



# Contempo College

## **International Student Handbook**

**RTO Code: 45720**

**CRICOS Provider Code: 03933H**

**Version: 3.0**

**2026 - 2027**

# International Student Handbook

CONTEMPO COLLEGE · VERSION 3.0 · 2026–2027

Welcome to Contempo College — a quality and innovative educational institute located in Perth, Western Australia, offering courses in Hospitality, Commercial Cookery, Leadership, Management, Business, and Translation. This handbook contains essential information about your training, assessment, support services, rights, and responsibilities as an international student on an approved Student Study Visa.

Contempo College is a Registered Training Organisation (RTO No: 45720) and CRICOS Registered Provider (CRICOS No: 03933H), regulated by the Australian Skills Quality Authority (ASQA) in compliance with the VET Quality Framework and the ESOS legislative framework. All prospective and current students are required to read this handbook before enrolling and regularly during their studies. For questions, contact Student Services at **08 6150 2138** or [studentsupport@contempocollege.edu.au](mailto:studentsupport@contempocollege.edu.au).

# Contempo College: Key Contacts & Campus Info

## Head Office & Campus

Level 3, 379 Hay Street, Perth WA 6000

## Contempo Culinary Hub

Unit 194/311 Hay Street, East Perth WA 6004

## Phone & Email

08 6150 2138 | [info@contempocollege.edu.au](mailto:info@contempocollege.edu.au) | [www.contempocollege.edu.au](http://www.contempocollege.edu.au)

## After-Hours Emergency

+61 422 011 025 | +61 450 555 342

## Key Personnel Emails

- CEO: [ceo@contempocollege.edu.au](mailto:ceo@contempocollege.edu.au)
- PEO: [peo@contempocollege.edu.au](mailto:peo@contempocollege.edu.au)
- Academic Support: [academicsupport@contempocollege.edu.au](mailto:academicsupport@contempocollege.edu.au)
- General: [info@contempocollege.edu.au](mailto:info@contempocollege.edu.au)

## Student Services Staff

- Student Support: [studentsupport@contempocollege.edu.au](mailto:studentsupport@contempocollege.edu.au)
- Accounts: [accounts@contempocollege.edu.au](mailto:accounts@contempocollege.edu.au)
- Admissions: [admissions@contempocollege.edu.au](mailto:admissions@contempocollege.edu.au)
- Sales & Marketing: [marketing@contempocollege.edu.au](mailto:marketing@contempocollege.edu.au)

**Office Hours:** Monday–Friday, 8:30am–5:00pm.

Email responses may take up to 72 hours (Mon–Fri). For urgent matters, call 0422011025 or visit campus in person.

# Student Services & Support

Contempo College employs dedicated Student Services Staff trained to assist with academic and non-academic matters. Students are encouraged to express their learning needs during enrolment and at the compulsory Orientation session. A fully qualified English/LLN Specialist is employed to support students throughout their studies.



## Student Counselling

A completely free counselling service is available for all enrolled students — covering adjustment to life in Australia, homesickness, study pressures, stress, and personal or family issues. Appointments via referral: [studentsupport@contempocollege.edu.au](mailto:studentsupport@contempocollege.edu.au)



## Academic Support

FREE Assessment Support/Tutoring sessions are held weekly. Students can also access English language programs, learning pathways, RPL opportunities, and resume/interview assistance.



## Living Support

Assistance with finding accommodation, emergency and health services, legal referrals, and personal safety advice. Airport reception and homestay placement available via the Australian Homestay Network (AHN).



## Special Needs

Flexible learning and assessment methods are adapted for students with special needs, medical/disability requirements, or cultural/religious/dietary needs. Declare your needs at enrolment or contact Student Services.

# Living in Perth, Western Australia

Perth is the capital of Western Australia and the 4th most populated city in Australia, with a projected population of 2.9 million. It enjoys more sunny days per year than any other Australian capital city. The climate is Mediterranean — warm and bright year-round.

