

## **RCDC Student Handbook – Part B**

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Updated: February 2012

## 1.0 2012-2015 Academic Calendars

### 1.1 All Courses

<b>2012</b>			
<b>Term</b>	<b>Induction Day</b>	<b>Start Date</b>	<b>End Date</b>
1	February 9 <sup>th</sup>	February 13 <sup>th</sup>	April 13 <sup>th</sup>
2	April 26 <sup>th</sup>	April 30 <sup>th</sup>	June 29 <sup>th</sup>
3	July 19 <sup>th</sup>	July 23 <sup>rd</sup>	September 21 <sup>st</sup>
4	October 4 <sup>th</sup>	October 8 <sup>th</sup>	December 7 <sup>th</sup>
<b>2013</b>			
<b>Term</b>	<b>Induction Day</b>	<b>Start Date</b>	<b>End Date</b>
1	February 7 <sup>th</sup>	February 11 <sup>th</sup>	April 12 <sup>th</sup>
2	April 25 <sup>th</sup>	April 29 <sup>th</sup>	June 28 <sup>th</sup>
3	July 18 <sup>th</sup>	July 22 <sup>nd</sup>	September 20 <sup>th</sup>
4	October 3 <sup>rd</sup>	October 7 <sup>th</sup>	December 6 <sup>th</sup>
<b>2014</b>			
<b>Term</b>	<b>Induction Day</b>	<b>Start Date</b>	<b>End Date</b>
1	February 6 <sup>th</sup>	February 10 <sup>th</sup>	April 11 <sup>th</sup>
2	April 24 <sup>th</sup>	April 28 <sup>th</sup>	June 27 <sup>th</sup>
3	July 17 <sup>th</sup>	July 21 <sup>st</sup>	September 19 <sup>th</sup>
4	October 2 <sup>nd</sup>	October 6 <sup>th</sup>	December 5 <sup>th</sup>
<b>2015</b>			
<b>Term</b>	<b>Induction Day</b>	<b>Start Date</b>	<b>End Date</b>
1	February 5 <sup>th</sup>	February 9 <sup>th</sup>	April 10 <sup>th</sup>
2	April 23 <sup>th</sup>	April 27 <sup>th</sup>	June 26 <sup>th</sup>
3	July 16 <sup>th</sup>	July 20 <sup>th</sup>	September 18 <sup>th</sup>
4	October 1 <sup>st</sup>	October 5 <sup>th</sup>	December 4 <sup>th</sup>

There are 4 terms (2 semesters) per year. The beginning of each term is a new intake.

Each 9-week term is as follows:

#### **Business & Vocational Courses**


1 day induction + 9 teaching weeks (there is no Production Week)


#### **Design Courses (Higher Education)**

1 day induction + 4 teaching weeks+ 1 production week + 4 teaching weeks

Semester																				
Term 1					Term Break		Term 2													
				P						Induction commences during the last week of each break						P				
1	2	3	4	5	6	7	8	9			1	2	3	4	5	6	7	8	9	
<b>Academic Week</b>							<b>Academic Week</b>													

Induction (1 day per term): Students check in with the Student Services staff, finalise any enrolment issues, collect their timetables and also engage with Program Directors for course familiarisation. Students should use this time to make sure they are ready for the beginning of classes the following week. Induction is compulsory for all new students.

 Teaching weeks (9 per term for all Business & Vocational courses, 8 per term for all other courses): 20 hours per week (variable for the Masters courses)

 Production week (1 per term) for HE Design students only: This week generally has no formal classes and is designed to help students improve the quality of their work, to take stock of what they've learned and ultimately to help improve their learning experience.

### **Key Dates - 2012**

Graduation	23 March
Fashion Show	5 December
Open Day	8 September

### 1.2 Fee Help Census Dates

Census dates for 2012-2015 are set on the second Friday of each term on the Academic Calendar.

<b>2012</b>		
	<b>Course Start Date</b>	<b>Census Date</b>
Term 1	February 13 <sup>th</sup>	February 24 <sup>th</sup>
Term 2	April 30 <sup>th</sup>	May 11 <sup>th</sup>
Term 3	July 23 <sup>rd</sup>	August 3 <sup>rd</sup>
Term 4	October 8 <sup>th</sup>	October 19 <sup>th</sup>
<b>2013</b>		
	<b>Course Start Date</b>	<b>Census Date</b>
Term 1	February 11 <sup>th</sup>	February 22 <sup>nd</sup>
Term 2	April 29 <sup>th</sup>	May 10 <sup>th</sup>
Term 3	July 22 <sup>nd</sup>	August 2 <sup>nd</sup>
Term 4	October 7 <sup>th</sup>	October 18 <sup>th</sup>
<b>2014</b>		
	<b>Course Start Date</b>	<b>Census Date</b>
Term 1	February 10 <sup>th</sup>	February 21 <sup>st</sup>
Term 2	April 28 <sup>th</sup>	May 9 <sup>th</sup>
Term 3	July 21 <sup>st</sup>	August 1 <sup>st</sup>
Term 4	October 6 <sup>th</sup>	October 17 <sup>th</sup>
<b>2015</b>		
	<b>Course Start Date</b>	<b>Census Date</b>
Term 1	February 9 <sup>th</sup>	February 20 <sup>th</sup>
Term 2	April 27 <sup>th</sup>	May 8 <sup>th</sup>
Term 3	July 20 <sup>th</sup>	July 21 <sup>st</sup>
Term 4	October 5 <sup>th</sup>	October 16 <sup>th</sup>

### 1.3 Withdrawal dates

Withdrawal from a unit of study without academic penalty must be made by the end of week 2 of a term. However, if you are an international student you are not permitted to withdraw from units of study which may deem you to be taking a “lighter” study load during a semester/term. Students must also be made aware that by withdrawing from a unit of study, they may be extending their course duration.

Withdrawal dates are set by the second Friday of each term in the Academic Calendar.

