

# International Student Handbook 2024



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# Why Rural Medical Education Australia?

Choosing RuralMedEd as your educational institution for healthcare studies is a sound decision with compelling reasons that set us apart and make us an exceptional choice for your academic and professional journey into your new life in Australia.

**Experienced Faculty:** Our dedicated team of experienced educators and healthcare professionals is committed to your success. With years of expertise in the field, they provide not just theoretical knowledge but real-world insights to prepare you for the demands of healthcare.

**Cutting-Edge Facilities:** RuralMedEd boasts state-of-the-art clinical training facilities equipped with the latest technology and equipment. You'll have the opportunity for hands-on learning in an environment that mirrors real healthcare settings.

**Industry-Relevant Curriculum:** Our curriculum is meticulously designed to align with industry standards and emerging trends, ensuring that you receive the most up-to-date and relevant education.

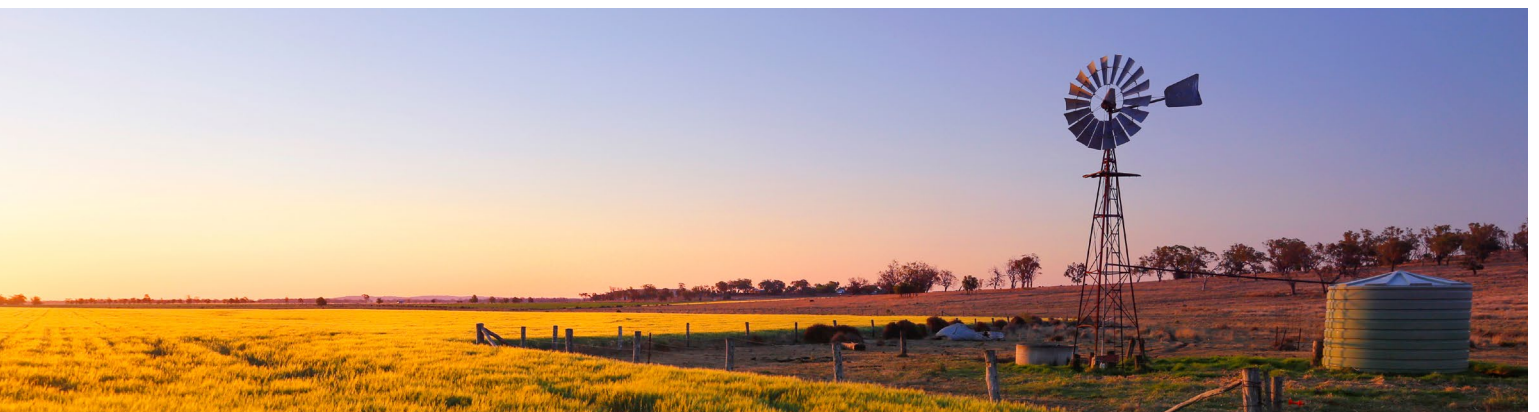
**Supported Industry Placements:** We understand the importance of practical experience. Our faculty coordinates industry placements that allow you to apply your skills in real healthcare settings, bridging the gap between theory and practice.

**Safe and Welcoming Environment:** Toowoomba, our home, is a friendly and safe regional city in Queensland. RuralMedEd offers modern and fully furnished shared accommodation to make your transition comfortable and hassle-free.

**Community and Support:** At RuralMedEd, you're not just a student; you're part of a supportive and inclusive community. We prioritize your well-being and provide academic, career, and personal support throughout your journey.

**Pathways to Success:** Our programs are designed to empower you with the knowledge and skills needed for a successful career in healthcare. Whether you're pursuing further education or entering the workforce, we provide the foundation for your success.

Choosing RuralMedEd means choosing quality education, a supportive community, and a pathway to a fulfilling and impactful career in healthcare. We invite you to join us in shaping a brighter future for you in a career in Australian healthcare.



