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# HALLMARK INSTITUTE

NEW STUDENT ORIENTATION

2025



# HALLMARK INSTITUTE CAMPUS LOCATION

## LOCATION

Suite 603, level 6/2 Meredith street,  
BANKSTOWN NSW 2200

## EMERGENCY EXITS

Campus location – front and back exits

## EMERGENCY MEETING POINTS

Corner of Marion street & Bungalow  
crescent, as depicted in the Evacuation  
Diagram on slide 35.





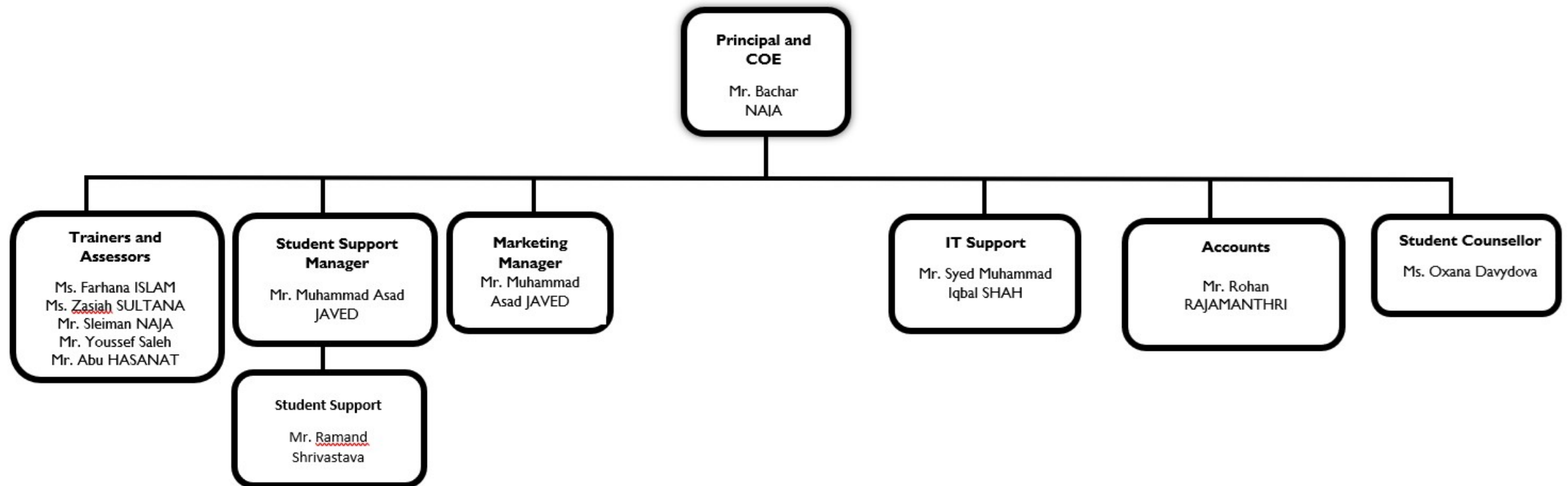
# GENERAL INFORMATION

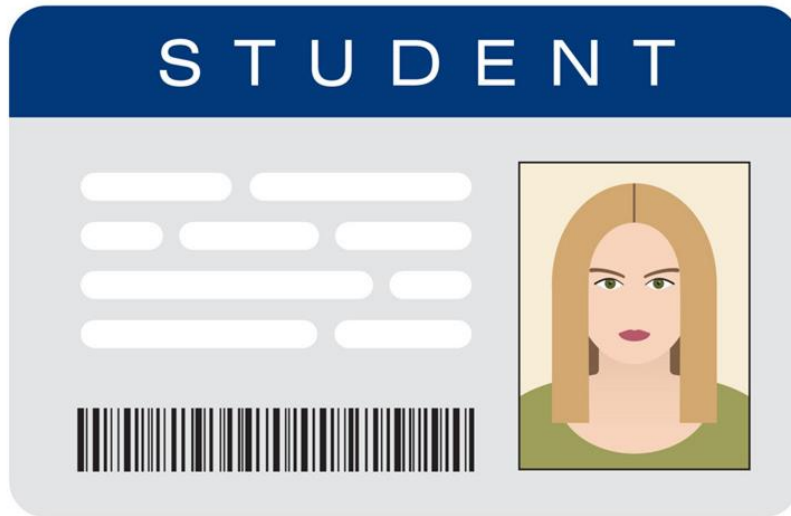
## HALLMARK INSTITUTE OFFICE OPENING HOURS