<b>2012</b>		
	<b>Course Start Date</b>	<b>Census Date</b>
Term 1	February 13 <sup>th</sup>	February 24 <sup>th</sup>
Term 2	April 30 <sup>th</sup>	May 11 <sup>th</sup>
Term 3	July 23 <sup>rd</sup>	August 3 <sup>rd</sup>
Term 4	October 8 <sup>th</sup>	October 19 <sup>th</sup>
<b>2013</b>		
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Term 3	July 22 <sup>nd</sup>	August 2 <sup>nd</sup>
Term 4	October 7 <sup>th</sup>	October 18 <sup>th</sup>
<b>2014</b>		
	<b>Course Start Date</b>	<b>Census Date</b>
Term 1	February 10 <sup>th</sup>	February 21 <sup>st</sup>
Term 2	April 28 <sup>th</sup>	May 9 <sup>th</sup>
Term 3	July 21 <sup>st</sup>	August 1 <sup>st</sup>
Term 4	October 6 <sup>th</sup>	October 17 <sup>th</sup>
<b>2015</b>		
	<b>Course Start Date</b>	<b>Census Date</b>
Term 1	February 9 <sup>th</sup>	February 20 <sup>th</sup>
Term 2	April 27 <sup>th</sup>	May 8 <sup>th</sup>
Term 3	July 20 <sup>th</sup>	July 21 <sup>st</sup>
Term 4	October 5 <sup>th</sup>	October 16 <sup>th</sup>

## **2.0 Senior Academics**

### **2.1 Academic Director**

The Academic Director provides overall academic leadership and management across all academic staff.

#### **Professor Patrick Bernard**

BA DipArt (UNSW) MFA (California) MEd (Sydney)

Level 10

[PatrickBERNARD@raffles.edu.au](mailto:PatrickBERNARD@raffles.edu.au)

### **2.2 Program Directors**

All Program Directors provide leadership in their field of expertise. They monitor student attendance and academic development and act, in the first instance, as student advisor and counsellor on academic and personal issues. It is their responsibility to maintain close links with students to encourage a positive attitude towards their studies, career selection and college environment.

The Program Directors develop program and course content, and establish the assessment strategy for each subject. It is their responsibility to work with teachers to ensure quality delivery of their program. It is also their role to check the integrity of results before final submission and to recommend moderation of assessment results, particularly in borderline cases.

#### **Program Director, Interior Design**

##### **Associate Professor Bob Chung**

BSc (London) DArch (Rome) PGDipArchComp (Sydney) CertIVAWT (KvB) CArch MCoT

Level 6

[BobCHUNG@raffles.edu.au](mailto:BobCHUNG@raffles.edu.au)

#### **Program Director, Graphic Design and Art and Design**

##### **Mr Edward Coffey**

DipDesign (Unitec)

Level 12

[EdwardCOFFEY@raffles.edu.au](mailto:EdwardCOFFEY@raffles.edu.au)

#### **Program Director, Culture and Communication**

##### **Professor Patrick Bernard**

BA DipArt (UNSW) MFA (California) MEd (Sydney)

Level 10

[PatrickBERNARD@raffles.edu.au](mailto:PatrickBERNARD@raffles.edu.au)

**Program Director, Digital Media**

**Associate Professor Peter Cameron**

CertIV A and WT (KvB) BACom (Mitchell) MDes (UWS)

Level 17

[PeterCAMERON@raffles.edu.au](mailto:PeterCAMERON@raffles.edu.au)

**Program Director, Fashion Design and Fashion Marketing**

**Mr Robert de Giovanni**

BA (Hons) (UNSW) MA (UTS)

Level 16

[RobertdeGIOVANNI@raffles.edu.au](mailto:RobertdeGIOVANNI@raffles.edu.au)

**Program Director, Photography**

**Ms Sarah Smith**

Dip (Photo) (KvB) CertIVAWT (KvB)

Level 15

[SarahSMITH@raffles.edu.au](mailto:SarahSMITH@raffles.edu.au)

**Program Director, Commerce**

**Ms Nicole Capodieci**

BDes (Design Management) (RCDC)

Level 11

[NicoleCAPODIECI@raffles.edu.au](mailto:NicoleCAPODIECI@raffles.edu.au)

### **3.0 Academic Matters**

#### **3.1 Academic progress**

Students are required to pass all subjects of the course in order to graduate. Students who fail subjects will be required to subsequently pass those subjects in order to graduate. Repeated subjects require payment of additional fees.

As required by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code):

- Overseas students are not required to be enrolled full time in their final semester where the students have been required to repeat subjects.
- Overseas students are not permitted to extend the duration of their course by repeating a subject more than once.
- Where a student defers commencement or suspends studies on any other grounds, the provider must report the student to DIAC via PRISMS, as not complying with visa conditions.

#### **3.2 Attendance**

Learning to attend regularly and on time is part of acquiring a professional attitude to your work, as is submitting assignments promptly and completely. Future employers/clients will not accept lateness or unprofessional approaches to your work.

Students are required to be in the classroom **5 minutes** before the class starts. No students shall leave class early unless special leave has been granted by the teacher. Students who arrive more than **10 minutes** late will be locked out of class and marked absent for that class. Please refer to Appendix D: Student Disciplinary Action Policy.

Students who have an attendance rate below 80% per term for a class, will not be eligible to submit assignments for that class. Consideration will be made to those who have extenuating circumstances, which have been made known to the Program Director before assignments are due. Please refer to Appendix L: Attendance Policy.

#### **3.3 Timetables**

Please be advised that these times are subject to change with little notice.

Lectures and tutorials vary between subjects. As a general rule, class times are as follows:

Session one: 9:00am – 12:00pm

*Lunch break* 12:00pm – 1:00pm

Session two: 1:00pm – 4:00pm

Session three: 4:15pm – 7:15pm (Bachelor courses)

Session four: 5.00pm – 9:00pm (Masters courses)

Timetables will be sent to the students' college email (StudentNumber@raffles.edu.au) two weeks before each term commences. It will be the students' responsibility to check their timetables and to liaise with student services ([studentservices@raffles.edu.au](mailto:studentservices@raffles.edu.au)) for any issues or concerns.