## Climate

**Summer (Dec–Feb):** 27–30°C, dry with the "Fremantle Doctor" sea breeze.

**Autumn (Mar–May):** Warm days, Sculpture by the Sea at Cottesloe Beach (March).

**Winter (Jun–Aug):** 18–21°C, rainy; visit museums in Northbridge.

**Spring (Sep–Nov):** 20–25°C, wildflowers bloom across WA.

## Places to Visit

Elizabeth Quay, Rottnest Island, Cottesloe Beach, Kings Park & Botanic Garden (larger than NYC's Central Park), Perth Mint & Zoo, The Pinnacles, Swan Valley, Fremantle, and the Cultural Centre (free entry to Art Gallery, WA Museum, and State Library).

## Public Holidays 2026

New Year's Day (Jan 1), Australia Day (Jan 26), Labour Day (Mar 2), Good Friday (Apr 3), Easter Monday (Apr 6), ANZAC Day (Apr 27), WA Day (Jun 1), King's Birthday (Sep 28), Christmas Day (Dec 25), Boxing Day (Dec 26).

# Cost of Living & Managing Your Finances

## Minimum Financial Requirement

The Department of Home Affairs requires international students to demonstrate financial capacity of at least **\$24,505 per year** (not including course fees). School-age dependents staying more than 3 months must maintain school enrolment — approx. \$14,575 (primary), \$17,286 (Years 7–10), or \$18,980 (Years 11–12) per year.

## Estimated Monthly Expenses (AUD)

- Temporary accommodation: \$200–\$250/week
- Shared rental: \$220–\$300/week
- Private rental: \$350–\$550/week
- Groceries & eating out: \$200–\$300/month
- Gas & electricity: \$50–\$140/week
- Phone & internet: \$20–\$45/month
- Public transport: \$80–\$100/month
- Entertainment: \$100–\$200/month

Source: [costofliving.studyaustralia.gov.au](http://costofliving.studyaustralia.gov.au)

## Banking & ATMs

Major banks: Commonwealth Bank, NAB, Westpac, and ANZ. To open an account you need your passport (with arrival stamp), Student ID, a deposit (as little as \$10), and a Tax File Number. Student accounts typically have minimal fees. ATMs operate 24/7 — always protect your PIN and avoid isolated machines at night.

## Paying Tuition Fees

Fees must be paid in advance via EFT (quote your name & SID), credit card (1.5% surcharge), or EFTPOS/debit card at campus. Late payments incur a \$100 fee plus 2% monthly penalty. Bank dishonour fee: \$95 per instance.

# Working in Australia

## Work Rights

You **cannot work** until your course has commenced. While your course is in session, you may work up to **48 hours per fortnight**. Unlimited hours are permitted during scheduled course breaks. A fortnight is any 14-day period from Monday to the following Sunday.

## Finding Work


Use Seek, Indeed, Jora, CareerOne, or JobSearch. Contempo College's Marketing Manager has industry ties in Perth and can assist your job search. Do not rely on employment income when budgeting — finding work can be competitive.

## Tax File Number (TFN)

You must obtain a TFN to work in Australia. Apply online at [ato.gov.au](http://ato.gov.au) or call 13 28 61. Without a TFN, you will be taxed at the highest rate. Lodge tax returns by October 31 each year (financial year: July 1 – June 30).

## Superannuation

If your monthly wage exceeds \$450 (before tax), your employer must contribute 9.5% into a superannuation fund. You can generally access these contributions when you leave Australia permanently (taxed). Funds include Australian Super, AMP, ING, Westpac Super, and Virgin Money.

 **Fair Work Ombudsman:** International students have the same workplace rights as all Australian workers. If you believe you've been exploited, contact the FWO (13 13 94). Your visa will not be cancelled if you report exploitation and assist their investigation, provided you commit to following visa rules going forward.

# Training, Assessment & Academic Standards

## Training Delivery

All courses are delivered face-to-face in classrooms and the approved Training Kitchen, plus self-paced activities. Students must attend **20 contact hours** and complete **7 hours of self-paced study** per week.