- MON – THU (8:30 AM-22:00PM)
- SAT – SUN (9:00 AM-22:30PM)

The students must study 20-hours per week in the schedule as selected in their enrolment form. Please inform the student support officer conducting the orientation if you wish to change the previously selected shifts.

# ORGANIZATIONAL CHART





# HALLMARK INSTITUTE STUDENT ID CARD

Hallmark Institute enrolled students can collect their student ID card from campus reception after completing new student orientation.

Hallmark Institute student id card is the only official/acceptable form of id for all students at Hallmark Institute . It is important for all students to obtain and use their student id card for Identification.

# USI Number

## (Unique Student Identification Number)

- Starting from the beginning of 2015 every student studying in Australia is required to have a USI Number.
- Instruction regarding the USI is given during this orientation session. If you have not received the instructions or need assistance with creating a USI number, please see someone from the Student Support team.
- All students must create a USI or must mention their USI number (if you already have one) on their orientation forms. Students who fail to provide a USI number will not be able to graduate.
- Feel free to speak to our friendly team for more information regarding your USI number.





# HALLMARK INSTITUTE

Student Handbook 2025

*The handbook contains the code of practice and privacy policy  
Student handbook is available on hallmark institute website and at reception desk.*

# REFUNDS



- A COPY OF HALLMARK INSTITUTE REFUND POLICY IS PROVIDED TO STUDENTS ALONG WITH THE LETTER OF OFFER.
- ALL FEES PAID (EXCEPT THE NON-REFUNDABLE ENROLMENT FEE) ARE SUBJECT TO HALLMARK INSTITUTE REFUND POLICY
- NOTIFICATION OF WITHDRAWAL MUST BE MADE IN WRITING, ADDRESSING TO THE PRINCIPAL (CANCELLATION FEES APPLY).
- WHERE A VISA APPLICATION/RENEWAL IS REJECTED, STUDENT MUST WITHDRAW FROM THEIR COURSE WITHIN APPLICABLE TIMEFRAME TO BECOME ELIGIBLE FOR FULL/PARTIAL REFUND.
- ALL REFUNDS (APART FROM PROVIDER DEFAULTS) WILL BE PAID WITHIN FOUR (4) WEEKS AFTER RECEIVING A WRITTEN CLAIM AND SUPPORTING DOCUMENTATION.
- REFUNDS WILL BE MADE IN AUSTRALIAN DOLLARS. AGENCY FEES, IF APPLICABLE, WILL NOT BE REFUNDED.
- REFUND COULD BE PAID TO A RELATIVE OR OTHER PERSON IN AUSTRALIA, PROVIDED THERE IS EVIDENCE TO PROVE THAT NOMINATED PERSON IS THE ONE WHO INITIALLY PAID THE TUITION FEES TO HALLMARK INSTITUTE .
- STUDENTS CAN ACCESS THE REFUND POLICY ON HALLMARK INSTITUTE WEBSITE AT [HTTPS://DEMO.HALLMARKINSTITUTE.COM.AU/](https://demo.hallmarkinstitute.com.au/)

# Procedure for Claiming Refund

**Submit  
Completed  
Refund  
Application  
Form**  
**Campus  
Reception or**  
[admin@hallmarkinstitute.edu.au](mailto:admin@hallmarkinstitute.edu.au)

**If Approved:  
Refund Paid  
Within 4 Weeks**

**If Unsuccessful:  
See “Complaint  
and Appeal  
Policy”**

## Complete Refund Application Form

If you are not satisfied with the outcome of your refund application, you have a right to appeal that decision in accordance with the International Student Complaints and Appeals Policy.