#### **4.0 Student Support**

Raffles College recognises that students sometimes require learning support during their studies. This can either be additional language, literacy and numeracy (LLN) support or general assistance with study skills. Student Services can assist with advice about resources.

If you are experiencing any personal issues or distress please talk to a member of staff. We can offer advice, referral to a counsellor, trainer or program co-ordinator or other qualified person depending on the nature of the problem.

#### **4.1 Student Support Staff**

Any queries regarding offer letter, Confirmation of Enrolment including eCoE, new enrolment, and release letter, please contact Admissions officer and Admissions Manager

Location: Level 18

Availability: 9:00am-5:30pm, Monday-Friday except public holidays

Tel: 02 9922 4278

Email: [admission@raffles.edu.au](mailto:admission@raffles.edu.au)

Any other student services queries, please contact Student Services Officer and Student Services Manager

Location: Level 18

Availability: 9:00am-4:30pm, Monday-Friday except public holidays

Tel: 02 9922 4278

Email: [studentservices@raffles.edu.au](mailto:studentservices@raffles.edu.au)

Other general queries, please contact Receptionist

Location: Level 18

Availability: 8:45am-5:00pm, Monday-Friday except public holidays

Tel: 02 9922 4278

Email: [reception@raffles.edu.au](mailto:reception@raffles.edu.au)

For library-related queries, please contact Library Technician or Library Manager

Location: Level 10,

Library hours: 8:30am-5:30pm, Monday-Friday, plus 8:30am-9:00pm Thursday

Tel: 02 9922 4278

Email: [library@raffles.edu.au](mailto:library@raffles.edu.au)

#### **4.2 Academic Counselling**

Raffles College offers academic counselling; members of staff are available Monday to Friday 8.30am to 5.30pm. This service is free of charge and confidential. Members of staff include Program Directors, Registrar and Student Services. Raffles College staff can then help by recommending students to other members, or outside help.

Counselling can help:

- if you think you may have chosen the wrong course
- if you have stressful circumstances or psychological or emotional issues which interfere with your studies
- with managing administrative problems or complaints
- if you want to develop better generic learning skills

The Counselling Service also provides advice on what to do and where to go for:

- Appeals against assessment
- Grievance procedures
- Learning support (including English help)
- Mediation processes
- Referrals to external bodies, including specialists' services

Please refer to Part 6 of this handbook for further information on outside counselling services.

## **5.0 Campus Information**

### **5.1 Directory**

Level 18	Administration, including the CEO, Accounts, Marketing, Registrar, Student Services, Quality and Compliance
Level 17	Main computer labs, Digital Media, IT Department
Level 16	Fashion Design and Fashion Marketing
Level 15	Photography, Editing suites
Level 12	Graphic Design and Art and Design
Level 11	Business
Level 10	Library, Sick Bay, Academic Director, Culture and Communication, Internship and Centre for Professional Development
Level 6	Interior Design
Level 4 (G)	Lecture Theatre

### **5.2 Wheelchair Access**

Wheelchair access is available from Walker Street via the lifts on Level 2.

### **5.3 Library**

The library on Level 10 houses a collection of visual communication, business, and commerce texts.

Library hours are: Monday to Friday 8:30am to 5:30pm + Thursday 8:30am to 9:00pm

All library books must be returned in person to the Librarian. No library books can be left at Administration or with lecturers or other students. Library books can only be borrowed by presenting a current ID card. Students will be liable for books not returned.

A late fee of \$1 per day per item will be charged for books not returned by their due date.

#### **5.4 IT Facilities**

##### **Email:**

Your Raffles email address, login and password are provided to you when you collect your timetable. Instructions for collecting your emails are available on the Raffles website, posters displayed around the College as well as on print outs available from the library.

##### **Data:**

No student data, including coursework, should be stored on any of the college's computers. The college does not guarantee any personal data will remain on college equipment. All personal data and coursework should be backed up onto portable media (eg USB stick, portable HDD).

##### **Wireless access:**

Raffles College provides wireless access to the internet and onsite multifunction devices. To request access to the wireless network, please email your name and student ID to [wireless@raffles.edu.au](mailto:wireless@raffles.edu.au)

Access to the internet is governed by the "Acceptable Use of Information Technology Facilities" and "Use of Electronic Communication Facilities" policies.

##### **Multifunction Devices (print, copy and scan):**

To use the multifunction devices on the College's network, you will need your access code (see your timetable) along with your student card. The copy and print costs are displayed by the devices. To buy copy credits, go to Reception on Level 18 with your student card.

## **6.0 Orientation Information**

### **6.1 Accommodation**

#### **Accommodation provider**

Our recommended accommodation provider is **Oz Homestay**. They have over 30 years' experience placing international students and visitors. The OZ Homestay team focus on attention to the individual and provide a high level of service and commitment to the student's needs. This commitment extends to providing a 24-hour contact service for advice and/or assistance in a genuine emergency situation. OZ Homestay is the preferred accommodation provider for several colleges and universities in Sydney.

For students under 18 years of age, enrolment will not be confirmed until the college has received confirmation that the student is either staying with OZ Homestay or is living with a relative.

#### **Services**

- Homestay accommodation
- Guardianship accommodation
- Airport pick-up
- Lodge/guesthouse/serviced apartment accommodation
- Assistance with finding shared accommodation after arrival

#### **Homestay**

Students are matched with carefully selected homestay families, to ensure the best possible homestay experience. Homestays are conveniently located within 20-30 minutes from the college by public transport.

#### **Other accommodation**

OZ Homestay is able to place students in a wide range of accommodation options such as lodges, guesthouses and serviced apartments. Students are also welcome to contact OZ Homestay for ongoing accommodation support during their stay as well as assistance in finding longer-term accommodation such as shared apartments/houses.