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# A Message from our CEO.

On behalf of RuralMedEd, I am thrilled to extend a warm welcome to you as you embark on your journey in pursuit of your Certificate III in Health Services Assistance. We are delighted to have you join our training company in the heart of Toowoomba, a friendly and safe regional city two hours travel to the capital city of Brisbane and beaches of Queensland.

At RuralMedEd, we take immense pride in our exceptional trainers and teachers, each of whom is dedicated to guiding you towards excellence in your chosen field. Our state-of-the-art clinical training facilities are meticulously designed to provide you with a cutting-edge educational experience, ensuring that you are well-prepared for the demands of the healthcare industry.



To further facilitate your seamless transition, RuralMedEd offers modern, fully furnished shared accommodation with all essential amenities included, from electricity to water and internet access. We want you to feel at home in Toowoomba as you embark on this exciting academic journey.

Additionally, our team of educators will work tirelessly to coordinate supported industry placements, allowing you to gain invaluable real-world experience while strengthening your skillset.

As you embark on this exciting chapter, please know that you are not just joining a training program; you are becoming a valued member of our community. We are excited to see you thrive and succeed in your pursuit of excellence.

Welcome to RuralMedEd and welcome to Toowoomba!

**Megan O'Shannessy**  
Assoc Prof

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# Staff, Venue, Length, and Modes of Delivery Assessment.

The Certificate 111 Health Services Assistance HLT33115 is a 6 month course and will require 20 hours of training attendance per week, successful completion of practical and written assessments and 80 hours of industry placement.

The timetable will be provided to you at orientation, and it is predicted that attendance will be Monday Tuesday and Wednesday, 8.15am to 3.15pm, with an hour for lunch.

Our Toowoomba campus at 190 Hume Street Toowoomba has excellent facilities for training and relaxing.

Our training is conducted face to face.

Our professional educators and support staff are dedicated to supporting you through your learning experience at RuralMedEd.

Our educators are industry experienced and academically developed individuals who share in the rich cultural diversity of our student population.

We have experienced and qualified support staff who are available to assist you with your personal and study needs. They are totally committed to your ongoing personal development, skills attainment and your academic success.

## Visa and Enrolment Requirements.

### Code of practice – International/Overseas Students

Students should read and understand the National Code of Practice for Registered Authorities and Providers of Education and training to Overseas Students (“The National Code 2018”). Please access this document via the link. Students who cannot access the document via this link may ask Student Services to provide a copy of the document.

### ESOS framework

The ESOS Acts and Regulations set out the legal framework for delivery of education to overseas Students.

It governs:

- Which providers may be registered
- The CRICOS registration process
- Obligations of providers
- Tuition assurance and consumer protection mechanisms
- Enforcement and compliance powers
- Charges providers pay to enrol overseas Students.

Further information on the ESOS Framework may be [accessed here](#).

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## Student visas

You will need to obtain and maintain a student visa until the completion of your course. You can obtain visa information from the nearest Australian Embassy or Australian High Commission or Department of Home Affairs (DoHA) offices or visit their website.

Eligibility for Student Visa Holders

Have you checked your country's Assessment Level?

Full fee-paying prospective students of Assessment Level 3 are encouraged to undergo pre-visa assessment before lodging an application for a visa to study in Australia.

Self-assessment information can be obtained from your nearest Australian Embassy or visit the DoHA website contacts found at their website.

## Electronic Confirmation of Enrolment (eCoE)

Once you have accepted your Letter of Offer, we will send you an electronic Confirmation of Enrolment (eCoE) by email as proof that you have been enrolled in a course at RuralMedEd. Once you have this, you can apply for your student visa.

## Applying for visas

- A student visa is required when studying in Australia.
- Some visa holders are also eligible to study as international students in Australia. Visit the DoHA website for more information.
- The visa application process can be complex and you may need to ask for assistance from an accredited agent who can provide his/her expertise in the process.