## Assessment Methods

Methods include Observation, Structured Activities, Questions (Q&A), Student Evidence (portfolios), Product Review, and Third-Party reports. Outcomes are **Competent (C)** or **Not Yet Competent (NYC)**. A DNS (Did Not Submit) equals NYC.

## Re-Assessment

Students receive up to 3 assessment attempts. Re-assessment fees: Theory \$30; Practical \$90–\$250 per assessment. A 2nd NYC triggers a Re-Enrolment requirement (\$150–\$500 per unit).

## Academic Deceit Policy

Plagiarism and cheating are serious breaches. Definitions include submitting another's work as your own, copying without acknowledgement, or using unauthorized resources during assessments.

**1st Offence:** Written warning + \$50 admin fee + re-assessment required.

**2nd Offence:** Second warning + \$50 admin fee + re-enrolment required.

**3rd Offence:** Notice of Intention to Cancel enrolment; details forwarded to government agencies.

20hrs

Weekly Contact Hours

Minimum required for full-time VET study

3

Assessment Attempts

Maximum attempts before re-enrolment

50%

Course Progress Threshold

Must pass 50% of units each term

\$50

Academic Dishonesty Fee

Per unit per confirmed offence

# Student Code of Conduct & Enrolment Changes

By enrolling, you agree to uphold Contempo College's Code of Conduct at all times — behaving honestly, respecting others, meeting attendance requirements, and complying with your student visa. Breaches may result in warnings, suspension, or cancellation of enrolment.

## Code of Conduct Highlights

- Behave with honesty and integrity
- Respect beliefs, nationality, religion, age, and gender
- No offensive language; maintain a study-suitable environment
- Do not cheat or plagiarise
- Adhere to dress code and No Smoking/Alcohol/Drugs policy
- Comply with student visa requirements
- Apply professionalism on social media

## Deferral, Suspension & Cancellation

All requests must be in writing using the Course Variation Application Form — verbal requests are **not valid**.

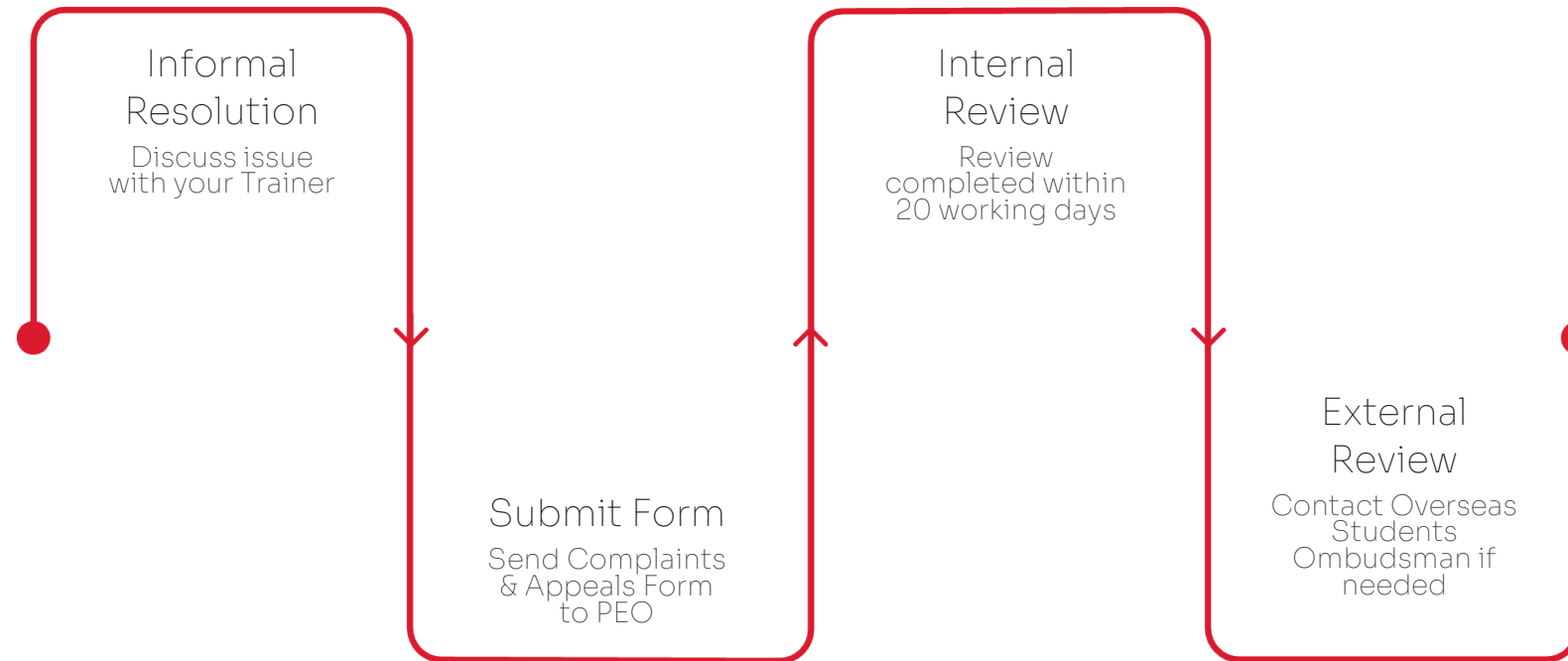
- **Deferral:** Postponing course commencement
- **Suspension:** Postponing during your course (max 20 weeks)
- **Cancellation:** Cessation of enrolment