#### **Contact details**

PO Box 3059, Rhodes NSW 2138

Phone: (61-2) 8765 9063 | Fax: (61-2) 8765 9049 | Emergency only: 0421 556 374

[www.ozhomestay.com.au](http://www.ozhomestay.com.au)

### **How to find your own accommodation in Sydney**

Students are encouraged to inspect any prospective accommodation before agreeing to move in. They should travel to any house, flat or apartment they are considering to ensure that it is close to Raffles College or that it is easy to get to by public transport. Once a suitable property is located, students will need to put in an application and possibly pay a holding deposit (equivalent to one week's rent).

If the application is accepted, a Residential Tenancy Agreement will need to be signed and rent in advance (usually two to four weeks) plus a rental bond (equivalent to four weeks' rent for unfurnished properties or six weeks' rent for furnished properties) will need to be paid. Students should ensure they receive a copy of the Residential Tenancy Agreement, Condition Report, "The Renting Guide", and receipts for all payments made. Students should also note that if after paying a holding deposit they change their minds, part or all of the deposit will be forfeited. For more information on renting in NSW, please go to [www.tenants.org.au](http://www.tenants.org.au).

Useful websites to help you look for your own rented accommodation in Sydney are:

Domain (rental accommodation listings)

[www.domain.com.au](http://www.domain.com.au)

City Search, Sydney

[www.citysearch.com.au](http://www.citysearch.com.au)

Sydney property website

[www.property.com.au](http://www.property.com.au)

Sydney Morning Herald

*Rental accommodation listings appear in the paper on Saturdays and Wednesdays*

[www.smh.com.au](http://www.smh.com.au)

Flatmates.com

[www.flatmates.com.au](http://www.flatmates.com.au)

Realestate.com

[www.realestate.com.au](http://www.realestate.com.au)

### **Utilities**

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

[www.conectnow.com.au](http://www.conectnow.com.au)

[www.agl.com.au](http://www.agl.com.au)

[www.energyaustralia.com.au](http://www.energyaustralia.com.au)

[www.citipower.com.au](http://www.citipower.com.au)

## **6.2 Banking**

It is recommended that you open a bank account soon after arriving. Banks in Australia provide savings and cheque accounts plus a range of other financial services including personal loans, bank drafts and transfer of funds. Exchange of currencies and the purchase of foreign currencies can also be conducted at banks. Travellers cheques can be cashed at banks but you will need to show your passport for identification.

ANZ Bank

Walker Street, North Sydney, NSW, 2060

[www.anz.com.au](http://www.anz.com.au)

Commonwealth Bank (CBA)

Walker Street, North Sydney, NSW, 2060

[www.commbank.com.au](http://www.commbank.com.au)

NAB

Miller Street, North Sydney, NSW, 2060

[www.national.com.au](http://www.national.com.au)

Westpac Bank

Walker Street, North Sydney, NSW, 2060

[www.westpac.com.au](http://www.westpac.com.au)

St George Bank

Walker Street, North Sydney, NSW, 2060

[www.stgeorge.com.au](http://www.stgeorge.com.au)

### **6.2.1 Opening a bank account**

If you have been in Australia for less than six weeks, your passport will be enough identification to open a bank account. If you have been in Australia for more than six weeks, you will need some further identification such as your student identity card. Before choosing a bank and a particular account, you should compare interest rates, bank fees, etc. Some banks do provide student accounts where only government fees are charged.

Most students open an account that has access to an automated teller machine (ATM) via a card. Cash is then accessible 24 hours a day, seven days a week. Most supermarkets and shopping places have facilities to purchase goods with your ATM card, known as EFTPOS facilities.

### **6.2.2 Personal Budgeting**

Once you have opened a bank account it is important to keep track of your finances by monitoring your monthly incomings and outgoings. There are a number of Budget Planner Calculators available on-line to help organise your personal finances. Please find the links listed below:

#### **ANZ Bank**

Walker Street, North Sydney, NSW, 2060

[www.anz.com.au/common/calculators/budget/planner/examleau.asp](http://www.anz.com.au/common/calculators/budget/planner/examleau.asp)

#### **Commonwealth Bank**

Walker Street, North Sydney, NSW, 2060

[www.commbank.com.au/tools/BudgetPlannerCalc.asp](http://www.commbank.com.au/tools/BudgetPlannerCalc.asp)

#### **NAB**

Miller Street, North Sydney, NSW, 2060

[www.national.com.au/Online\\_Services](http://www.national.com.au/Online_Services)

#### **Westpac Bank**

Walker Street, North Sydney, NSW, 2060

[www.westpac.com.au/calculators/calculator.nsf/isbudget?openform](http://www.westpac.com.au/calculators/calculator.nsf/isbudget?openform)

#### **St George Bank**

Walker Street, North Sydney, NSW, 2060

[www.stgeorge.com.au/calculators/budget\\_planner.asp](http://www.stgeorge.com.au/calculators/budget_planner.asp)

### **6.2.3 Transferring funds from another country**

There are two ways of transferring money from another country to Australia - bank drafts and telegraphic transfers. Credit cards are also a convenient way of transferring funds. Check on the interest rates that will be charged. Bank drafts from overseas take a few days to arrive and can take up to 10 working days to clear through an Australian bank. Telegraphic transfers usually take only a few days, but usually cost more than other methods.

### **6.2.4 Bank hours**

Branch hours vary, but these are the general hours of most banks:

Monday to Thursday: 9.00am - 4.00pm | Friday: 9.00am - 5.00pm

Saturday and Sunday: Closed (some banks may open Saturday mornings)

### **6.2.5 Bank Fees**

Bank fees are the fees you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open

your account. Some banks waive some fees if you are a full-time student. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch. If you don't understand any fee which has been charged, contact your bank.

### **6.3 Places of Worship**

There is complete freedom of religion in Australia. Most of the world religions are represented in Sydney and have their own places of worship. These can be found in the Sydney White Pages, listed alphabetically under the denomination.

