

FREQUENTLY ASKED QUESTIONS

Q) How can I find accommodation?

A) For all your accommodation questions you will need to contact a student services officer, at Reception, or a Student Counsellor. They will be able to assist you with information on home-stay accommodation and advice on the different accommodation options available in Melbourne.

- If you are planning to search for accommodation via the Internet, some helpful websites are:

<http://www.homestay-australia.com>

- Houses, Flats and/or Share Accommodation

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

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

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

- Backpackers

<http://backpackerstours.com.au/>

<http://www.hostelmelbourne.com>

Q) How can I find a job?

A) Students with the appropriate visa may work up to 20 hours per week. There are a number of ways you can find work:

- Check the local and national newspapers on Saturdays. The Age, Herald Sun and The Australian all have extensive sections for jobseekers.
- There are a number of useful websites that will help you look for work. Three of the most popular are:
 - www.seek.com.au
 - www.careerone.com.au
 - www.mycareer.com.au
- There are a number of employment agencies that will help you to find work for free. The cost is born by the employer.

Please note: It is illegal to work fulltime in Australia unless you have a Work Visa. To obtain your Work Visa, you submit an application to the Department of Home Affairs.

- <https://www.homeaffairs.gov.au/trav/work>

Q) **Can I get a travel concession card?**

A) Unfortunately, only a certain group of international tertiary students studying a full time undergraduate course on campus are allowed a concession card in the State of Victoria and NSW. Some international students have obtained concession cards in the past, but they are illegal and may get both the card holder and the person who gave them the concession card into trouble.

International Student Programs at Ballarat and other universities in Victoria and NSW are working towards getting the eligibility changed so that all international students can benefit from travel concessions.

Q) **How do I get help with my studies?**

A) For all your questions regarding assignments and exam preparation and to better understand the academic basics you may wish to speak to your lecturer. If you need help with Academic skills, we can arrange for you to work with our Student Support Officer (Academic). The Student Support Officer (Academic) will be able to help you with tasks such as researching and referencing, and writing reports and essays. If you need help with English, we can arrange for you to work with our Student Support Officer (Language). The Student Support Officer (Language) can help you improve your reading, writing, listening and speaking skills. If you require additional intensive English language classes and we can help arrange a deferral of your principal course(s) for a period to attend to English language tuition classes at your own costs with our sister college, Discover English.

Q) **How can I communicate with my lecturer and other AAPoly staff**

AAPoly will communicate with you via your AAPoly Student email (xxxxx@aapoly.edu.au). The LMS also has a private message function that enables you to communicate directly to your lecturer. These messages will not be seen by other students. Your lecturer will respond to you via this private message function. This is the best way to communicate with your lecturer. To keep informed, please check your AAPoly email and the LMS Messages and Forums as often as possible.

Q) **Do I have to tell the school if I change my address?**

A) Yes. It is a requirement as per your visa conditions that you inform us if you change your home or email address or your phone number. You will need to speak to our officers at the reception counter. It is very important that we have your up-to-date contact details so that we can contact you in an emergency.

Q) **What should I do if I am feeling very homesick?**

A) Some new international students may feel homesick or 'culture shock' in their first few weeks in Australia. Some symptoms include:

- Feeling sad (crying, missing home and family)
- Feeling confused and frustrated (not being able to study)
- Feeling alone or afraid
- Feeling physically unwell (not eating, tummy pains, headaches, not being able to sleep, tired all the time).

All of these feelings are quite normal and will usually pass once you have settled into your accommodation and classes, made friends, and become used to the Australian way of doing things.

If these feelings don't pass, you may need to speak to someone who can help you with these feelings. Our qualified counsellors will be more than happy to talk to you about your problems and help you feel better and enjoy your time here. If you are in Melbourne, please feel free to drop in and see the student counsellors anytime in room 7.06 when the door is open. Alternatively, for both Melbourne and Sydney students you can send the counsellors an email or phone them. Appointments can be made with the student counsellors at the Level 7 reception counters in both Melbourne and Sydney.

AAPOLY Student Counsellor Contact Details

Phone: (03)86104106

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