# Complaints and Appeals

## Complaints

- A negative feedback about services or staff of Hallmark Institute .
- A complaint may be received by Hallmark Institute in writing (formal document) or in person.

## Appeals

- An appeal is an application by a student for reconsideration of an unfavorable decision during training or assessment.
- Must be made in writing and specific.
- Must be submitted to Hallmark Institute within 14-working days of the student being informed of the decision.



# Complaints and Appeals Process

**Submit Completed  
Complaint & Appeal Form  
(Campus Reception or  
[admin@hallmarkinstitute.edu.au](mailto:admin@hallmarkinstitute.edu.au))**

**Start of Handling process:  
Within seven (10) working  
days from submission.**

**Written response provided  
(including details of the  
reasons for the outcome)  
within 20-working days.**

## Complete Complaint & Appeal Form

- Complaints are considered and handled to ensure the principles of natural justice and procedural fairness are applied.
- If you are not satisfied with the decision, you may make an appeal regarding that decision within 14 working days of receiving the decision.



# COMPLAINTS AND APPEALS

At Hallmark Institute, we make sure that everyone is treated fairly. If you think that something within your studies is wrong or unfair, or applicable policies have not been followed, you should speak to relevant staff at Hallmark Institute.

## You may complain about:

- Refunds
- Fees
- Changing or cancelling your enrolment
- Intention to report you to immigration

If you think a decision is unfair, you can appeal to ***overseas student ombudsman*** (service is free and independent).

TEL: 1300 362 072 | [OMBUDSMAN@OMBUDSMAN.GOV.AU](mailto:OMBUDSMAN@OMBUDSMAN.GOV.AU)

[HTTPS://WWW.OMBUDSMAN.GOV.AU/](https://www.ombudsman.gov.au/)

# Complaints and Appeals

## Review of Complaint

### External Agency

**Independent Person  
(Hallmark Institute appointed, experienced consultant)**

**Overseas Students Ombudsman**  
(free independent service)

**Tel: 1300 362 072**

**ombudsman@ombudsman.gov.au**

**[www.oso.gov.au](http://www.oso.gov.au)**

**Office of Fair Trading**  
Deals with unresolved appeals in relation to consumer related issues.

**National Training Complaints Hotline 13 38 7**

External agency that follow up and investigate complaint for domestic students.

**Institute of Dispute Resolution**  
retained to provide a mediation service for students to assist in resolving complaints.

**Australian Skills Quality Authority – ASQA Online Complaint Form** (only when they exhausted all avenues through Hallmark Institute).

# Deferral, Suspension and Cancellation of Studies

## Deferral

Students must complete Deferral of Studies Application form and provide supporting documentation to defer enrolment.

## Suspension

Students must complete a Suspension of Studies Application Form to provide supporting documentation to suspend enrolment.

