



USQ Sydney Education Centre

in association with Canterbury Institute of Technology



USQ APPROVED
COURSE PROVIDER

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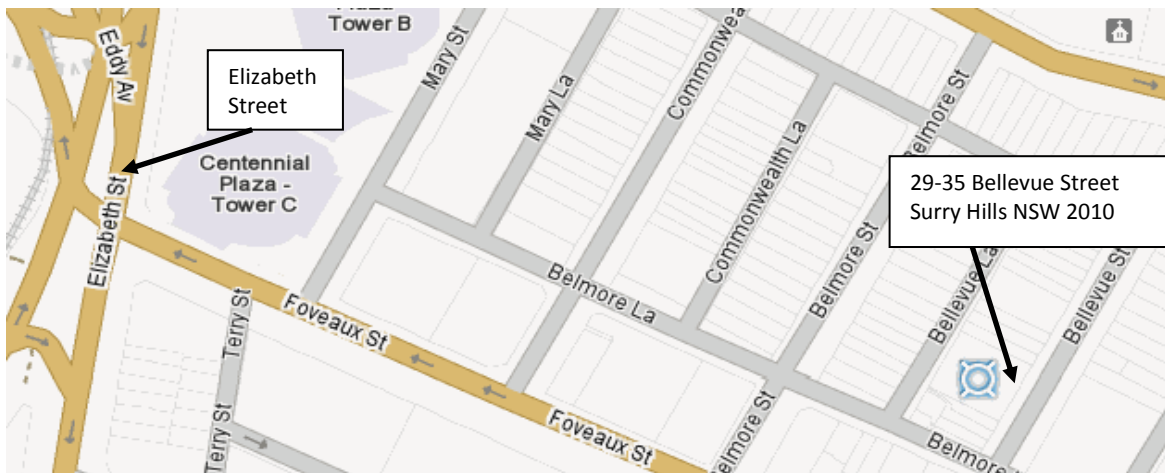
WELCOME

USQ SYDNEY EDUCATION CENTRE WELCOMES YOU TO STUDY IN SYDNEY

This Pre Arrival information is designed to assist you in organising and preparing for your arrival to Sydney. USQ Sydney Education Centre (USQ SEC) wishes you well in your travel to Sydney.

For further information about USQ Sydney Education Centre please visit:
www.usqsydney.nsw.edu.au/about-us/usq-sec/

LOCATION



USQ SEC is located in an office building in Bellevue Street. You can get to USQ SEC by bus or train.

If you travel by bus get off at Central, and walk towards Elizabeth Street.

For more information regarding bus fares and routes please refer to:
<https://transportnsw.info/travel-info/ways-to-get-around/bus>

If you travel by train get off at Central Station, take the Elizabeth Street exit and walk towards Foveaux Street.

For more information regarding train fares and routes please refer to:

<http://www.sydneytrains.info/Bellevue> St is located on the left of Foveaux St as you walk towards Foveaux St from Central station. The location is indicated on the map and also noted below.

Location:

Reception, Level 1,
29-35 Bellevue Street,
Surry Hills, NSW, 2010
AUSTRALIA
Ph: +61 2 9280 3733
Fax +61 2 9280 3858

PRE DEPARTURE CHECKLIST

As you prepare to depart your country for USQ Sydney Education Centre, you may use this checklist to ensure you are adequately prepared for your journey.

Please ensure you bring the following documents with you to Australia

- Current and valid passport.
- Current Student Visa OR other valid Australian Visa.
- Exit visa (from your country, if necessary).
- Passport size photographs.
- Medical records, vaccination records, doctor's prescription of any medication that you are currently prescribed, reading glasses.
- Confirmation of Enrolment from USQ Sydney Education Centre.
- Receipt/s of payment made to USQ Sydney Education Centre.
- ID card (driver's license, birth certificate).
- Credit card, Travellers' cheques, AUD (Australian Dollars) approximately \$1000 in cash.
- Transcripts, certificates and course syllabuses of any study undertaken by you.
- Work experience certificates and resume.
- Marriage certificate if you are bringing your spouse with you or intend to bring spouse to Australia.
- If you have children, their birth certificates, academic certificates.