## Department of Home Affairs (DoHA)

- Provides comprehensive information about student visa requirements including: - Application process and an Application document checklist.
- Visit the DoHA website for the latest information.

## Department of Foreign Affairs and Trade (DFAT)

- DFAT's purpose is to help make Australia stronger, safer and more prosperous by promoting and protecting our interests internationally and contributing to global stability and economic growth
- Visit DFAT's website for the latest information.

## International Student Visa Conditions

You will need to obtain and maintain a student visa until the completion of your course. To check your visa conditions, please visit DoHA's website .

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## Changes affecting your visa

RuralMedEd is required by law to notify the DoHA of failure to attend or failure to progress as stated within your Student Agreement. For example, including but not limited to whenever you:

- fail to commence the nominated course as expected
- have enrolment cancelled for failure to meet course requirements, or any other reason
- cease to occupy the place for which the course enrolment was confirmed, either through completion of, or withdrawal from the course
- change course and/or provider during your period of stay in Australia.

## Overseas Student Health Cover (OSHC)

DoHA requires mandatory, visa length health insurance for all student visa holders. RuralMedEd's preferred OSHC provider is NIB. Where requested, RuralMedEd will assist you to purchase OSHC for the duration of your course. OSHC must be purchased for the entire duration of your course or enrolment with RuralMedEd. To not have up to date health insurance is a breach of your student visa.

## Refund of OSHC cover

A student may apply directly to the OSHC provider for refund of monies paid if any of the following occur:

- if they do not arrive in Australia
- if their student visa is not extended
- if they have been granted resident status in Australia
- if they are required to return home for reasons beyond their control.

## Bringing your family

Student visas allow you to bring your family members to Australia as your dependents. Note that before bringing your spouse or children to Australia, you will have to prove that you can support them financially. Please visit Department of Home Affairs (DoHA) website to check your individual circumstances.

You can access the Australian Trade and Investment Commission's Guidelines on Cost of Living and Financial Requirements for Student Visa Applicants [here](#).

## Dependents

If holders of a student visa have dependents who will be coming with them to Australia, they are required to make arrangements for the education of school age dependents. If you are accompanied by school aged dependents, you will be required to enrol them in either a government or non-government school during their stay in Australia and you must meet any education/tuition costs. Students should contact DoHA for more information about the status of dependents when intending to study in Australia. Please note that International students are not eligible for travel concessions on public transport in Australia.

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# Working legally in Australia

Please see your VISA information on how many hours a week you can legally work while studying.

## Orientation and induction

Orientation and course Induction typically occurs in the week prior to scheduled course commencement.

RuralMedEd looks forward to:

- Greeting you at the airport (where requested);
- Assisting with you with accommodation and help you settle in;
- Introducing you to your support team at RuralMedEd;
- Providing you with a tour of Toowoomba (including sites of interest);
- Inviting you to attend a range of social and networking events;
- Providing you with the necessary support to understand the local culture and environment;
- Providing a friendly, family-oriented environment.

## Tuition protection service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

RuralMedEd is actively covered by the TPS. Further information can be found at the TPS website.

## Student course progress policy

In line with Department of Home Affairs (DoHA) Course Progress Policy and Procedures for CRICOS Providers of VET Courses, RuralMedEd monitors, records and assesses the course progress of each Student for the course in which the Student has enrolled.

Please read the Student Course Progress Policy and Procedure for more information.

Students will be enrolled in study periods for the duration of their course. A study period is defined as one term (minimum of 10 weeks) (or mid-term where relevant). Each term consists of a range of Units of Competency which are made available to the Student at the beginning of the study period via the Student's/course timetable.