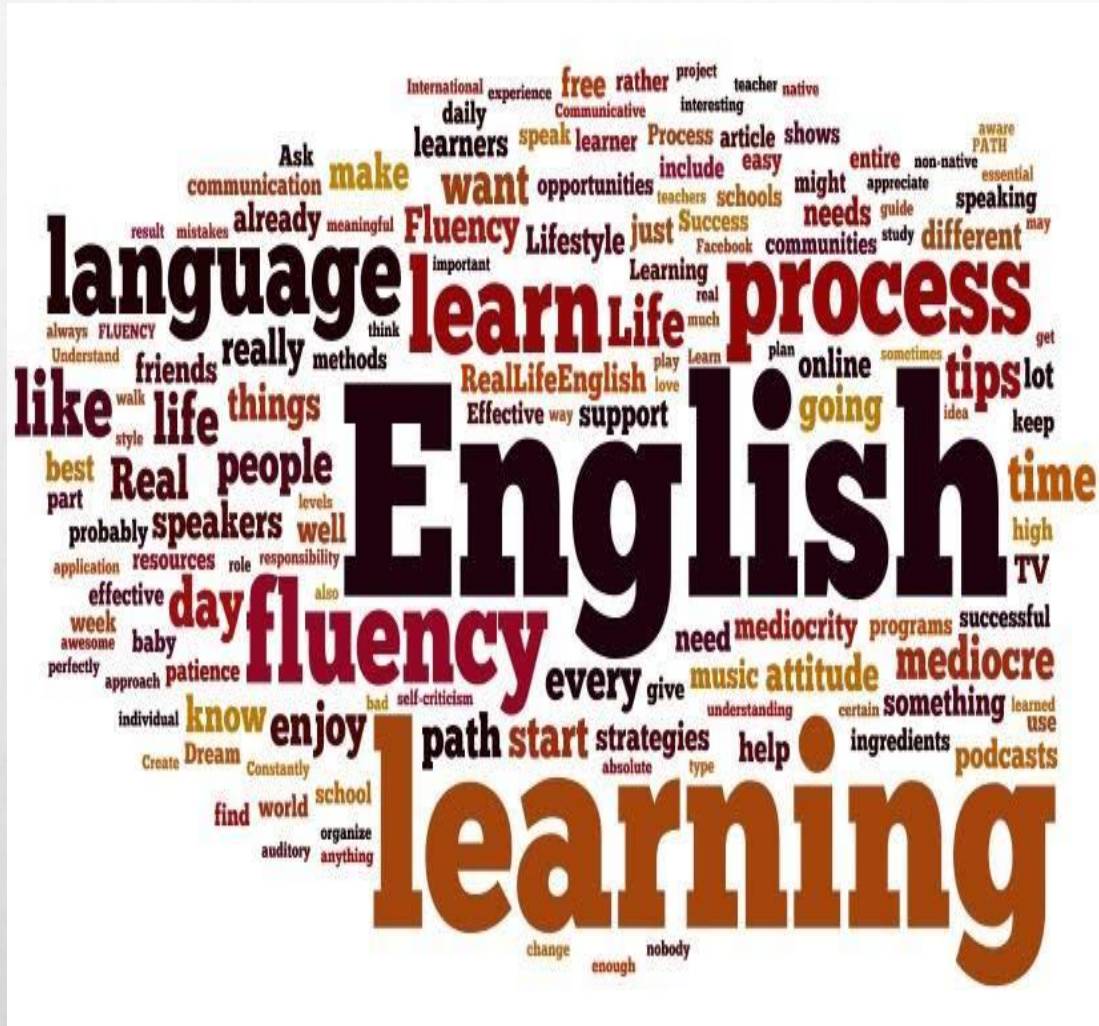
## Cancellation

Students must complete Cancellation of Studies Application form and provide supporting documentation to cancel enrolment.

Under Standard 7 of the National Code 2018, students wanting to cancel their enrolment prior to completing 6 months of their principal course must provide a Letter of Offer from another provider.

**Each student's case will be assessed by hallmark institute on its individual merits when determining whether compassionate or compelling circumstances exist.**





# YOUR STUDY AT HALLMARK INSTITUTE- LEARNING SUPPORT

- If English is not your first language, you must have satisfied English language entry criteria of admission at Hallmark Institute.
- If you require additional English Language Support to help you succeed in your studies, you should:
  - Advise student support manager or your academic coordinator in your area of specialization
- The student support officers/admission officers would be able to provide information on additional English Language Support opportunities available.
- If needed, seek further English language help by contacting front desk.