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic, Pentecostal and Uniting Church. Smaller Christian denominations include Baptist, Presbyterian, Lutheran, Seventh Day Adventist. Other major religions with a great many adherents in Australia include Islam, Buddhism, Hinduism, Judaism and Taoism.

### **6.4 Emergency Numbers**

#### **Emergencies – Dial 000**

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

#### **6.4.1 Police**

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** you can contact the local police station directly.

North Sydney Police Station  
273 Pacific Hwy  
North Sydney NSW 2060  
(02) 9956 3199

#### **6.4.2 Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

### **6.4.3 Ambulance**

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

### **6.4.4 State Emergency Service**

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

### **6.4.5 Lifeline**

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### **6.4.6 Poisons Information Line**

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

### **6.4.7 Emergency Translation**

For translation service in an emergency situation dial **1300 655 010**

## **6.5 Medical Assistance**

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or any Overseas Student Health Cover

(OSHC) scheme. It is usually necessary to make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

### **What to do if you're sick**

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

- *If you are under 18, your guardian or homestay parent can help you find a doctor and accompany you to the appointment.*

### **Seeing a Doctor**

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis he or she may refer you for further tests, e.g. blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

### **Public Hospital Waiting Times**

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and

it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian residents alike.

### **6.5.1 General Practitioners**

Here are some contact details for medical centres, opticians and dentists in North Sydney.

#### **Healthwise**

Suite 5, 44 Miller Street,  
North Sydney, NSW, 2060  
Tel: 9922 1399

#### **McLaren Street Clinic**

8 McLaren Street,  
North Sydney, NSW 2060  
Tel: 9957 5858

#### **Miller Street Medical Practices**

Suite 1104, Level 11, 221 Miller Street,  
North Sydney, NSW 2060  
Tel: 9929 7600

#### **Michael Angelos, Optometrist**

Greenwood Plaza,  
North Sydney, NSW 2060  
Tel: 9922 7616

#### **Greenwood Dental Group**

Level 2, 103 Miller Street,  
North Sydney, NSW 2060  
Tel: 9957 2988

#### **Ridge Street General Practice**

Suite 803 Lvl 8/ 26 Ridge St,  
North Sydney, NSW, 2060  
Tel: 9929 9595

#### **North Sydney Medical Practice**

71 Walker Street,  
North Sydney, NSW 2060  
Tel: 9922 3022

#### **Modern Optics Pty Ltd**

Level 1, 68 Blues Point Road,  
McMahons Point, NSW 2060  
Tel: 9955 6125

#### **OPSM North Sydney**

Berry Square, Level 1, Shop 30A  
North Sydney, NSW, 2060  
Tel: 9955 1422

#### **Royal North Shore Hospital**

Pacific Highway,  
St Leonards NSW 2065  
Tel: 9926 7111

## **6.5.2 Counselling Services**

### **How does counselling work?**

The counselling process provides a safe and secure environment in which the student can begin to understand what is happening for them. Trust is gradually established and the student begins to feel more confident about exploring their issues. Academic pressure, unreasonable parental expectations, work/life balance, anxiety, depression and cultural difference are some of the reasons that students seek counselling.

### **Are counselling services confidential?**

Information about clients who seek counselling, the nature of the service provided, and the content of the counselling sessions, will not be disclosed without the written permission of the client. Exceptions to this rule only occur in the following circumstances:

- when the counsellor judges that not to disclose information would result in clear danger to the client or to others;
- where reporting of information is required by law; and
- where client files are subpoenaed by a court of law.

### **How is information stored?**

Counsellors must make and keep adequate records. These should be accurate records of the interaction between the client and the counsellor. Client files serve

- to remind the Counsellor of client details;
- to document the client's contact with the service; and
- to collect basic statistics of counselling trends in which the client is unidentifiable.

The storage and management of client files is the responsibility of the designated Counsellor and conforms to current legislation and relevant professional guidelines.

### **Available Counselling Services**

#### **Patricia Smith**

8 McLaren St, North Sydney

9957 5858

[patricia@patriciasmith.com.au](mailto:patricia@patriciasmith.com.au)

#### **Lifeline**

131 114

<http://www.lifeline.org.au/home>

#### **Salvation Army Youth Support**

9331 2266

<http://salvos.org.au/contact/social-services->

#### **Life Connect Australia**

243 Miller Street, North Sydney

9922 6699

<http://www.lifeconnect.com.au/>

#### **Reach Out Australia**

<http://www.reachout.com.au/home.asp>

#### **AHM (OSHC members only)**

1800 006 745

<http://www.ahm.com.au/6672/Emergency->

and-programs/#youth

**Grief Support**

9489 6644

<http://www.griefsupport.com.au/>

Helpline

**Counselling Sydney**

0416 041 699

<http://www.counsellingsydney.com.au/>

**Kids Help Line (ages 5-25)**

1800 551 800

<http://www.kidshelp.com.au/>

**6.6 Legal Services**

Listed below are lists of Legal Services available in the Sydney Metropolitan area. This section is relevant to all our students who may require legal advice or solutions.

**Legal Aid New South Wales**

<http://www.legalaid.nsw.gov.au/asp/index.asp>

**Legal Choice NSW**

<http://www.legalchoice.com.au/>

Combined Community Legal Centres Group  
(NSW) Inc

<http://www.nswclc.org.au/clcs.html>

## **6.7 Information on Sydney**

Listed below are some useful websites with information about Sydney:

### **Discover Sydney**

[www.discoversydney.com.au](http://www.discoversydney.com.au)

### **Sydney City Search**

<http://sydney.citysearch.com.au/>

### **Sydney Post**

[www.sydneypost.com](http://www.sydneypost.com)

### **Sydney Morning Herald**

[www.smh.com.au](http://www.smh.com.au)

### **Lonely Planet**

[www.lonelyplanet.com/destinations/australia/sydney](http://www.lonelyplanet.com/destinations/australia/sydney)

### **Australian Tourist Commission**

[www.sydney.com.au](http://www.sydney.com.au)

### **Official City of Sydney Site**

[www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

### **Tourism New South Wales**

[www.tourism.nsw.gov.au](http://www.tourism.nsw.gov.au)

### **Sydney transport**

[www.sydneytransport.net.au](http://www.sydneytransport.net.au)

### **Bureau of Meteorology**

<http://www.bom.gov.au/>

## **7.0 Tuition Fees**

### **7.1 Late Payment**

Tuition fees are charged per semester (2 terms) and are to be settled before each semester/term commences, otherwise late charges will apply. In special circumstances we can organise a customised payment plan allowing you to pay by instalments. Please see the Accounts Department on Level 18 to discuss your options.