What you need to organise before you leave your country

- Apply for and be granted a valid Australian Student Visa
- Book air travel and arrange to arrive in Sydney one week before classes commence in order to participate in the Orientation program.
- Complete all medical examinations, eye and dental checks. Dental treatment is not covered by Overseas Student Health Cover (Health insurance), and is an expensive treatment in Australia
- Arrange temporary accommodation before arrival in Sydney

CHECK LIST OF CLOTHING TO BRING WITH YOU

In summer most people wear light cotton clothes whereas in winter people wear slacks, a sweater/ coat and closed shoes. It is advisable that you bring suitable clothes with you.

- Please organise to bring with you clothes for winter such as thermals (special clothes designed to retain body heat), winter jacket to keep you warm from cold and wind, wool socks, wool scarf, sweat shirt and slacks
- Shoes – a pair of black leather shoes, pair of slippers/sandals, pair of sports shoes
- Bed linen and a light blanket – quilt
- Umbrella and raincoat

CLIMATE IN AUSTRALIA

The four seasons in Sydney are listed below:

- Summer is from December to February
- Autumn is from March to May
- Winter is from June to August
- Spring is from September to November.

Rain is expected anytime through the year. Sometimes there are light showers and at other times thunder storms. In summer day temperatures can exceed 35 degrees Celsius and in winter the average day temperatures (June/ July) is 16 degrees Celsius. For further information regarding climate in Sydney please refer to: www.sydney.com.au/weather.htm

COST OF LIVING IN SYDNEY

It is strongly recommended that you organise to bring with you enough funds to support you and your dependents during your study in Australia.

As per Department of Home Affairs guidelines the financial requirements per year are outlined in the table below:

Expenses	Per Person	Amount required in AUD
Travel	Applicant	Return air fare to Australia
	Family members	One return air fare to Australia per person
Tuition	Applicant	Course fees
	School-age children aged 5-18	\$8,000 AUD per year
Living	Applicant	\$20,290 AUD per year
	Partner	\$7,100 AUD per year
	Child	\$3,040 AUD per year

For further information please go to: www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds

MEDICAL INSURANCE

As per student visa compliance requirements students and their dependants are required to have visa length health cover. Please talk to the USQ SEC staff located at Level 3, 29-37 Bellevue Street, Surry Hills 2010 for information on fees and charges.

All international students are required to have a valid Overseas Student Health Cover policy for the duration of their stay in Australia. USQ SEC provides Overseas Student Health Cover via Medibank as an option. Should students take a policy on their own accord they need to ensure the policy covers the duration of their student visa and a copy of their policy must be provided at the time of acceptance.

If you are accompanied by a spouse and/or dependent children, you will need to pay a family premium.

For more information on OSHC Medibank* visit the Medibank website on <https://www.medibank.com.au/overseas-health-insurance/oshc/>

***Please note:** fees are subject to change

For further information on other OSHC providers, visit: <https://www.privatehealth.gov.au/healthinsurance/overseas/oshc.htm>

USQ SYDNEY EDUCATION CENTRE -- TEMPORARY ACCOMMODATION ARRANGEMENT AND AIRPORT PICK UP REQUEST

USQ Sydney Education Centre is able to make arrangements for student's airport reception and temporary accommodation at the cost of AUD\$220 per person. If you would like to utilise this service, please fill in the temporary accommodation arrangement and airport pick up form and send it to USQ Sydney Education Centre. The completed form has to reach us at least 2 weeks before your arrival in Australia. For a copy of the airport pick up and accommodation placement request form please refer to: www.usqsydney.nsw.edu.au/wp-content/uploads/2012/12/Airport-Pick-Up-Accommodation-Placement-Form-updated-140213.pdf

You may send the form by post or fax to Level 1, 29-35 Bellevue Street, Surry Hills 2010, NSW, Australia. Ph: +61 2 9280 3733 Fax: +61 2 9280 3858.