Students are assessed regularly throughout a study period and the progress of each Student is calculated and discussed at the end of each study period during the Student's progress interview. Attendance will also be considered as part of the course progress. International Students are expected to undertake a fulltime course and to attend a minimum of 80% of the scheduled course contact hours. If classes are not attended, a medical certificate or other supporting evidence may be required. Where a student is assessed as not meeting course progress during an end of term interview, students may be required to make up classes that they have not attended and/or to meet the additional study requirements requested of them as a result of their absence. Failure to do so may result in a Competency Not Achieved unit outcome and/or course failure.



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## Suspension or termination

Students will not receive reimbursement for fees if they are absent for a qualification or part thereof. Students may be required to pay the cost associated with extra classes or assessment as a result of their absence. Students are encouraged to consult with Student Support Team if they have any concerns regarding their course progress.

## Deferral for international students

Requests for the deferral of studies are required in writing using the approved webform. Deferral may be granted by RuralMedEd for up to six (6) months (subject to ongoing compliance with visa conditions for example., for ongoing full-time study and the ASQA General Direction: qualification transition and teach out requirements) provided advice is given in writing at least twenty (20) working days prior to the commencement of a given term.

Deferments will only be granted between terms for all subjects or subject components successfully completed in the previous term. RuralMedEd must notify Department of Home Affairs (DoHA) of your decision to defer your studies in Australia. DoHA will defer the student visa up to six (6) months. Over six (6) months your visa will be cancelled, therefore you will need to reapply for another student visa prior to recommencing your studies.

Please note that the final decision about your eligibility for a second student visa will be made by DoHA and will be based on your reasons for deferring your studies. Therefore, we strongly advise you contact DoHA to ensure that you will be able to resume your student visa status, prior to making your final decision to defer.

Please also note that RuralMedEd is required to notify DoHA of your deferment and you may therefore forfeit your current student visa. There is no monetary action on deferments, however, please note that courses may be subject to change and you are required to check with Student Support Team at the beginning of the year in which you intend to re-enrol to ensure that re-enrolment is possible. A Student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a medical certificate) or other exceptional compassionate or extenuating circumstances. For more information, please read our Enrolment Withdrawal Deferment Policy and Procedure, also in the Policies section of our website.

## Withdrawal from course

Students are required to provide written notification of withdrawal from any course or course component, prior to the commencement of term, in order to obtain a refund for that term in the approved webform. Notification of withdrawal, given after the commencement of term, may not guarantee a refund for that term. Please read the relevant sections of the Student Fees and Refund Policy and Procedure.

Please also check with Student Support Team before withdrawing to ensure that it complies with your student visa requirements. Please note that information about overseas Students may be made available to relevant Commonwealth & State Government agencies.

# Placement or work integrated learning (WIL)

Students in the Certificate III Health Services Assistance HLT33115 preparing for Work Integrated learning (WIL) placement should be aware that this is a compulsory component of their course.

Students are notified prior to enrolment that placement is not negotiable and while students may be asked for their placement preferences, RuralMedEd is not able to guarantee meeting those preferences or timeframes. Each course has different requirements, but you may be required to hold several security checks in order to be placed.

The following are checks that will be required, with proof of attainment as well:

- Police check
- NDIS worker screening check
- Working with children check
- Aged Care Check

You will also be required to have certificates in one or more of the following

- Manual Handling
- First Aid certificate
- CPR Certification

As your course is in the health sector you will be required to have the following vaccinations as well as proof of vaccination:

- Hepatitis A
- Hepatitis B
- Influenza
- MMR (measles, mumps and rubella)
- dTpa (Pertussis (whooping cough), Tetanus, Diphtheria)
- Varicella (chickenpox)
- Poliomyelitis (Polio)
- Covid 19 vaccinations and boosters

Please note that all vaccinations, certification and checks are at the expense of the student and will need to be organised out of study time.

As a student at RuralMedEd, it is important you understand placement venues and locations are not guaranteed and students are expected to accept the placement offer made by RuralMedEd. Timely uploading of required documentation will help in placing you as quickly as possible. You will be able to upload your documents to RuralMedEd online once you are eligible for placement.

