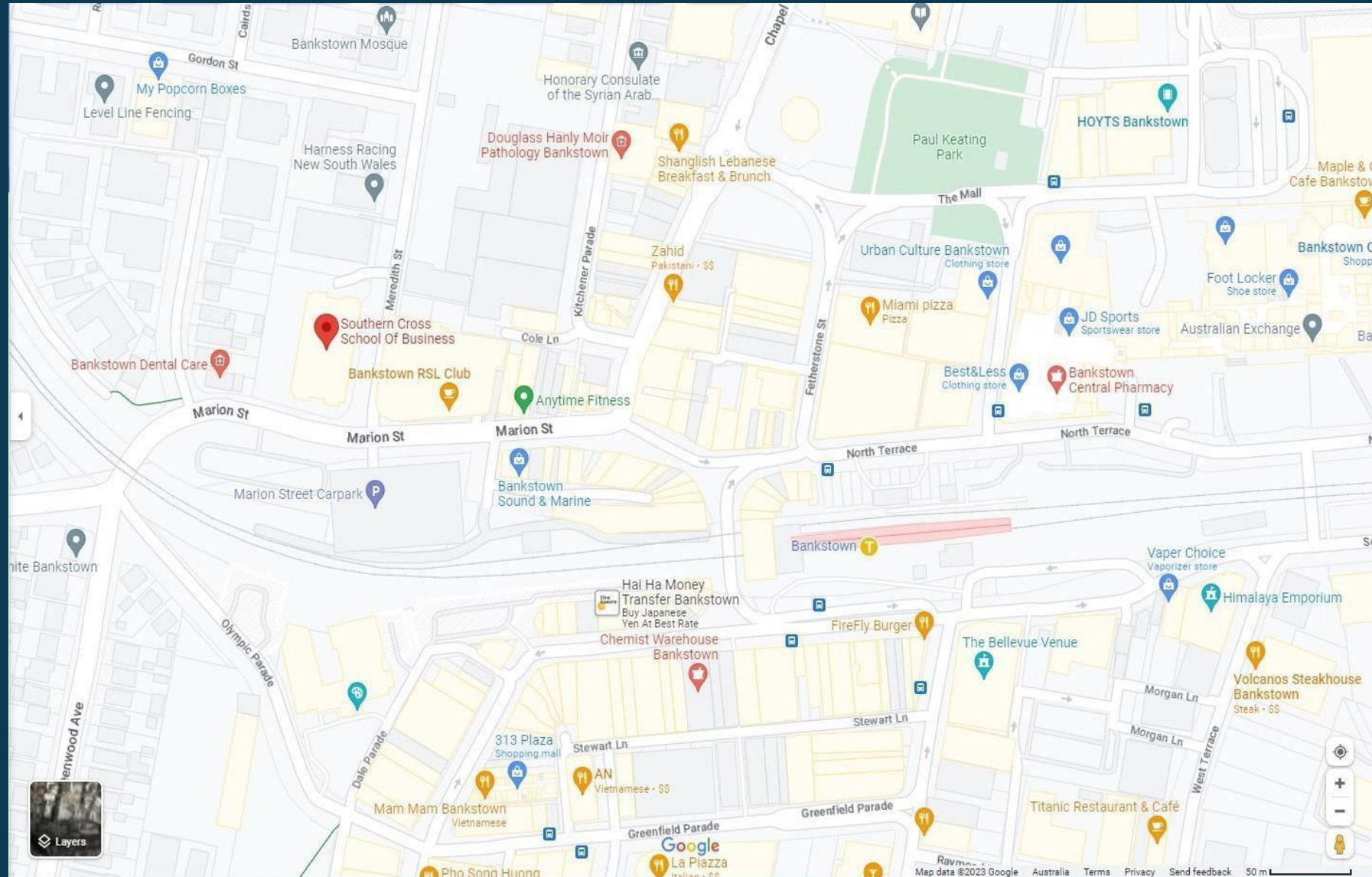
Locations



Level 6, 2 Meredith Street
BANKSTWON
NSW 2200
AUSTRALIA



Bankstown Campus
+61 2 9633 3287



SCSB COURSES

SCSB is specialized in delivering ELICOS and VET courses to students to improve their English proficiency as to enhance their career options for the future.

Entry Requirement

- International students must be 18 years of age.
- Completed Australian AQF Level 4 qualification or High School Certificate qualification or equivalent: or overseas qualifications in Higher Education.
- International students must have a minimum of IELTS 5.5 or equivalent and above.
- Prior English language scores or an English Placement Test to study English language courses.

Entry requirements will be checked at enrolment in line with the Southern Cross School of Business Student Selection and Enrolment Policy and Procedures.

- **BSB60420 Advanced Diploma of Leadership and Management* Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) OR *Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise*
- **BSB80320 Graduate Diploma of Leadership Management* completion of Diploma OR Advanced Diploma qualification in related fields of study AND 3 years equivalent full-time relevant workplace or experience at a significant level of leadership and management responsibility and/or complexity in an enterprise; OR
- Student must provide a proof of completion of the bachelor's degree in related fields of study AND 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise prior to course commencement; OR
- Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.
- **BSB80120 Graduate Diploma of Management (Learning)- Pre-requisite of Completion of the BSB61015 Advanced Diploma of Leadership and Management/ BSB60420 Advanced Diploma of Leadership and Management (or equivalent) or a bachelor's degree (or equivalent).*

ELICOS ENGLISH LANGUAGE COURSES

Course	Duration
092866K General English	4-48 Weeks
092867J English for Academic Purposes	Minimum 12 weeks