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## STUDENT SUPPORT AT HALLMARK INSTITUTE - COUNSELLING

Students at Hallmark Institute have access to free and confidential counselling services, available both face-to-face and via phone, with our Student Counsellor, Ms. Oxana Davydova. Where ongoing or specialized support is required, students may be referred to external professionals.

To enquire about availability or to schedule an appointment, please contact reception or email Ms. Davydova directly at [oxana@hallmarkinstitute.com.au](mailto:oxana@hallmarkinstitute.com.au).

Students may wish to meet with the Student Counsellor for support with:

- Developing social skills and enhancing emotional wellbeing
- Adjusting to university life and being away from home
- Balancing academic and personal responsibilities
- Managing stress and exam preparation
- Building assertiveness and self-confidence
- Enhancing your motivation



## **STUDENT SUPPORT AT HALLMARK INSTITUTE - COUNSELLING**

Students may also seek counselling support for assistance with:

- Navigating relationship or family-related challenges
- Managing psychological conditions such as anxiety or depression
- Coping with distressing situations or personal crises
- Exploring strategies for self-care and discussing suicide prevention
- Accessing support in relation to domestic or family violence, and/or sexual assault

# OTHER SUPPORT SERVICES

Some other support services that may be useful to know while you are studying in Australia are:

## **EMERGENCY MATTERS CONTACT DETAILS – 000**

Service details - life-threatening situations, such as a car crash or a fire.

## **LOCAL POLICE – NON-URGENT MATTERS.**

## **LIFELINE CONTACT DETAILS - 13 11 14**

Service details - lifeline provides crisis support, suicide prevention, and mental health support services across Australia.

These can include stresses from work, family or society, and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.



# OTHER SUPPORT SERVICES CONTD.

## Sexual Assault Counseling Service

- Service details -If you've been sexually assaulted, you can get help and support. There are many services available nationally, such as 1800 RESPECT, but there are also state- and territory-based services as well.
- Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

## National Sexual Assault Support

- 1800 RESPECT Sexual Assault, Family & Domestic Violence counseling phone and webchat. Free 24/7 [1800respect.org.au](http://1800respect.org.au)
- Phone: 1800 737 732

## Adults Surviving Child Abuse

- Telephone counseling and digital support for [survivorsblueknot.org.au/](http://survivorsblueknot.org.au/)
- Phone: 1300 657 380





## OTHER SUPPORT SERVICES CONTD.

### Kids Helpline

- Contact details - 1800 551 800
- Service details - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your study's personal relationships, Kids Helpline offers free 24 hours, 7-day telephone counseling support (anonymous if you prefer).

### Poison Information Centre

- Contact details - 131 126
- Service details - Provides advice on the management, assessment, and treatment of poisonous products including non-prescription pharmaceuticals, household, and industrial chemicals, and plant and animal venom.

# OTHER SUPPORT SERVICES CONTD.



Multicultural NSW provides people from all backgrounds the opportunity to fully participate in our social, economic and political system, knowing it enriches NSW overall.

Contact Multicultural NSW

Phone: (02) 8255 6767

Email: [contact@multicultural.nsw.gov.au](mailto:contact@multicultural.nsw.gov.au)

Multicultural NSW Postal Address

Dharug Country, PO Box 618 Parramatta NSW 2124.

# OTHER SUPPORT SERVICES CONTD.

## Bravehearts

- Telephone counseling for survivors and child protection-advocacy  
<https://bravehearts.org.au/>
- Phone: 1800 272 831

## Living Well

- Online support for male survivors of sexual assault  
<https://livingwell.org.au/>
- For New South Wales

## Rape Crisis and Sexual Assault

- Hotline Telephone and online crisis  
[shorturl.at/BCT34](https://shorturl.at/BCT34)
- Phone: (02) 9819 6565 or 1800 424 017NSW Health Sexual Assault Services
- Directory of support services in New South Wales :  
[shorturl.at/ADEIX](https://shorturl.at/ADEIX)



# LEGAL ADVICE

## Legal Aid

- Students who require assistance in legal matters, may contact Conveyancing & Legal Services NSW.