Please be aware that there is a limited supply of placements for students and we therefore encourage you to accept your offer within 24 hours of the offer being sent. If you have further questions, please ask early as it may impact the wait time for your placements.



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# Fee information

## Course & Tuition Fees (including Refunds)

For our policy on Course & tuition fees, including refunds, please refer to the relevant Application and/ or Enrolment Form which are available on our website. Please visit the Apply menu to download the relevant Application and Enrolment Form.

The Certificate III in Health Services Assistant HLT33115 fee in 2024 is \$6300 (RuralMedEd reserves the right to annually review this fee). Additionally, there is a \$200 Administration Fee and a \$61 Resource Fee.

A prepaid fee at time of acceptance of offer is \$1400 and a payment plan is available.

## Other Fees & Charges

There may be circumstances where a Student is required to make payment of other fees and charges.

For example:

- The issuance of a replacement Qualification, Statement of Results and/or Logbook will incur an administration charge of \$70.00.
- Police Checks - \$54
- Uniforms - \$65/each
- RPL Fee - \$250
- Repeat Unit (\$1700 max)
- Students who do not attend a scheduled industry visit or assessment may be charged a \$50 re-assessment fee. A 24-hour cancellation policy applies to avoid this fee.
- If a student has had multiple attempts at assessment, professional experience placement or other Course related activities, and is still found to be 'not yet competent', the student may be required to pay additional fees for ongoing training and/or assessment activities.

Please refer to the Student Results Policy on our website. RuralMedEd will negotiate these fees with the individual Student and reserves the right to waive additional student fees if the student demonstrates hardship or other exemption categories which are acceptable to RuralMedEd.

# Student feedback and quality improvement

RuralMedEd actively seeks student feedback as a key source in improving the quality of training. As a result, students will be asked to provide their constructive and anonymous feedback on each unit of competency at the completion of that unit.

If students wish to provide RuralMedEd with constructive feedback on any other issues, concerns, or commendations, a link is available on RuralMedEd's website.

# Occupational health and safety

RuralMedEd is committed to providing and maintaining a safe and healthy environment for the benefit of all students, staff, and visitors.

# Privacy statement

Student information is collected for the purpose of providing training services and is a requirement for complying with Standards for RTOs 2015. In line with these requirements, records of your enrolment must be kept for 30 years and may be reported to the DTBI and ASQA. RuralMedEd acknowledges and respects the privacy of individuals. Information regarding a student's enrolment is kept confidential always and will not be disclosed to a third party without the written consent of the student in accordance with our Privacy and Confidentiality Policy.

Management is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligation under State and Commonwealth rules and regulations of the Work Health and Safety Act (2011) and associated regulations.

It is essential that students report all safety incidents, hazards and near misses immediately to their trainer who is responsible for assisting in the completion of an incident form. If students have any concerns or notice a condition or practice that seems unsafe, it is important to report this to their trainer.

## Access and Equity

In accordance with the company procedure Equal Opportunity Policy, RuralMedEd is committed to providing an environment that allows access to all groups of people and is concerned with ensuring that all groups of people have the opportunity to participate and benefit to the same level.

To ensure we meet this commitment RuralMedEd staff will:

- Encourage all students to participate in training
- Provide flexible delivery and assessment methods where possible
- Provide appropriate support services for students and clients including access to facilities and resources
- Promote awareness of equity issues to students and clients
- Promote and value diversity. Behave in a courteous, sensitive, non-discriminatory and culturally aware manner when dealing with other staff and students
- Seek progressive improvement in the position of disadvantaged groups



## Equipment Requirements

Students are expected to have access to the following items for their learning:

- Stationery such as notebooks, pens, highlighters and rulers;
- A computer (laptop recommended) with Microsoft Word® and internet access;
- A printer and scanner; and
- Software to view online videos and images.