Vocational Education and Training (VET) COURSES

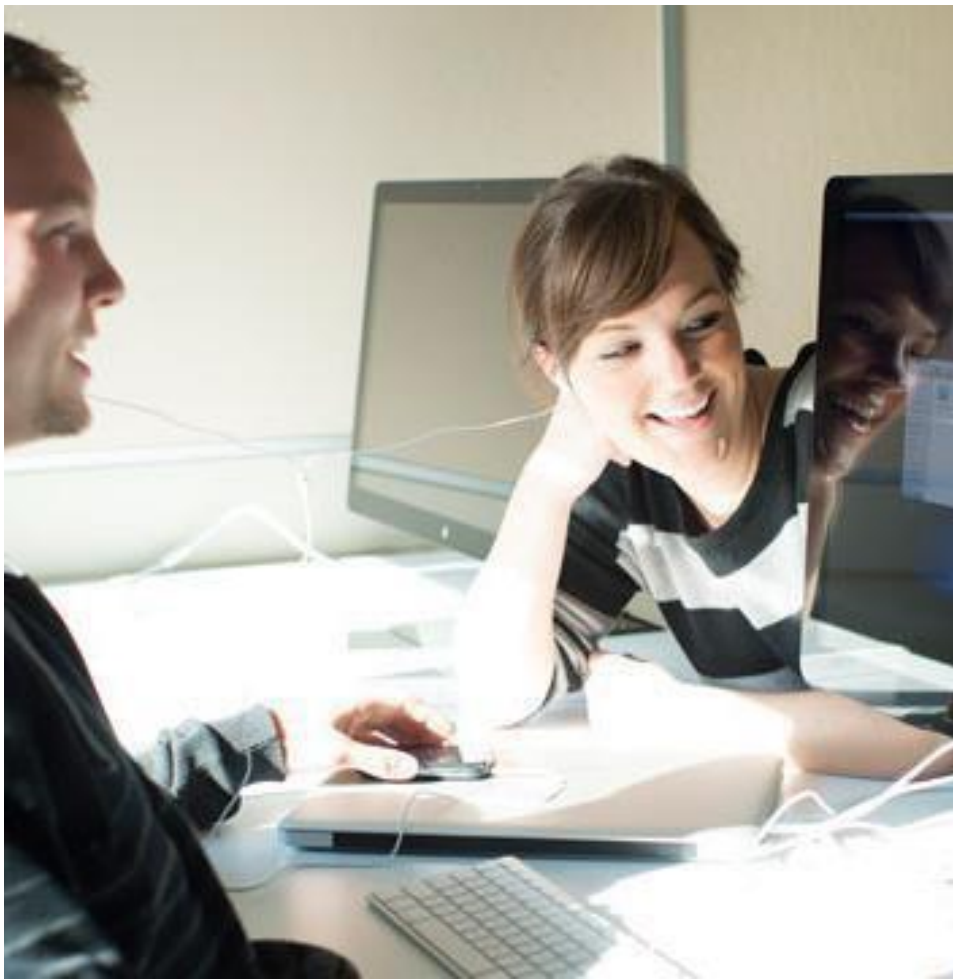
Course	Duration
FNS40222 Certificate IV in Accounting and Book-Keeping	52 weeks
FNS50222 Diploma of Accounting*	52 weeks
BSB50120 Diploma of Business	52 weeks
BSB50420 Diploma of Leadership and Management	52 weeks
CHC52015 Diploma of Community Services	104 weeks
FNS60222 Advanced Diploma of Accounting**	78 weeks
BSB60420 Advanced Diploma of Leadership and Management	78 weeks
BSB80320 Graduate Diploma of Strategic Leadership	52 weeks
BSB80320 Graduate Diploma of Strategic Leadership	52 weeks

Point of Contact



Name	Designation	Email
General Enquires	Ms. Farwa Fatima	admin@scsb.nsw.edu.au
Admissions	Ms. Nilima Uprety	admissions@scsb.nsw.edu.au
Student Support	Ms. Nilima Uprety	admissions@scsb.nsw.edu.au
	Ms. Laxmi Poudel	student.support@scsb.nsw.edu.au
	Ms Farwa Fatima	admin@scsb.nsw.edu.au
Principal Executive Officer	Mr. Yasinur Rahman	principal@scsb.nsw.edu.au
Compliance Manager	Mr. Bachar Naja	compliance@scsb.nsw.edu.au
Marketing	Mr. Rajesh Karamchandani	marketing@scsb.nsw.edu.au
Accounts	Ms. Sachdeep Randhawa	accounts@scsb.nsw.edu.au
Course Coordinator (BSB)	Mr. Shah Ehasan Habib	principal@scsb.nsw.edu.au
Course Coordinator (FNS)	Mr. Yasinur Rahman	yasin@scsb.nsw.edu.au
Course Coordinator (ELICOS)	Ms. Shahnaz Parvin	shahnaz@scsb.nsw.edu.au
Facilities Officer	Mr. Suvich Visechom	suvich@scsb.nsw.edu.au
IT Support	Mr. Amosh Shakya	itsupport@scsb.nsw.edu.au

Student Facilities



► Campus Operating Hours

8:30 am - 10:00 pm Monday to Friday

8:30 am - 5:00 pm - Saturday and Sunday

Computer Lab and Classrooms

SCSB campuses have a well-equipped computer lab and classrooms with free Wi-Fi. There are computers available for general student use. However, for ease of computer access for personal study purposes, SCSB encourages students to bring their own laptops/ media devices when attending their classes.