## Law Partners

- Please contact Hallmark Institute Reception Desk, if you require information about other legal service providers.



# Legal Aid



# VISA INFORMATION

If you are granted a student visa, it is important that you meet the conditions of your visa while studying at Hallmark Institute. You must:

- Study full-time
- Attend all your classes
- Have satisfactory academic progression, and
- Have current overseas student health cover (OSHC).

A detailed list of visa compliance is available at the department of home affairs website.

[WORK CONDITIONS FOR STUDENT VISA HOLDERS](#)



# OVERSEAS STUDENTS – WORKING IN AUSTRALIA

- As an overseas student, you must stay enrolled with fulltime study load while you are in Australia on student visa.
- Your student visa may restrict the number of hours you can work while you're studying in Australia. You can find out more about visa requirements at the department of home affairs: <http://homeaffairs.Gov.Au>
- The fair work ombudsman, a federal government agency that enforces Australian workplace laws top 5 tips to international students include:
  - Don't work for free
  - It's a good idea to keep a work diary
  - You shouldn't be paid less
  - You must get a pay slip
  - If you need any more advice, help or support you can call the fair work Infoline on 131394



# TAX FILE NUMBER (TFN)

To receive payment for your work, you are required to have an Australian TFN. To apply online for TFN, go to: <http://ato.gov.au/tfn>

- You must have a valid passport or relevant travel documents.
- You will receive your TFN within 28 days of lodging the application
- Keep your TFN secure to prevent identity theft

There are only a few people and places that can ask for your TFN:

- The Australian Tax Office
- Centrelink (only applicable to Hallmark Institute domestic students)
- Your bank
- Your employer after you start a job
- Your super fund
- Your registered tax agent

# BANKING

Debit Cards  
commonly used for  
purchases

Banks like  
Commonwealth, ANZ,  
NAB and Westpac  
offer bank accounts  
with no monthly  
account keeping fees  
for students

Documents required  
to open a bank  
account:

- Passport
- Student ID Card
- CoE

Tax File Number  
(TFN) is not required  
to open a bank  
account



# ACCOMMODATION



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Sharing house/unit is popular among students

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Potential place for rent can be found online  
([www.realestate.com.au](http://www.realestate.com.au) or [www.domain.com.au](http://www.domain.com.au) )

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Never give money to landlord before seeing the property

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Do not trust emails stating 'pay money, I will deliver keys'

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Rent, food and travel can be expensive compared to your home country

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# TELEPHONE

- Telephone cards available for purchase from places displaying “Phone Card Sold Here”
- (Post Office & Newsagents)
- Local, National & International calls can be made from public payphones
- Telephone interpreter services available 24 hours on 13 14 50



# Medical Services

## First Care Medical Centre

Central, Shop SP335/I North Terrace, Bankstown NSW 2200

Phone : (02) 9793 2022

## Bankstown Centro Medical Centre

Shop 247 A North Terrace Bankstown Centro Shopping Center, North Terrace, Bankstown NSW 2200

Phone : (02) 8103 1111

## Bankstown Medical & Dental Centre

67 Rickard Rd, Bankstown NSW 2200

Phone : (02) 9790 0024

# OVERSEAS HEALTH COVER

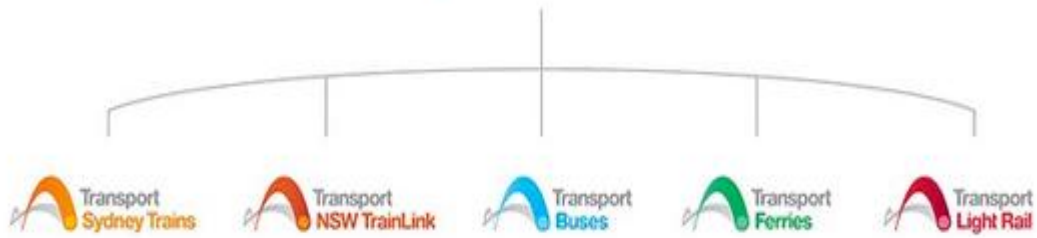
Overseas Student Health Cover (OSHC) is health insurance for international students that provides cover for the costs associated with:

- in hospital medical treatment
- out of hospital medical treatment
- pharmaceuticals
- emergency ambulance assistance and transport

The Department of Home Affairs requires all holders of a student visa must have OSHC for the entire length of their student visa. If you are an international student, and do not maintain your OSHC, you are at risk of having your student visa cancelled.



# TRANSPORTATION IN NSW



Sydney transportation system includes -  
Trains, Buses, Light rails, Taxies, and  
Ferries



[www.transportnsw.info/tickets](http://www.transportnsw.info/tickets) or Call  
131 500



Download Application on Smart Phone



For an Opal Card – [www.opal.com.au](http://www.opal.com.au)

# LATE NIGHT TRANSPORT

- Night ride buses replace trains services between midnight to 4:30am.
- Be safe while travelling at night times.
- Plan your journey ahead to reach home safely.
- Secure taxi ranks are staffed by security guards late on Friday and Saturday nights and managed by transport NSW.

## OPAL CARD

- “OPAL” is a smart and valid card for travelling in any services.
- You can get these opal cards in all newsagencies and train stations.
- To save your time download the opal app from app or play store and register your card so that you can top-up your card.
- Or you can top-up your opal card in any of the train stations.
- Always tap on when you board and tap-off at the end of your trip to avoid fines.

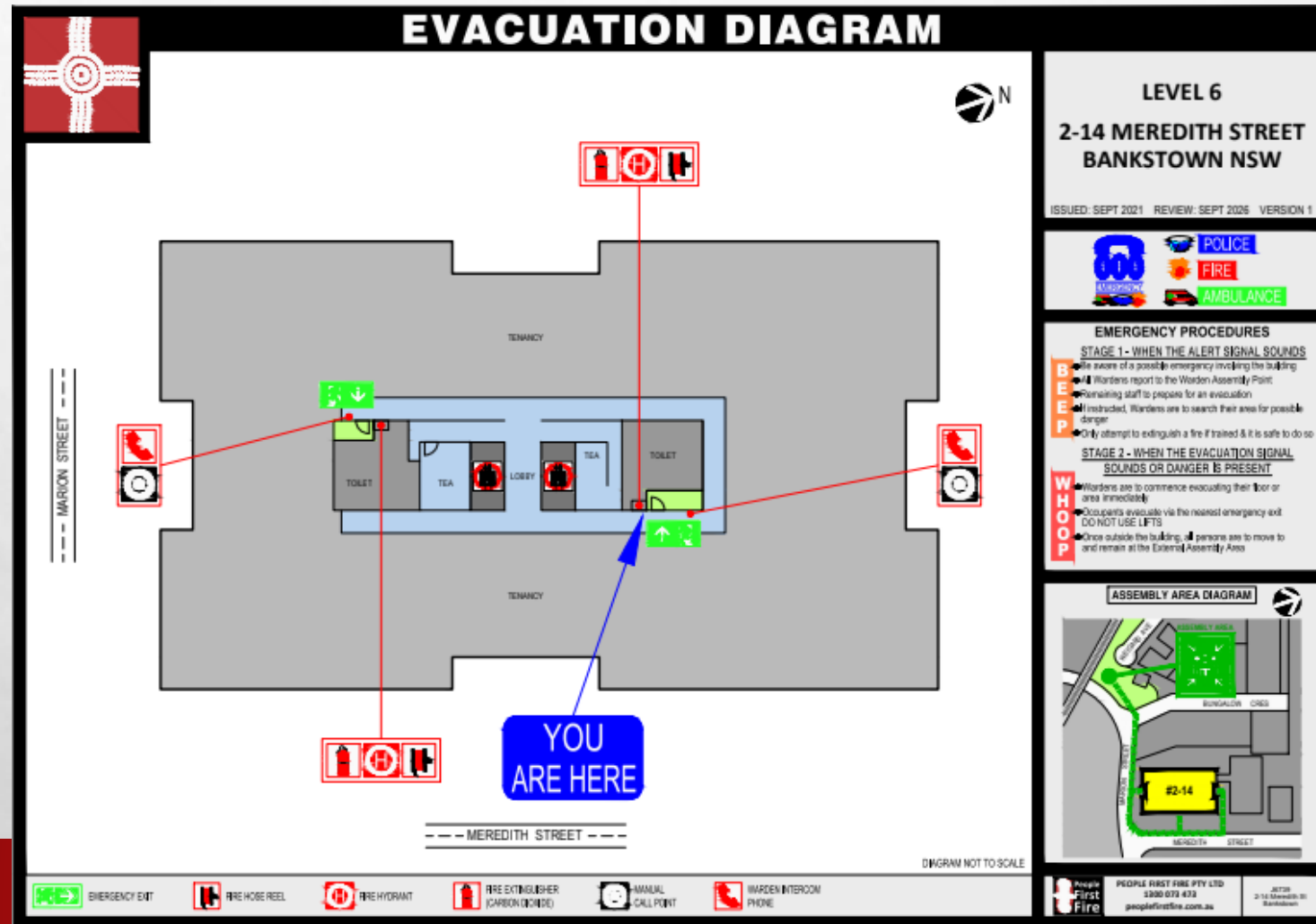


# IMPORTANT POINTS TO REMEMBER

- Smoking is prohibited throughout the building including foyer, fire exits, toilets, and lifts.
- On hearing an evacuation alarm, or on the instructions of emergency control personnel, immediately cease all activity, secure personal valuables and leave the campus building. Stay calm, do not panic.