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# Assessment

All courses delivered by RuralMedEd use multiple modes of assessment. This may include: online assessment submitted via the online learning portal Learning@RMEA; practical assessment and workplace portfolios and reflection.

RuralMedEd acknowledges the principles of assessment and is committed to applying the principles of validity, reliability, flexibility and fairness in all assessment processes. It is also committed to ensuring the rules of evidence: sufficiency, currency, authenticity and validity are applied to all assessment items.

## Online Assessment

Online assessment will be made up of both formative assessments (these are assessments designed to enhance learning and do not contribute to your final assessment outcomes) and summative assessments (these contribute to your final assessment outcome).

Online assessments will include quizzes, short answer questions, essays, reflection and case studies.

Assessments must be submitted on Learning@RMEA or as specified by the Trainer. Alternative assessment submissions may be arranged on a case by case basis at the discretion of the Course Coordinator.

## Practical Assessment

Similar to online assessments, practical assessments may include both formative and summative assessments. These will be undertaken during face to face sessions with a RuralMedEd trainer.

### Assessment attendance and extensions

Attendance at practical assessments is mandatory.

On occasion, students may be unable to attend a scheduled assessment because of illness or a personal situation. The student must notify the Course Coordinator prior to the assessment time of their inability to attend. Where the student is ill, a medical certificate must be provided to the Course Coordinator within one week or as agreed with the Course Coordinator.

Students requesting special consideration for extension of time to an assessment task must do so by emailing the Course Coordinator. The email must include the reason for the request and evidence where applicable and be lodged prior to the assessment task due date. The Course Coordinator will provide a response in writing within one week.

Where the above conditions are not adhered to, students will be deemed 'Not Yet Competent' and will have to re-sit the unit at their own expense.

## Assessment Results

Students will be given a Competent or Not Yet Competent result for each unit at the completion of all assessment items.

To be deemed competent, the student must:

- Submit all assessment tasks on or before the due date
- Achieve 100% in all online assessments
- Attend any face to face sessions and perform practical assessment tasks to a satisfactory standard.

# Reassessment

If a student is assessed as Not Yet Competent, they will be required to undertake a reassessment. Your Course Co-ordinator will provide further information regarding reassessment activities. You are allowed 2 reassessments before a fee may be charged.

# Assessment Appeals

All students have the right to appeal against an assessment outcome or procedure, to have that appeal resolved confidentially in a timely manner, and without bias or repercussions. It is recommended that the student first discuss the matter with their trainer or the Course Coordinator to resolve the matter.

If no satisfactory solution is reached, students can lodge a complaint with the Australian Skills Quality Authority (ASQA). Further details can be obtained at [Making a complaint | Australian Skills Quality Authority](#) or by telephoning the ASQA Info Line on 1300 701 801 or by emailing [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au).

See the Complaints and Appeals policy for more information.

# Student Code of Conduct

It is an expectation of RuralMedEd that all students behave in a manner that is considerate and respectful of RuralMedEd's staff, students, facilities, and equipment. It is also expected that whilst on placement, students are considerate and respectful of their placement staff, facilities, and equipment. Further information regarding our student code of conduct can be found in the policies section on RuralMedEd's website.

The table below outlines the key rights and responsibilities of every RuralMedEd student:

Every student has the right...	Every student has the responsibility...
To be treated fairly, respectfully, and inclusively	To treat others fairly, respectfully, and inclusively
To learn in a safe, supportive, and encouraging environment	To help others to learn in a safe, supportive, and encouraging environment
To have access to a range of learning and support equipment and services	To use RuralMedEd learning and support equipment and services respectfully and appropriately
To valid and reliable assessment that is fair, transparent, and criterion-based	To undertake assessment tasks with integrity
To appeal against an assessment outcome or procedure; and to have that appeal resolved confidentially in a timely manner, and without bias or repercussions	To comply with formal procedures for appeal; providing information that is accurate and without malice
To have access to personal and academic information stored by RuralMedEd	To provide and update accurate personal information to RuralMedEd
To have their personal and academic information managed securely and confidentially by RuralMedEd staff	To respect and maintain the privacy and confidentiality of other students
To contribute to the continuous improvement of their learning experiences	To provide constructive feedback on their learning experience