#### **Vocational programs (Business, Multimedia and Art & Design):**

Payment of the first semester's tuition fees is required to enrol. Subsequent tuition payments must be made before term start. Late payment of fees made after Week 2 of the term will incur a \$200 additional fee.

Students who have not paid by Week 2 of the term are subject to class suspension.

#### **Higher Education programs (Bachelor and Masters programs):**

Payment of the first semester's tuition fees is required to enrol. Subsequent tuition payments must be made before term starts. Late payment of fees made after Week 2 of the term will incur a \$400 additional fee.

Students who have not paid by Week 2 of the term are subject to class suspension.

## **7.2 Government assistance for Australian citizens**

### **7.2.1 FEE-HELP**

Raffles College is an approved FEE-HELP higher education provider (Higher Education programs only). FEE-HELP is administered by the Department of Education, Employment and Workplace Relations (DEEWR), the Australian Taxation Office (ATO), Higher Education Providers (HEPs, such as Raffles College) and Open Universities Australia.

#### **Eligibility**

To be entitled to FEE-HELP, you must be:

- an Australian citizen;

OR

- the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the unit;

OR

- the holder of a permanent visa who is undertaking bridging study for overseas-trained professionals and will be resident in Australia for the duration of the unit.

#### **Applications**

*Request for FEE-HELP assistance* forms can be obtained from Student Services on Level 18 and must be submitted before the census date of that semester/term (see FEE-HELP Census Dates section 1)

#### **Withdrawals**

You should keep a copy of your withdrawal form as confirmation that you advised your provider of your withdrawal on or before the census date. You should not confuse the FEE-HELP census date with the academic withdrawal date (the final day that a student can withdraw from a unit without incurring an academic penalty - ie. a recorded fail grade), as these dates are different. It is important to remember if you have not correctly withdrawn from a unit on or before its census date and you have lodged your *Request for FEE-HELP assistance* form that covers the unit(s), you will incur a debt with the Australian Government. That debt cannot be transferred or deferred to another unit of study. Please also refer to Appendix F: Refund Policy.

#### **Special circumstances**

Should a student withdraw after the census date, he or she may apply for re-credit and remit if the reason(s) for withdrawal are special circumstances which:

- are beyond the person's control;

- do not make their full impact on the person until on, or after, the census date; and
- make it impracticable for the person to complete their unit(s) of study requirements

All requests for re-credit must be applied in writing within 12 months of withdrawal.

### **More information**

For more information please refer to the 'FEE-HELP information 2010' booklet (available from Student Services on Level 18), and visit [www.goingtouni.gov.au](http://www.goingtouni.gov.au) for further information.

## **7.2.2 Centrelink Payments**

### **Youth Allowance**

You may be eligible for Youth Allowance if you are 16-24 years old and studying full time as an Australian resident.

### **AUSTUDY**

Austudy payment provides financial help if you are aged 25 years or more and studying full-time as an Australian resident. Previous studies may affect whether you can qualify for this payment.

### **Study Loads**

Centrelink considers a full time study load if:

- your secondary course is considered full-time where you study, or
- your tertiary course has a HECS loading of at least 0.375 for each study period, or
- you are doing at least 75% of the full-time workload, or
- you are attending at least 15 hours a week of face-to-face study.

You may be considered a full-time student if your workload is reduced to at least 66% of the normal full-time workload because of:

- the course requirements, or
- a written recommendation from your deputy principal, academic registrar or equivalent for academic or vocational reasons, or
- a reasonable explanation, provided in writing from your deputy principal, academic registrar or equivalent.

Full-time secondary education courses, graduate courses, undergraduate courses, and some Masters, diplomas, and TAFE courses are approved for Youth Allowance/AUSTUDY.

Visit <http://www.centrelink.gov.au> for more information.

## **8.0 General Information**

### **8.1 Student ID cards**

During Orientation your photograph will be taken for your ID card which will be available approximately two days later providing your fees have been paid. This enables you to use the library, print and photocopy.

Students are issued with a unique student number on enrolment and will be printed on your ID card.

### **8.2 Student representatives**

During the first couple of weeks of the year, students on each campus will elect their own student representatives for each year of each course. These representatives have direct access to Administration to submit individual or group problems. If there are any matters that you wish to address, the SRC President can be contacted via email [SRC@raffles.edu.au](mailto:SRC@raffles.edu.au) where they can either email you a response or bring up at the next scheduled SRC meeting.

### **8.3 Contact details**

All students must inform Raffles College in writing of their current address, personal e-mail and phone details. The College will also be delegating you with a **Raffles student** email address for all school correspondence. It is your responsibility to check this email on a regular basis for updates and information on the college, tuition fees and notices etc.

It is your responsibility to keep your personal details up-to-date with at all times. The College cannot be held responsible for information not received due to incorrect details.

### **8.4 Excursions**

All students should have signed a Student Agreement Form during the enrolment procedures. No student can be permitted to go on off-campus excursions unless such a form has been signed. A lecturer should be present at all excursions. For all excursions, details of the precise location, length of intended stay, and contact details must be reported by the lecturer to the Program Director and Student Services prior to the excursion.