Applications must be lodged at least **14 days in advance** and are processed within 10 working days.

Compassionate/compelling circumstances (illness, bereavement, natural disaster, trauma) may be accepted.

All changes are reported to DHA via PRISMS and may affect your visa.

# Complaints, Appeals & External Review



Contempo College assesses all complaints and appeals within **10 working days** and aims to resolve matters within **20 working days**. Students have the right to a support person at all stages. If the internal process is unsuccessful, Contempo College must advise you of your right to external review within 10 working days.

## Overseas Students Ombudsman (OSO)

Free, independent service for complaints about private education providers.

- Phone: 1300 362 072 (within Australia)
- Outside Australia: +61 2 6276 0111
- Website: [ombudsman.gov.au](http://ombudsman.gov.au)
- Hours: 9am–5pm (AEST, Mon–Fri)

## WA Independent Conciliator (Perth Only)

The WA Department of Education's Independent International Student Conciliator handles issues including services, refunds, quality of instruction, academic progress, welfare, accommodation, and suspension/expulsion.

- Phone: (08) 9441 1900
- Email: [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au)

## Consumer Protection

The Australian Consumer Law protects international students. Visit [consumerlaw.gov.au](http://consumerlaw.gov.au) or [australia.gov.au](http://australia.gov.au) for your state's consumer agency.

# Your Student Visa Conditions & Key Policies

1

## Work Limits

Max **48 hours per fortnight** while course is in session. Unlimited hours during scheduled breaks. Cannot work before course commences.

2

## Attendance & Progress

Minimum **20 scheduled contact hours/week**. Must pass at least **50% of units** each term. Unsatisfactory progress for 2 consecutive terms may result in reporting to DHA via PRISMS.

3

## Health Insurance (OSHC)

Maintain Overseas Student Health Cover throughout your stay. Providers include NIB, BUPA, Allianz, and HBF. Any refund requests must be lodged with the OSHC provider directly.

4

## Address & Contact Updates

Notify Contempo College of your residential address within **7 days** of arriving in Australia and within **7 days** of any change. Update contact details via the Student Portal.

5

## USI & Certification

A Unique Student Identifier (USI) is required before certification can be issued. Awards take up to **10 working days** to prepare. Outstanding fees must be paid before an Award is issued.

6

## Transfer & Concurrent Enrolment

Cannot transfer to another provider before completing **6 months** of your principal course (unless compassionate/compelling circumstances apply). Concurrent enrolment in two courses is **no longer permitted** for international students (effective August 2023).



**Important:** If Contempo College cancels your enrolment due to a breach, you will receive a Notice of Intention to Cancel via email. You have **20 working days** to access the Complaints and Appeals process. Enrolment cannot be reported to DHA until the appeals process is complete (unless health/wellbeing is at risk).