In case of emergency please call Navneet Mago, mobile number 0413 656 896 after hours or +61 2 9280 3733 during business hours (9am – 5pm, Mon-Fri).

Information on Accommodation Options in Sydney

USQ Sydney Education Centre does not have on campus accommodation facilities for International students.

The following is a list of private hotels/hostels that you may contact to organise temporary accommodation when you arrive in Sydney.

For further information on Sydney city and accommodation please refer to: www.sydney.com.au/hotels.htm

Home Stay

Home Stay provides accommodation for students with a family. The facilities provided may differ from one organisation to the other.

The following is a list of some of the Home Stay organizations

Auzzie Families Homestay Care

Suite 4, rear 795 New South Head Road
Rose Bay, NSW 2029
Ph: +61 2 9301 0900
Fax: +61 2 9301 0999
www.auzziefamilies.com

Homestay Network

Ph: +61 2 9412 3100
Fax: +61 2 9012 0392
Mobile phone number: +61 404 077 457
www.homestaynetwork.com.au

Student Agency Sydney Australia

ABN 69 981 807 739

33/7 Regent Street, Wollongong NSW 2500, Australia

Ph: +61 452 181 547

Email: info@studentagency.com.au

Web: www.studentagency.com.au

Long Term Accommodation

For long term rental options and share accommodation please refer to the **Domain** website:
www.domain.com.au/

USQ Sydney Education Centre does not take responsibility for any arrangements made by the student and the concerned accommodation agency.

Self-Care

Students who live in shared accommodation are expected to share household tasks like cleaning and cooking. Therefore if you do not know how to cook, it is advisable to bring along simple recipes and learn to cook simple meals prior to arriving in Sydney.

AUSTRALIAN AIRPORT REGULATIONS (CUSTOMS & QUARANTINE)

Australian Customs

On arrival you will be required to present your passport and the completed incoming passenger card to the customs officer, then collect your luggage and proceed to the green or red channel.

- If you do not have any goods to declare follow the green Channel.
- If you have any goods to declare or are unsure, follow the red Channel.

When travelling to Australia; please be aware that **if you are carrying a total of AUD\$10,000 or more in cash of any currency, you MUST declare the money on your incoming passenger card** and when questioned by Australian Customs officials on arrival. A failure to declare this money may result in the money being taken and you being arrested and prosecuted. It is NOT an offence to bring this money into Australia. The offence is not declaring the money.

For information regarding duty free allowance and restricted imports, please refer to:
<https://www.abf.gov.au/>

Australian Quarantine

The Australian Quarantine Service strictly enforces Australian regulations covering items that can and cannot be brought into Australia. **You must declare on the incoming passenger card:**

- **Food**
- **Plant Material – including any wooden items**

- **Animal products.**

Any prohibited items should be placed in the quarantine bins on the way to baggage collection at the airport. Baggage will be checked by both specially trained sniffer dogs and x-ray machines, so take care to declare any items, even if you are unsure about them. On the spot fines of AUD\$200 or more can be imposed for failure to declare items. Further information may be obtained at: <http://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

After you clear Immigration Control and Customs, if you require any additional information regarding accommodation or transport facilities visit the Tourism Information Counter (*i*) where you will be assisted by the staff there.

TRANSPORT FROM SYDNEY AIRPORT

From the airport you may choose to proceed by train, taxi or airport shuttle bus.

- Taxi charges approximately \$35 - \$50 from the airport to the city.
- Train charges approximately \$16 from the airport to Central Station in the city.
- Shuttle Bus approximately \$15 - \$20 from the airport to the city.
Please note: these buses need to be pre-booked.

For more information on the transport facilities at the Sydney Airport visit: www.sydneyairport.com.au

STUDENT SAFETY AND CONSUMER PROTECTION

Please refer to the following information on safety:

- Study In Australia
<http://www.studyinaustralia.gov.au/global/live-in-australia/health-and-safety/personal>

The following information will provide details on student's rights and responsibilities in NSW.