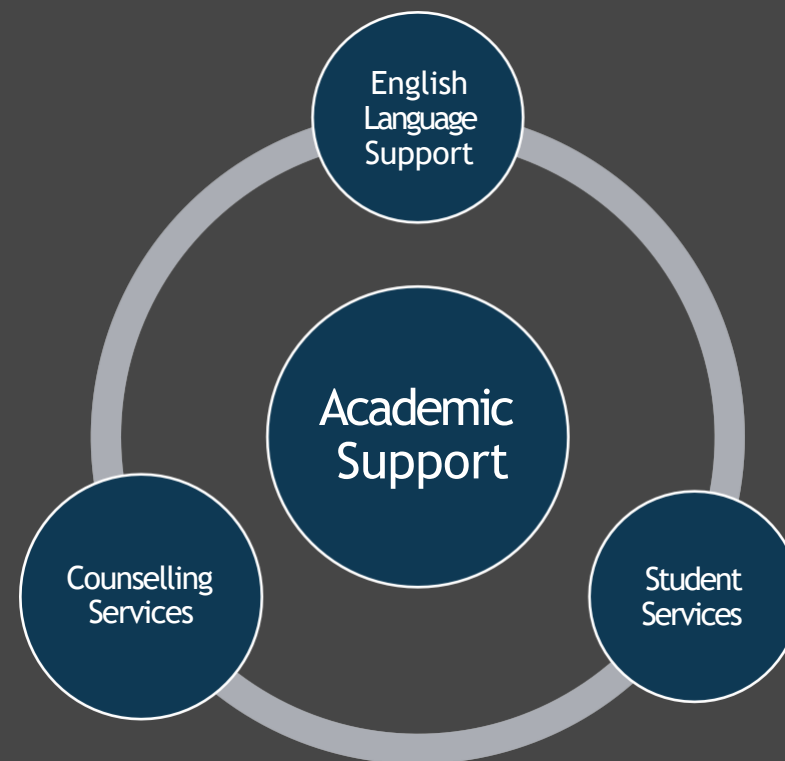
In keeping with acceptable practice, SCSB study and work environment of all students and staff is based on mutual respect.

Students are expected to keep Classroom, Computer Lab and other areas clean and tidy. Students are required to remove all litter, work papers, bags and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately.

Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as computers and televisions can only be moved to another room with the permission of the trainer and need to be returned after use.



Student Support Services



For details of Students Support Services Policy and Procedure, please refer to SCSB Website (www.scsb.nsw.edu.au)

Student Support Services



Academic Support

SCSB is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. Our passionate academic staff help to improve student study skills, understand assessment task requirements and information to prepare for their future career. New Student Orientation is conducted at the beginning of the course in which students are advised to contact their respective course coordinator for any additional academic support. Students are provided contact details of their respective Trainers who will then provide students with relevant academic assistance.



English Language Support

If English is not a student's first language or if students need additional English Language Support, they can avail following ELICOS Courses

1. General English
2. English for Academic purposes

These courses are designed for beginner to upper-intermediate students.



Counselling Services

At SCSB, we know that students who are thriving in personal life are better able to achieve academically. Many students studying at SCSB are living a long way from family and adjusting to life in a new country, this can add increased difficulties to one's life. SCSB counselling service through its internal staff and external professional counsellor is designed to assist students in dealing with a wide range of problems including homesickness, balancing studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations. These services are available to all students free of cost.



Student Services

SCSB's Student Support Services provides a range of services to students. Student Support Team's aim is to assist students and graduates for their further education and career progression, provide information and advice in selecting the right career path, personal counselling in matters related to the student academic life.



National Code of Practice 2018

National Code of Practice (National Code 2018)

The Department of Education and Training (DET) regulates the education and training sector's involvement with overseas students studying in Australia on student visas through the Education Services for Overseas Students (ESOS) legislative framework and the Tuition Protection Service. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code 2018 is established under the Education Services for Overseas Students (ESOS) Act 2000.



National Code 2018 Key Points



Ensure that recognition of prior learning/credit transfer of students is conducted and recorded in a formal process;

Provide refunds to the students as per the SCSB's International Student Fees and Refund Policy and Procedure;

States clearly in the SCSB Letter of Offer and Written Agreement that the student is responsible for keeping a copy of the Written Agreement as supplied by SCSB and receipts of any payments of tuition fees or non-tuition fees;

Recruit students in accordance with the National Code 2018 and SCSB Course Entry Requirements;

Ensure fairness by committing to Equal Employment Opportunity;

Ensure that all academic staff and assessors are suitably qualified and experienced;

Commit to professional development of staff;

Comply with the guidelines issued by Department of Home Affairs;

Provide adequate support services to students prior to arrival, on arrival and during their study at SCSB;

Ensure student personal information is filed and maintained appropriately;

Protect international students whilst studying in Australia;

Protect Australia's reputation as an education provider to international students by ensuring National Standards are met;

Enable the Commonwealth to monitor and sanction providers as appropriate;

Assure the integrity of the student visa program.



Policies & Procedures

Introduction to Policies and Procedures

Course Progress and Intervention

SCSB's Continuous Improvement Committee, or nominee, will monitor and assess the course progress of students at the end of each Study Period. SCSB Trainers & Assessors will regularly assess their students' progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. Whilst unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, SCSB will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals.



Complaints and Appeals

SCSB encourages students to express any concerns they may have about study or other matters that they might face. Students should familiarize themselves with the Student Complaints and Appeals Policy and Procedure for details.

Students wishing to make a complaint or lodge an appeal may do so by filling out the Complaints and Appeals Form available at SCSB Website or at SCSB Reception.



Deferral, Suspension and Cancellation

SCSB enables students to defer, temporarily suspend or cancel their studies during their enrolment at the School through formal agreement in certain circumstances in compliance with the National Code 2018, Standards for RTOs 2015 and ELICOS Standards 2018. SCSB is committed to the welfare of its students and to ensure that appropriate support is available to all students and to ease the transition into life and study in Australia.