# Unacceptable Behaviour

Student misconduct includes any behaviour that is deemed unacceptable by RuralMedEd. Any reported misconduct will be promptly investigated and, if necessary, disciplinary procedures will be initiated which may include reprimand, warnings, reparation for any losses, suspension, or withdrawal of a student's enrolment.

Student misconduct may include any of the following:

- Dishonestly submitting work that is not wholly their own.
- Cheating on an assessment.
- Plagiarism (deliberately or inadvertently presenting the work of others without due acknowledgement and claiming it as one's own).
- Behaviour that discriminates, harasses (including sexual), intimidates, bullies, assaults (including sexual) or vilifies other people.
- Inappropriate or unlawful use of RuralMedEd facilities, services, and resources.
- Attempting to access or alter RuralMedEd records.
- Inappropriate dress code at face-to-face sessions and industry placements.
- Unauthorised sharing of confidential student, patient, or client information either through conversation, images/videos, or documents.

## Dress Code

When attending face-to-face learning sessions, it is a requirement that students dress in a manner that is neat, not offensive to others, and meets workplace health and safety requirements.

When attending industry placements, students must observe the dress code of the host organisation and a designated uniform will be worn on placement.

## Disciplinary Procedures

If, following a full, fair, and equitable investigation, a student is found to be in breach of the code of conduct, disciplinary procedures will be undertaken. Further details can be found below in the policies and procedures section.

International students are protected by the Education Services for Overseas Students (ESOS) Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

RuralMedEd has a robust Complaints Policy, available on the website and students are encouraged to seek support as soon as required.



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# Student Support

Your wellbeing is important to us and we have support services available to you. Further information is available from the Student Support Team and on the website.

RuralMedEd recognises that at times, student learning and wellbeing can be impacted by personal difficulties or illness. It is important that students contact the Course Coordinator as early as possible so that support can be provided and, if necessary, reasonable adjustments can be made. Please see the Student Health and Wellbeing Policy for more information.

We offer the following support services:

- referral to language, literacy and numeracy programs
- provide you with agreed additional study support or coaching where available (arranged with your nominated trainer)
- provide resources to increase access for learners with disabilities and other learners in accordance with access and equity
- provide additional learning resources
- referral to Benestar, our corporate Wellbeing provider (providing services such as counselling services)
- provision of cultural and religious needs
- information and communication technology (ICT) support
- referral support about accommodation, legal services, emergency health services and Public Services
- information about student visa conditions relating to course progress

## Who To Call If You Need Assistance Or Support

In most cases, the Director of Training is your first point of call for all assistance other than training and assessment. Any costs associated with legal or emergency health services are at the cost of the student.

## What Do You Need Assistance With and Who To Contact

### Course Assistance

Assistance with your course including understanding content, accessing content and submitting assessments - Your nominated course convenor.

### Legal Assistance

For Legal assistance contact RuralMedEd Support Officer or Study Queensland  
<https://www.studyqueensland.qld.gov.au/>

### Complaint or Appeal

If not satisfied by RuralMedEd's Complaints and Appeals internal processes.  
Overseas Student Ombudsman (OSO)  
T: 1300 362 072  
<https://oso.gov.au>