### **8.5 Personal belongings**

Students are responsible for keeping their personal belongings at all times. Please ensure that you keep your possessions with you at all times. Please remember to remove portable devices (eg. iPods, thumbdrives, etc) from the computer when you have finished working with them.

## 8.6 Miscellaneous fees

All amounts are in Australian dollars (AUD)

Testamur Replacement Fee .....	\$160
Award Replacement Fee .....	\$160
Transcript Replacement Fee (per semester) .....	\$ 20
Term Transcript (before due date of release) .....	\$ 50
Search fee (applies to files before 2000 for Design students) .....	\$ 30
Search fee (applies to files before 2007 for Business & IT students) .....	\$ 30
Reference letters (any kind) for non-active students .....	\$ 20
Student ID/Concession Card (reissue) .....	\$ 15
Copy Cards (unlimited amount topped up by student with reception) .....	\$ Varies
Locker - all sizes (\$20 deposit+\$20 rental per year: 1 year minimum rental) .....	\$ 40
Lost Locker Key .....	\$ 20
Resubmission Fee (per assessment) .....	\$ 200
Overseas Health Cover (1 year) .....	\$ 400

See the RCDC website for extra info about **Equipment Costs** for your course.

## 9.0 Visa Information for International Students

### 9.1 Visa and immigration requirements

Raffles College overseas students should be aware that visa and immigration regulations are very complex and vary depending on the nationality of a student and his or her particular individual circumstances. It is recommended that only trained staff in Administration (primarily the Registrar) give advice to students regarding visa and/or immigration regulations. Students are encouraged to visit the Department of Immigration and Citizenship (DIAC) website ([www.immi.gov.au/students](http://www.immi.gov.au/students)) for information.

The following overview from DIAC explains the changes to the Migration Act as follows:

#### Valid student visa throughout the studies

International students must have a valid student visa for the duration of their studies in Australia. Students will only be issued with a student visa for study in Australia if they seek to undertake a full-time course that is accredited and registered by the Australian Government. Permanent Residents of Australia and citizens of Australia and New Zealand are not permitted to enrol as international students.

### **Automatic cancellation if not complying with visa conditions**

Students must satisfy other visa requirements and comply with a number of visa conditions for attendance and academic performance, which come into effect after they have entered Australia. It is important to comply with these visa conditions to avoid visa cancellation. Conditions of student visa include:

### **Full-time enrolment**

International students on a student visa must enrol in full-time study. At Raffles College, an international student is considered to be a full-time student if enrolment is equal to a standard semester program. Students who require less than a full-time load to complete their course in the final semester or who have special approval from DIAC may be permitted to study on a part-time basis. International students who hold visa types other than student visas, and have approval to enrol in a course, may be permitted to study on part-time basis.

### **Students must remain with one education provider**

Students must remain with the education provider with whom they originally enrolled for at least the first six months of their principal course unless they obtained permission from DIAC to transfer. A transfer will only be allowed in exceptional circumstances. Where a student undertakes a preparatory course prior to commencing their principal course they must complete the preparatory study and six months of the principal course before changing provider.

Please refer to Appendix K: Transfer Policy

### **Overseas Student Health Cover (OSHC) at all times**

International students on student visas must maintain current Overseas Student Health Cover as a condition of their visa. If you let your cover lapse, then DIAC could cancel your student visa. Students from Norway and Sweden are exempt from this condition, as special arrangements have been made between the respective governments. OSHC must be renewed if it expires during the duration of the course either through Raffles College or by the student.

Raffles College offers OSHC from Bupa. Bupa OSHC can be purchased in blocks from three months to five years. You'll receive a membership card from Raffles College within a few days of starting your Bupa OSHC membership.

Please visit the Bupa website for more detailed information: [www.bupa.com.au](http://www.bupa.com.au)

### **Current residential address at all times**

Students are required to inform their education provider, within seven days of their arrival in

Australia, of their residential address. They are also required to advise their provider, within seven days, of any subsequent change of residential address.

### **9.2 Permission to work**

During term students are allowed to work up to 20 hours per week on a student visa and during holiday are allowed to work up to 40 hours per week. If you received your student visa on or after 26 April 2008, you will already have automatic work rights. If not, contact DIAC.

### **9.3 Accommodation and welfare arrangements for students under 18 years**

Students under 18 years of age, at the time of a visa being granted, and who are not living with a parent or guardian or adult person nominated by the parent or guardian, during the period of study, will be required to demonstrate, to Raffles College's satisfaction, that suitable accommodation and welfare arrangements have been made. These students are then provided with a statement signed by a Raffles College representative to present to the Australian diplomatic office when applying for their student visa.

### **Arrangements for dependants**

Students who will be accompanied in Australia by their school age dependants must make schooling and immigration arrangements for those dependants.

### **9.4 Leave of Absence**

International students will only be granted approval to take Leave of Absence under exceptional and compelling circumstances, such as medical or bereavement reasons. All international students requesting Leave of Absence are required to attend an interview with the Registrar. Please be advised that approved Leave of Absence does not guarantee that your student visa will not be cancelled upon leaving the country; therefore check with DIAC before you leave.

If the Leave of Absence is not approved and the student still wants to take a break in studies, they will have to terminate their program and apply for re-admission when they wish to return. The Registrar will inform DIAC of termination of course and, in most cases, the student's visa will be cancelled and the student will be required to re-apply for a student visa before resuming studies. Please also refer to Section 21 of the Student Rules in the Appendix.

### **9.5 Raffles College responsibility regarding visa violation**

One aspect of the obligations of registered providers is to keep records of each accepted student (Point 21 of the ESOS 2000 Act) and to notify the appropriate agency when students breach their student visa condition. The ESOS (2000) Act, Section 20, includes the following

regulation:

*'A registered provider must send an accepted student of the provider a written notice if the student has breached a student visa condition relating to attendance or satisfactory academic performance.'*

Students will have 20 days from the date of the notification to appeal. See Appendix B: Student Grievance & Appeals Policy.