Introduction to Policies and Procedures

Recognition of Prior Learning and Credit Transfer

SCSB uses an objective, non-discriminatory, transparent and systematic process to evaluate and grant recognition of prior learning and credit transfers for qualifying students. Recognition of prior learning and credit transfer processes are designed to ensure all relevant legislation and regulatory requirements are met, records maintained, and the prospective student is well informed and receives a high level of student service and support throughout the entire process. The aim of granting RPL / CT is to reduce the amount of learning required to achieve a training package qualification or VET accredited course by acknowledging an individual's skills, knowledge and/or experience acquired through formal, non-formal and informal learning.



Transfer between Registered Providers

SCSB will consider a student's request for transfer between registered providers in compliance with National Code 2018, Standards for RTOs 2015 and ELICOS Standards 2018. SCSB has procedures in place for the International Students who wish to transfer to and from the School.



Student Fees and Refund

Students are required to pay tuition fees prior to the commencement of classes and as stated on their signed written agreement i.e. Letter of Offer. Tuition Fee costs are shown in Australian dollars and can be paid through bank transfer, debit card/credit card and cash. All refunds will be processed in line with the SCSB Refund Policy, refer to the SCSB website www.scsb.nsw.edu.au for details.





Supplementary Fees

SCSB will charge supplementary fees for some services offered. The Supplementary Fees are published on the SCSB Letter of Offer and Written Agreement. SCSB fees are reviewed annually and are subject to change.

ADDITIONAL FEES & CHARGES	
Enrolment Fee (Non-Refundable)	\$250.00
Re-Issue or Replacement of Student ID Card	\$30.00
Re-Issue or Replacement of Certificate / Statements of Attainment / Transcript	\$50.00
Re-issue of CoE after Expiry Date or Cancellation	\$250.00
Assessment Re-Submission Fee (after second attempt) /Late Submission Fee	\$50.00/ assessment
Assessment Re-Submission (after the end of term)	\$100.00/ assessment
Assessment late submission fee after issuance of ITR	\$150.00/ assessment
Appeal of Assessment /Re-assessment	No charges
Unit re-enrolment fee (for students who exceed the maximum duration period)	\$500.00
Change of Course / Location / Class / Shift	\$200.00/Change
RPL per unit of competency	\$350.00
Administration Fee (if applicable)	\$250.00
Late Payment of Tuition Fees	\$100.00/ instalment
Debit card transaction fee	\$0.88
Credit card payment surcharge (min \$0.88)	3%

Please note all these fees are payable in advance of the process of your request.

Discrimination

SCSB takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability sexual orientation or age.

It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Student Support Manager.

Further information can also be obtained by contacting the Anti-Discrimination Board:

NSW Anti-Discrimination Board
Stockland House
Level 4, 175-183 Castlereagh Street,
SYDNEY NSW 2000
Phone: +61 2 9268 5555
<https://www.lawlink.nsw.gov.au>





Workplace Health and Safety

- The NSW Workplace health and safety legislation aims to protect the health, safety and welfare of people at work. It lays down general requirements which must be met at places of work in NSW. SCSB is committed to fulfilling its responsibilities under the Act. For further information regarding Work Cover, please contact the following organisation:

Work Cover

Level 10, Centennial Plaza Building C,
300 Elizabeth Street, SYDNEY 2000
Phone +612 8260 5877 OR call 131050

www.workcover.nsw.gov.au

- In compliance with the regulations of the Work Health and Safety Act 2011, SCSB is committed to take reasonable steps to maintain health and safety of its students and staff. The appendix of this document contains floor maps showing fire exits.
- Fire exit plans are displayed in all rooms, the foyer area and hallways. Firefighting equipment is available at locations marked on the floor map. Please refer to Floor Plan.
- SCSB ensures safety at the facility by:
 - providing and maintaining equipment and systems that are safe;
 - providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
 - maintaining safe entrances and exits.



Evacuation in Case of Fire

Situations may arise when SCSB campus will be evacuated. In such situations the following steps must be followed:

Floor wardens will notify each room of the need to evacuate;

Trainers & Assessors will take charge of the Classroom;

Students accompanied by their Trainer/Assessor will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices;

Personal effects only are to be taken as bags can impede evacuation;