# Emergency and Health Services - Non-emergency RuralMedEd Support Officer

What You Need Assistance With	Who to Contact
Emergency and Health Emergency	Call 000
Consular support	Your own country's Consulate
Counselling Support	Benestar <a href="https://www.benestar.com/">https://www.benestar.com/</a>
Workplace Issues	Fair Work Ombudsman <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>
English Language and study assistance	Study Queensland <a href="https://www.studyqueensland.qld.gov.au/">https://www.studyqueensland.qld.gov.au/</a>
Visa Support	Department of Home Affairs <a href="https://homeaffairs.gov.au/">https://homeaffairs.gov.au/</a>
Social Events and sightseeing	Toowoomba Regional Council <a href="https://visittoowoombaregion.com.au/">https://visittoowoombaregion.com.au/</a>
Routine incident	RuralMedEd Support Officer 0420 440 287
Major incident - Critical Incident	RuralMedEd CEO 0427 693 823



# Living in Toowoomba

RuralMedEd has an active student community and you are encouraged to join in scheduled and informal activities. StudyToowoomba is also an excellent place to meet other students.



## Your personal safety

All your teaching will be undertaken during daylight hours. If you are going out at night, always plan your trip home. Do not carry valuables with you.

Avoid isolated and dark places while walking at night.

If you use a taxi or an Uber, you may sit where you feel comfortable. It is normal to sit in either the front or the rear of the car.

You may wish to tell the driver to stop a short distance away from your house.

## At Home

Always keep your house doors locked. Do not let strangers into your house.

## Outdoors

The Australian sun can be very strong. Wear a hat, sunglasses and sunscreen.

Avoid spending long periods of time in the sun. Remember you can get sunburnt even on cloudy days.

## Water safety:

When you go to the beach, ALWAYS swim between the red and yellow flags.

If there are no red and yellow flags, do not enter the water – this means there is no safety help or the sea conditions are dangerous.

If you need assistance while swimming, raise one hand in the air.

## If something happens

For life-threatening emergencies, call the Police, Fire or Ambulance on 000.

If you have an incident or an accident at home or on campus, please inform our staff as soon as it is practical so we can support you in the best way possible.



## Working out what it costs

The table below will help you (and your family) work out your expected cost of living. Toowoomba is a place where it's possible to live well without spending a lot of money.

Item	Description	Type	Estimated \$
Student Accomodation	\$270 / week (includes utilities)	Annual	\$14,040
Groceries	\$100 / week	Annual	\$5,200
Books	Reading material and text books	Annual	\$400
Uniform	Jumper, dress / trousers, shirt, shoes	Annual	\$300 - \$600
Transport	Bus	Weekly	\$14.70 - \$20
Personal Expenses	Eating out	Per Outing	\$30 - \$40
	Movie ticket	Per Outing	\$24
	Hot chocolate / coffee in a cafe with cake/biscuit	Per Outing	\$8 - \$12
	Haircut	Men	\$20 - \$40
Women		\$40 - \$70	
Postal Services	Local	Per stamp	\$1.20
	International	Per stamp	\$3 - \$4.30 (cost varies per destination)
Telephone Services	Mobile phone	Monthly	\$40 - \$60

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# Hear from our Students and Professionals

Click on the photos below to see their stories.

## Meet Kathryn

Meet Kathryn. As head of the Allied Health Department at Toowoomba's St Vincent's Hospital, Kathryn and her team work together with Rural Medical Education Australia's students during their allied health placements.

Kathryn knows the benefits of studying rurally, with additional support provided by RuralMedEd to students directly.

## Meet Thuy

Say hi to Thuy! Thuy recently completed her Cert III in Health Services Assistance with Rural Medical Education Australia.

Since finishing, Thuy is relocating to northern Queensland where she will utilise her new qualification to gain employment in the growing health sector across the state.

## Meet Kate

This is Kate's story of how she joined Queensland Health as an Allied Health Assistant since completing her Cert IV in Allied Health Assistance with Rural Medical Education Australia.

## Meet Lochlan

Meet Lochlan, since studying his Cert IV at Rural Medical Education Australia he's gone on to work as an Allied Health Assistant with Blue Care.



RURAL  
MEDICAL  
EDUCATION  
*Australia*

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