- In a fire, do not use lift to evacuate the building.
- Evacuate the campus building using the nearest and safest fire exit. Follow the most direct route to the exit. Move to the closest, assembly area or as directed by staff/emergency services. Remain at the assembly area and until the all clear has been given.
- Staff in charge of a class are responsible for an orderly evacuation. Please follow their instructions.



# Emergency Evacuation Floor Plan



# RECREATIONAL ACTIVITIES



## LUNA PARK

1 OLYMPIC DRIVE, MILSONS POINT NSW 2061

## MANLY WATER WORKS

CNR WEST ESPLANADE & COMMONWEALTH  
PARADE,  
MANLY NSW 2095



# SYDNEY BEACHES

## Caution at the Beach

- Always swim between the flags.
- Do not swim alone.
- Be careful of unexpected high waves.
- Be careful of leaving personal belongings on the beach.
- Always swim in patrolled areas.
- Protect yourself from the sun – sunscreen, hat, shirt & sunglasses.





# PLACES OF WORSHIP

Australia is a multicultural society where most religions are represented and respected. A listing is available at Hallmark Institute reception for local churches, mosques, temples and other places of worship.

# INTERNATIONAL STUDENTS IN NSW



[www.study.sydney](http://www.study.sydney)

NSW Government website for International Students that provides information about:

- Study in NSW;
- Living in NSW;
- Working in NSW;
- Events.



THANK YOU  
FOR CHOOSING  
TO STUDY AT  
HALLMARK  
INSTITUTE





Hallmark Institute,  
Suite 603, Level 6/2 Meredith Street, BANKSTOWN  
NSW 2200 Australia.

Workshop: Unit 3, 12 Anne Street, St Marys NSW 2760.



+61 2 9066 6903



admin@hallamarkinstitute.edu.au



<https://demo.hallamarkinstitute.com.au/>



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