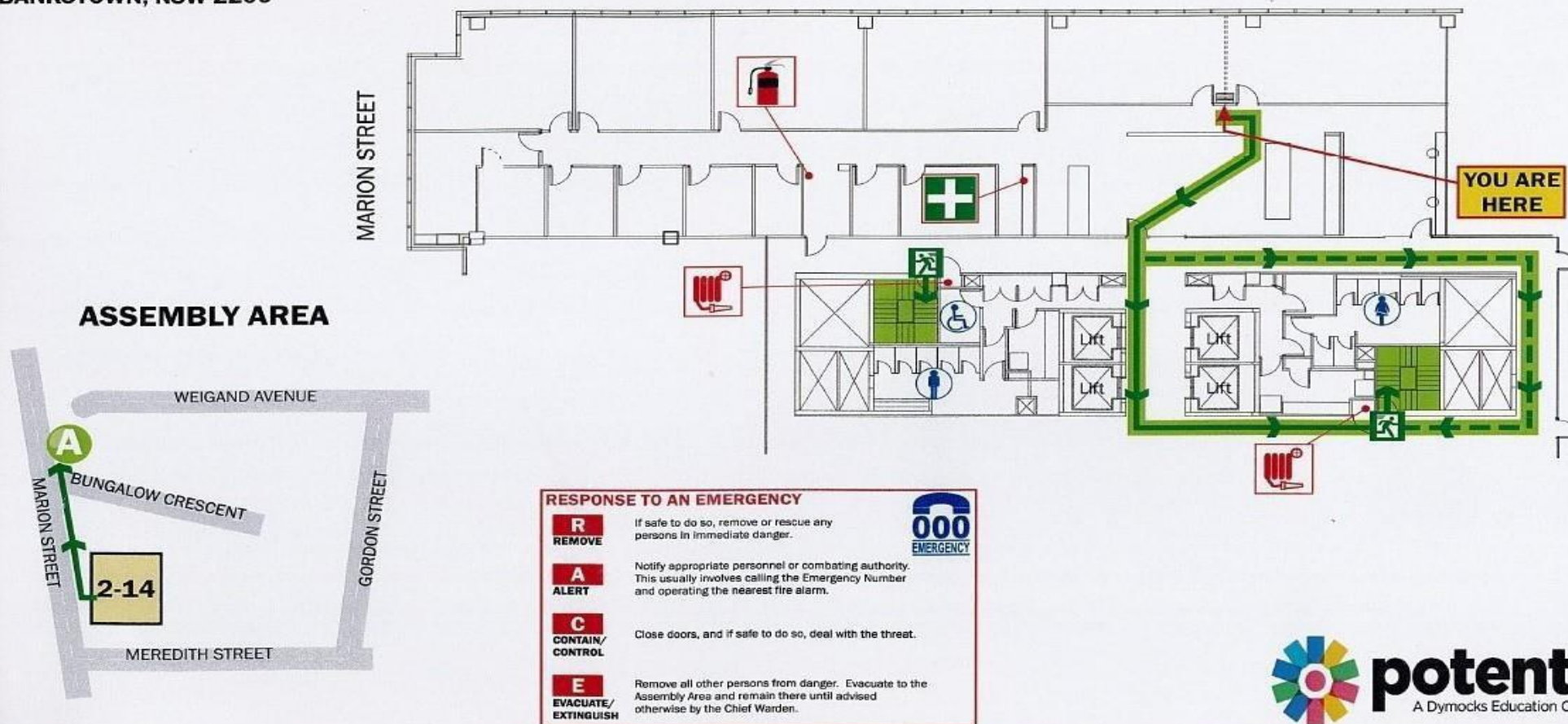
Students, Trainer & Assessors and other staff will assemble at the allocated point until further instructions are given.

EVACUATION DIAGRAM

Issue Date:
12 December 2018
(Valid for a period of 5 years)

LEVEL 6

BANKSTOWN LEARNING CENTRE - SUITE 6.03, 2-14 MEREDITH STREET
BANKSTOWN, NSW 2200



Phone: 1300 321 120 Website: first5minutes.com.au



CARBON DIOXIDE
FIRE EXTINGUISHER



FIRST AID
KIT



FIRE
HOSE REEL



EMERGENCY
EXIT



ASSEMBLY
AREA



ALTERNATIVE
EXIT ROUTE



EXIT
ROUTE



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Living and Studying in Australia

For the most up-to-date information on cost of living in Sydney please refer to the Institute's website or

[Study Australia | Study Australia](#)

RTO ID: 412531 CRICOS CODE: 03523D

Living and studying in Australia



Climate

Sydney generally has a temperate climate with an average of 240 days of sunshine annually. The winters are cool and mild, while the summers are warm.

Average Summer temperature: 26 degrees Celsius (22 degrees Fahrenheit)

Average Winter temperature: 16 degrees Celsius (61 degrees Fahrenheit)

RTO ID: 412531 CRICOS CODE: 03523D

Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.



Accommodation while living in Australia.

The School's Student Support Officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

Homestay/Private Board

This is a common form of accommodation is where students live with an Australian family. Homestay or private board is where you live with a family, couple, or single person/s in their own home. There are many 'Home-stay Providers' operating in Australia and these arrangements will vary from Full Board, Part board, or Board in Exchange.



AUZZIE FAMILIES
HOMESTAY CARE

Hostels/Guesthouses

Generally, these are temporary accommodation arrangements and are available from \$90.00 to \$150.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.



It can, however, be expensive if you choose to live by yourself because you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills.



Private Leasing/Rentals

The housing rental market in Sydney offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.



Generally, tenants are responsible for connection and usage of water, electricity, and gas. Tenants are also responsible for connection and payment of the telephone. Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs.



Living in Australia

Childcare



- If applicable, you will need to arrange childcare for children under the age of five years while you are attending classes if you do not have a spouse to care for them in the family home.
- There are many childcare centers near Bankstown. Most are community-based centers and are open to public as well as staff and students. Please ask one of the Student Support Officers if you are having difficulty in finding a childcare center for your children.

Schools



- It is strongly advised to arrange schooling for children over the age of five years well in advance of your arrival in Australia.
- There are two separate schooling systems which operate in Australia: Government funded Public Schools, and Private Schools.
- Tuition fees must be paid for dependents of international students who attend a school in NSW. These fees must be paid before your child can obtain a visa. Government School fees range from AUD 4,500 to AUD 6,500/ year per child. An initial application fee of around AUD\$200 may also be applicable.



Mobile Phones and Internet

Australia has a range of phone and internet services available including public phones, fixed (landline) phones, mobile and internet.

Some of the major mobile phone and internet providers are Optus, Vodafone, Telstra and Virgin.

Many providers of phone services have outlets in major shopping centers. Mobile phones and SIM cards can also be purchased from some Australia Post Offices.

Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans like the above. If you choose a contract service, will receive a modem, and just like a phone service, you pay a monthly rate to get 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.



Driving in NSW

If you are on an international student visa and you hold a current overseas driver license you do not have to obtain an NSW driver's license so long as:

- You remain on a student visa.
- Your overseas license remains valid and current.
- You have not been suspended or disqualified from driving in NSW or elsewhere.
- You have not had your license suspended or cancelled or your visiting driver privileges withdrawn.
- Your license must be either written in English or, If the license is not in English, you must carry an authorized English translation.