When a student has been identified as violating visa conditions Raffles College is obliged to report them via the DEEWR database PRISMS. A notification letter automatically prints off the system for certain violations. A letter is sent both to the student and to DIAC.

### **9.6 Evidentiary standards to obtain a student visa**

All applicants for a student visa must provide certain evidentiary requirements according to the assessed risk level of their country of citizenship. For further information on these conditions visit the DIAC website ([www.immi.gov.au/students/students/chooser](http://www.immi.gov.au/students/students/chooser)).

Assessment factors include financial capacity, English language proficiency, potential to breach visa conditions and other relevant matters, which include academic background and relevance of the course to career development.

### **9.7 DIAC contact information**

#### General

Website: [www.immi.gov.au](http://www.immi.gov.au) | Telephone: (+61) 131 881

#### Sydney office

Ground Floor, 26 Lee Street, Sydney NSW 2000

General facsimile: (+61-2) 9032 4096

Counter hours: Mon-Fri 9:00am-4:00pm

## **9.8 Other Department of Education, Employment and Workplace Relations (DEEWR) websites**

The official Australian Government website for advice on studying in Australia:

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) website is the official Australian Government website that lists all Australian education providers that offer courses to people studying in Australia on student visas and the courses offered:

<http://cricos.deewr.gov.au/>

Comprehensive information on the ESOS Act 2000 and the National Code 2007 is at:

<http://www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

## **10.0 Work Health & Safety (WHS)**

Raffles College is fully committed to providing a healthy and safe working environment for staff, students and visitors. In compliance with the requirement of the Commonwealth Work Health and Safety Act 2011, Raffles College aims to prevent injuries and work-related ill health by continuing to develop and update its WHS policies and procedures and to implement them in the workplace. Should you have any concerns regarding WHS, please raise them with Administration.

The safety, welfare and feeling of comfort and acceptance at Raffles College is the responsibility of all staff, students, the building owners and managers and any person who is involved with the organisation, including your visitors.

Raffles College has a comprehensive WHS policy which has been formulated to address the current WHS Regulations. To cover all this legislation would take an enormous amount of your time, so we have prepared a short outline of the issues which will affect you and those about you.

### **10.1 A Few Simple Rules**

- Each of you is responsible for ensuring that you act in a safe manner. Running, jumping and climbing on furniture and desks is not responsible behaviour.

- Smoking is not permitted in ANY part of the building, INCLUDING the stair well. You are also not permitted to smoke within six metres of any external entry to the building. This is a local council rule and is enforced by local council rangers. A penalty of up to \$225 is applicable.
- Doors to the fire stairs are not to be propped open under any circumstances. Doing so will endanger the lives of others and will cause some of the safety systems to malfunction. Access to the fire stairs is to be kept clear at all times.
- The use of spray adhesives and canned paint is banned at all times. They generate toxic chemical fumes which can and will affect the health of others (and you).
- Please ensure the safe use of any sharp objects, particularly retractable knives and box cutters.
- All students should ensure that they are wearing “closed” shoes at all times. This is to minimise impact injury should you stub your foot or drop something. Also glass breakage does occur from time to time.
- For those with longer hair, please tie it back or wear a cap if you are operating equipment.

## **10.2 Fire and Emergency**

If you are the one to notice a fire or other emergency, please alert any staff member. If there are no staff members present, and you can identify that there is a genuine need, activate the alarm by use of the “Break Glass Alarm” situated on the left side of the lifts. A simple press will set it off and commence the evacuation process. The alarm will sound and all people on that floor should immediately leave by either of the fire stairs. **DO NOT USE THE LIFTS UNDER ANY CIRCUMSTANCES!**

Our staff have been trained in the correct process should there be an emergency. Please follow the instructions of staff on the floor at the time. As you leave the building go to the assembly point which is the water feature in the plaza, up the hill in Mount Street. Do not hang around the doors.

Fire drills are held regularly on campus. Program Directors will ensure that all lecturers under their supervision are walked through the procedures. Each person should be aware of the position of fuse boxes, fire extinguishers and hydrants, and the name of the Fire Warden for their floor. Students will be provided with instructions on safety issues relevant to their campus by means of notices on each floor.

### 10.2.1 Fire Wardens

Chief Warden: Dr Greg Cooper

Deputy Chief Warden: Ms Chloe Andersen

Contact Reception on 9922 4278 or Chief Warden on 0400 289 345

Level	Floor Warden	Stair Warden
4	Jim McGregor (Building Manager)	N/A
6	Bob Chung	Ascanio Cascione
10	Eugene Mitchell	Cynthia Bobst
11	Nicole Capodieci	Karyn Westren
12	Edward Coffey	Jenny Blue
15	Sarah Smith	Chloe Little
16	Robert de Giovanni	Virginia Majewski
17	Peter Cameron	Sudhir Parajuli
18	Claire O'Connell	Oke Phan-Athiroj

### 10.3 First Aid

First Aid is available from trained first aid officers located throughout the building. Your best option is to contact RECEPTION who will ensure that your needs are attended to by qualified people. If it is a serious injury or a person has collapsed, ensure one person stays with them and get another to summon help. A sick bay is located in the Library on Level 10. You can get the key from the Librarian or Student Services during office hours.

Remember, the above points are there to protect you and your fellow students from dangerous situations. Please take the time to become familiar with them.

#### 10.3.1 First Aid Officers

Greg Cooper, Director, Quality and Compliance (Level 18) Phone ext: 140 or 0400 289 345

Claire O'Connell, Domestic Marketing Manager (Level 18) Phone ext: 133

If conditions seem urgent, order an ambulance via the emergency number 000. Make sure that you report such action to Student Services as soon as possible.

#### **10.4 Critical Incident Policy**

Raffles College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential. A critical incident is as defined by the National Code as *“a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”*.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggressions;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non life-threatening events could still qualify as critical incidents.

This policy is available on the Raffles College website ([www.raffles.edu.au](http://www.raffles.edu.au))