You must carry your license from your home country, including an English translation if it is in a language other than English, with you when driving and you must be able to prove genuine student status to NSW Police, if required. A visa and letter from an educational institution and a statement from a consulate or diplomatic office may be used to establish your student status.



It is illegal to drive without being properly licensed. Before attempting to drive on any road in Australia make sure that you have a proper license, and you know the road rules.

There are certain criminal offences, such as drink driving, where the police can suspend your license on the spot. You cannot drive while your license is suspended.

- For details on Australian Road Rules please see the Roads and Maritime Services website.
- For details on driving in Australia please see the Guide for International Drivers. Translated versions are available.

There are several different types of driver's licenses that you can hold in Australia. To ensure that you have the correct license and to understand the different types please see the Road Users' Handbook.

When driving and registering a car in NSW it is essential to have CTP (Compulsory Third Party) Insurance. This insurance is sometimes known as a 'green slip' and you must pay the bill for your CTP insurance when, or before, it is due as there are no time extensions. It is strongly recommended that you also have third party property damage or comprehensive insurance for your car if you are planning to drive in NSW.

If you need a proof of age card you can visit Roads and Maritime Services to obtain one. You will be required to show them photographic identification. If you require further advice or assistance, please contact the Roads and Maritime Services on 13 22 13.

Transport Services



Transport for NSW

- Sydney's public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.
- For further information regarding timetables, fares and routes please refer to the following websites.
- Rail Service: <https://transportnsw.info/travel-info/ways-to-get-around/train#/>
- Bus Service: <https://transportnsw.info/travel-info/ways-to-get-around/bus#/>
- Ferry Service: <https://transportnsw.info/travel-info/ways-to-get-around/ferry#/>
- To get information in general regarding Bus, Train, Ferry Services please call 131500 between 6:00am - 10:00 pm (7 days) or refer to: [Home | transportnsw.info](https://transportnsw.info)

Student Visa Compliance



Full time Students



Change of Contact Details



Conditions and Compliance



Dependents



Re-entry to Australia



Work Conditions



Student Visa Compliance



Full-time Students

It is a requirement of your student visa that you are enrolled in a full-time study load. However, under compassionate and compelling reasons, a student can reduce their study load by providing supporting documents to SCSB.



Change of Contact Details

Students are required to give accurate details of a local address and contact number to SCSB upon enrolment. You are also required to inform SCSB of any change of address or contact number within 7 days of moving residence or changing contact number. Please contact staff at Reception, to give your new details by filling in the Change in Contact Details Form.



Conditions and Compliance

Mandatory conditions are attached to all student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the Department of Home Affairs website.

Student Visa Compliance



Dependents

Should you have dependents travelling with you to Australia you need to ensure they are covered in your student visa application. School-aged dependents accompanying you to Australia will be required to pay full fees if enrolled in either government or non-government schools they are. For information, please refer to:

<https://education.nsw.gov.au/public-schools>



Re-entry to Australia

Most Student visas permit multiple entry to Australia. Students who have left Australia during the study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by Department of Home Affairs.

For further information regarding student visa conditions refer to: [Check visa details and conditions \(homeaffairs.gov.au\)](#)



Work Conditions for Student Visa Holders

For further information please refer to Department of Home Affairs website: [Check visa details and conditions \(homeaffairs.gov.au\)](#)

Critical Incident and Emergency Management

Under standard 6 of the National Code 2018, SCSB will support students to adjust to study and “life in Australia”, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. It is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.



Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, physical assault, drug or alcohol abuse;
- Non-life-threatening events could still qualify as critical incidents occurring at SCSB

If an incident has occurred at SCSB and involves death, serious injury or a threat to life or property, the following people should be contacted immediately:

- Student Support Manager
- Principal Executive Officer



Key Details To Be Reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved. The SCSB Incident Report Form must be completed incorporating all the key details of the incident.

Emergency and Crisis Support

Person/Organisation	Contact Details
Police	000
Ambulance	000
Fire Brigade	000
Police Assistance Line	131 444
State Emergency Services (Flood and Storm)	132 500
National Security Hotline (Counter Terrorism)	1800 1234 00
Bankstown Hospital	02 9722 8000
Royal Northshore Hospital	02 9926 7111
NSW Rural Fire Service	1800 679 737
International Incident Emergency Helpline (within Australia)	1300 555 135
International Incident Emergency Helpline (outside Australia)	02 6261 3305
Principal	02 9633 3287
Student Support Coordinator	02 9633 3287



Medical and Emergency Facilities

The following are the closest available medical services:

First Care Medical Centre



Central, Shop SP335, 1 North Terrace, Bankstown NSW 2200



Phone: +612 9793 2022



Business Hours: 8:30 am - 5:00 pm (Mon - Fri) and 9:00 am - 5:00 pm (Sat - Sun)

Bankstown Centro Medical Centre



Shop 247A North Terrace cento shopping centre, North Terrace, Bankstown NSW



Phone: +612 8103 1111



Business Hours: 8:00 am - 9:00 pm (Mon - Fri) and 9:00 am - 5:00 pm (Sat - Sun)

Bankstown Medical & Dental Centre



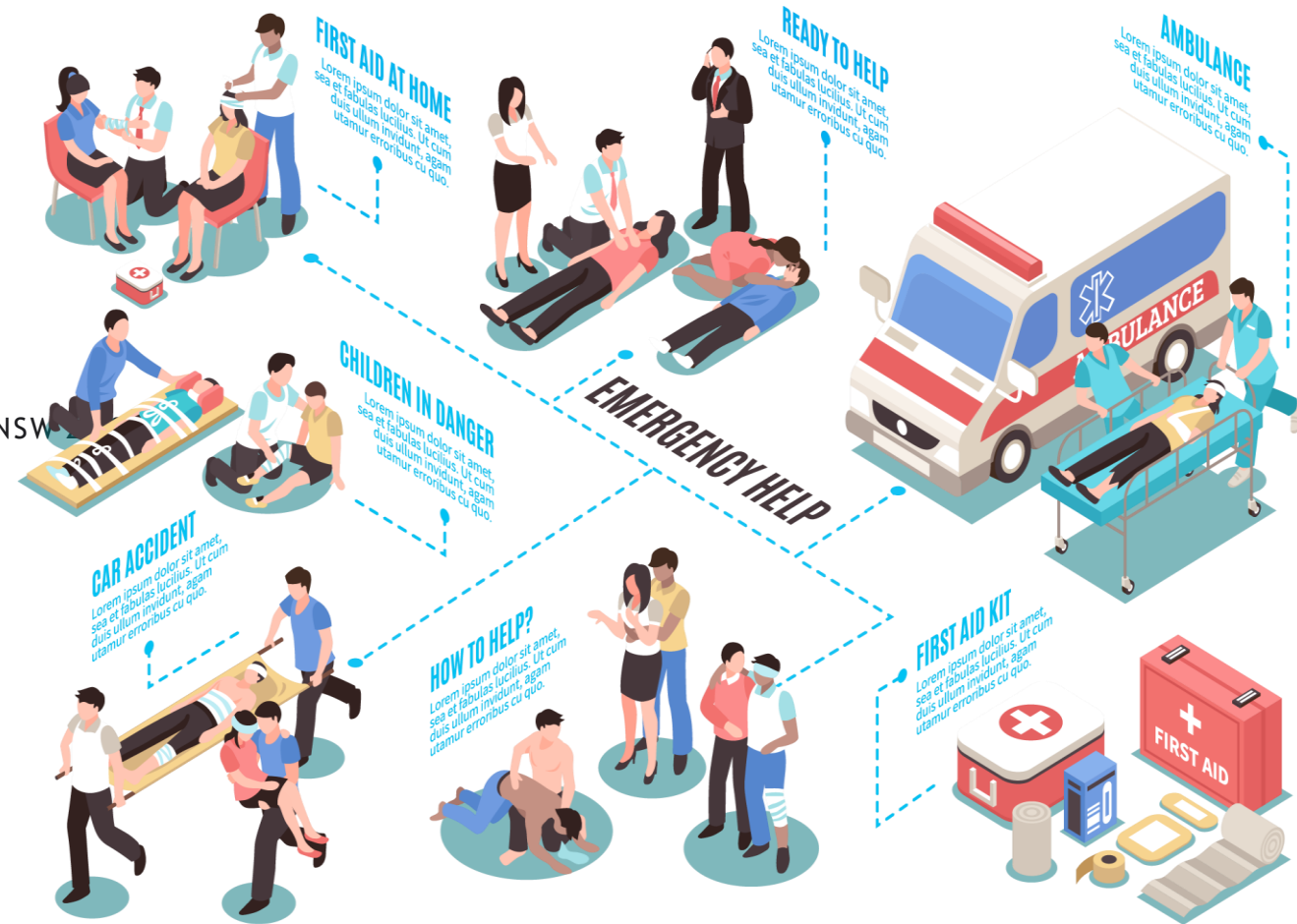
67 Rickard Rd, Bankstown, NSW 2200



Phone: +619790 0024



Business Hours: 7:00 am - 8:00 pm (Mon - Fri)



Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details
Student Visa Conditions (applying for other visas)	Department of Home Affairs (DoHA)	https://www.homeaffairs.gov.au General Inquiries: 131 881
Information on Renting Real Estate	NSW Office of Fair Trading	www.fairtrading.com.au www.domain.com.au
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au
Employment (information on writing application letters & resumes)	Seek	www.seek.com.au
	My Career	www.mycareer.com.au
Information on Location/ Street Maps	Whereis	http://www.whereis.com
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/oshc Phone: 134190
List of Hospitals in New South Wales (NSW)	NSW Health Department	http://www.health.nsw.gov.au
Safety & Emergency: Police / Fire/ Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au Dial 000 In Case of Emergency
Driving License / Vehicle Registration	Roads and Maritime Services	http://www.rms.nsw.gov.au
Department of Home Affairs	Department of Home Affairs (DoHA)	https://www.homeaffairs.gov.au

Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details	
Legal Services	Legal Aid	Help over the phone call 1300 888 529	http://www.legalaid.nsw.gov.au
Taxi Information	Taxis Combined	133 300 +612 8332 8888	
	Premier Cabs	131 017	
Family Assistance	Relationship Australia	Phone: 1300 364 277	http://www.relationships.com.au
Child Protection	Department of Community Services (DoCS)	Kids Help Line: 1800 551 800	http://www.community.nsw.gov.au
Sexual Health	NSW Health		http://www.health.nsw.gov.au
	Family Planning, NSW	Phone: 1300 658 886	http://www.fpnsw.org.au
Australian Search and Rescue	Australian Maritime Safety Authority		http://www.amsa.gov.au
Pregnancy	The Department of Health	Free call: 1800 882 436	http://www.health.gov.au/pregnancy
Domestic Violence	Domestic and Family Violence Family & Community Services	24hr telephone support and referral. Phone: 1800 656 463 or TTY: 1800671442	https://www.facs.nsw.gov.au/domestic-violence
	Rape and Domestic Violence Services Australia	Phone: 1800 424 017 Available 24 hours/day, 7 days/week	https://www.rape-dvservices.org.au/contact-us

Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details
External Appeals & Mediation Services	Overseas Student Ombudsman	Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) Email: ombudsman@ombudsman.gov.au Website: https://www.ombudsman.gov.au
Interpreting Services	Community Relations Commission	Phone: 1300 651 500 Level 8, 175-183 Castlereagh Street Sydney NSW 2000 FAX: +612 8255 6711 TTY: +612 8255 6758
Bullying/ Harassment	Human Rights and Equal Opportunity Commission (HREOC)	GPO Box 5218, Sydney NSW 2001 Phone: +612 9284 9600 or 1300 656 419 Fax: +612 9284 9611 Email: communications@humanrights.gov.au
Professional Counselling Services	Lifeline Counselling / Support for Ethnic /Community groups (phone counselling) Transcultural Mental Health Centre	Phone : 131114 (24 hours , 7 days a week) Phone: +612 9840 3800 or +612 9840 3755 Toll Free: 1800 648 911 Hours: 8:30 am - 5:30 pm (Mon - Fri)
Disability Services	Wesley Mission	Phone: +612 9263 5555 Fax: +612 9264 4681 Website: wesleymission.org.au
	National Disability Services, NSW	Phone: +61 2 9256 3111 Fax: +61 2 9256 3123 Website: https://www.nds.org.au

Information on Places of Religious Worships



Gurdwaras

Sri Guru Singh
Sabha REVESBY
20 The River Rd,
REVERSBY
NSW 2212

S Guru Nanak
Gurudwara
81 Kissing Point Rd,
TURRAMURRA
NSW 2074

Gurdwara Mata Sahib
23 Lincoln St
MINTO
NSW 2566

Gurdwara Sahib
4/18 Meurants Ln,
GLENWOOD
NSW 2768

Places of Religious Worships



Hindu Temples



Sri Durga Devi Devasthanam
21 & 23 Rose Cres,
REGENTS PARK,
NSW2144



Sri Karpaga Vinayakar
123 The Crescent,
Homebush West
NSW 2140



ISKCON
180 Falcon St,
NORTH SYDNEY
NSW 2060



Regents Park Sai Temple286
25 Rose Cres, Regents Park
NSW 2143

Places of Religious Worships



Buddhist Temples

Pho Minh Temple
61 Northam Ave,
Bankstown
NSW 2200

Huyen Quang Temple
188 Chapel Rd,
Bankstown
NSW 2200



Synagogues

North Shore Temple
28 Chatswood Ave,
Chatswood
NSW 2067

Emanuel Synagogue
7 Ocean St,
Woollahra
NSW 2025

Places of Religious Worships

Bankstown Mosque

30 Meredith St,
Bankstown
NSW 2200

Baseer Mosque

46 Restwell St,
Bankstown
NSW 2200

Yagoona Musallah

438 Hume Hwy,
Yagoona
NSW 2199

Punchbowl Masjid

25-27 Matthews St,
Punchbowl
NSW 2196



Mosques



Catholic Churches

St Jerome Catholic
2 Turner St,
Punchbowl
NSW 2196

Monastery of Saint Charbel
Lebanese Maronite Order
142 Highclere Ave,
Punchbowl
NSW 2196

St John the Beloved Melkite
Catholic Church
80 Waterloo Rd,
Greenacre
NSW 2190

St John Vianney
31A Rawson Rd,
Greenacre
NSW 2190

Christian Churches

The Church of Jesus Christ of
Latter-day Saints
19/27 Kelly St,
Punchbowl
NSW 2196

Lakemba Christian Fellowship
63 Railway Parade,
Lakemba
NSW 2195

St Nicholas Antiochian Orthodox
Church, Punchbowl
11 Henry St,
Punchbowl
NSW 2196

Liberty Church Of Christ
122 Waterloo Rd,
Greenacre
NSW2190

SCSB Emergency Contact Details

Responsible Officer	Position	Contact Details
Ms. Nilima Uprety	Student Support Coordinator	+61 2 96333287
Mr. Yasinur Rahman	Principal Executive Officer	+61 2 96333287

N S W Public Holidays

Holiday	2023	2024	2025
NewYear's Day	Monday, 2 January 2023	Monday, 1 January 2024	Wednesday, 1 January 2025
² Australia Day	Thursday, 26 January 2023	Friday, 26 January 2024	Monday, 27 January 2025
Good Friday	Friday, 7 April 2023	Friday, 29 March 2024	Friday, 18 April 2025
Easter Saturday (the Saturday following Good Friday)	Saturday, 8 April 2023	Saturday, 30 March 2024	Saturday, 19 April 2025
Easter Sunday	Sunday, 9 April 2023	Sunday, 31 March 2024	Sunday, 20 April 2025
Easter Monday	Monday, 10 April 2023	Monday, 1 April 2024	Monday, 21 April 2025
Anzac Day	Tuesday, 25 April 2023	Thursday, 25 April 2024	Friday, 25 April 2025
Monarch's Birthday	Monday, 12 June 2023	Monday, 10 Jun2 2024	Monday, 9 June 2025
¹ Bank Holiday	Monday, 7 August 2023	Monday, 5 August 2024	Monday, 4 August 2025
Labour Day	Monday, 2 October 2023	Monday, 7 October 2024	Monday, 6 October 2025
Christmas Day	Monday, 25 December 2023	Wednesday, 25 December 2024	Thursday, 25 December 2025
Boxing Day	Tuesday, 26 December 2023	Thursday, 26 December 2024	Friday, 26 December 2025
³ Additional Day	Wednesday, 28 December 2023		
³ Additional Day	Thursday, 29 December 2023		

1 Applies to banks and certain financial institutions, see the [Retail Trading Act 2008](#).

2 m 31.12.11 when Australia Day (26th of January) falls on [a Saturday](#)



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<https://www.scsb.nsw.edu.au/>



<https://www.facebook.com/SCSBCityParramatta/>