- NSW Fair Trading - International Student Consumer Guide
<https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students>

STUDENT VISA ISSUES

Australian Student Visa

The Australian Government approves student visas for study in Australia. The Australian Government determines the requirements for the issue of a student visa.

The Australian Government operates an Overseas Student program that allows people who are not Australian citizens or Australian permanent residents to study in Australia. If you wish to study in Australia you must first obtain a student visa.

To be eligible for a student visa you must be accepted for full-time study for the whole or part of the education program you intend to do with USQ-SEC and also meet a number of

assessment factors and general requirements that have been established by the Australian Government.

The University of Southern Queensland is a registered provider of education with the Australian Government (CRICOS Institution Code No. QLD 00244B, NSW 02225M).

For all information and advice on applying for your visa ask USQ's representative or make contact with your nearest Australian Embassy, Consulate or High Commission. For latest general information please visit the Department of Home Affairs website:

www.homeaffairs.gov.au

Australian Student Visa information – <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Please remember noncompliance with the conditions of your visa may result in the cancellation of your student visa. For further information regarding your student visa conditions you may refer to: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

Dependant Family members

If you have dependants travelling with you to Australia you need to ensure they are covered in your student visa application. School-aged dependants accompanying you to Australia will be required to pay full fees if they are enrolled in either government or non-government schools.

For further information please visit: www.homeaffairs.gov.au

For information on schools in New South Wales please refer to: <https://education.nsw.gov.au/> and www.boardofstudies.nsw.edu.au

It is also compulsory that you and your dependants have valid health cover.

Deferral, Leave of absence and Suspension of studies

Students who need to defer studies or apply for leave of absence for compassionate reasons (such as serious illness, bereavement, crime against the student) during semesters should apply through the Manager- Academic Services, Level 3 for leave from their program and provide evidence of a genuine reason for their inability to study.

Students who defer studies are expected to leave Australia during the period of their deferral, unless exceptional circumstances prevent them from leaving Australia. USQ will notify Department of Home Affairs on the student's behalf to ensure visa compliance.

For further information on the assessment of compassionate and compelling circumstances please visit: <http://policy.usq.edu.au/documents/131150PL>

- Student's enrolment may be suspended or cancelled on the basis of poor academic progress.
- Please refer to USQ policy relating to Academic Standing, Progression and Exclusion <http://policy.usq.edu.au/documents/13566PL>
- Student's enrolment may be suspended or cancelled on the basis of academic misconduct. Please refer to USQ policy relating to Academic Integrity <http://policy.usq.edu.au/documents/13752PL>
- Students are required to enroll by the last date to add courses in a given semester.
- Students who are not enrolled and who do not recommence studies in a given semester will be given two (2) weeks as a time frame before their COE is cancelled.

STUDENT SUPPORT SERVICES

USQ Sydney Education Centre has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact the staff. Our highly trained staff are always happy to help you whenever possible. Please take advantage of the support facilities available before any problems becomes an issue, so that you may have a happy and rewarding experience while you are studying in Sydney.

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of each semester. Students are provided with peer support through a mentor program. A briefing is conducted on Australian culture and the study style in Australia. Information is given to students regarding accommodation, student visa conditions, work permits, overseas health cover, and use of information technology facilities within USQ Sydney Education Centre. Students are also given a campus tour and are introduced to staff. The Orientation Program is held at Level 7, 29-35 Bellevue Street, Surry Hills 2010, NSW AUSTRALIA. Ph: +61 2 9280 3733.

Mentor program

USQ Sydney Education Centre organizes a mentor program where new students have an opportunity to meet and interact with senior students. This program assists new students to adjust to their new environment, and acts as a support network. The mentors provide students with information on local community associations and cultural support groups. For further information regarding the mentor program please contact reception at Level 1, 29-35 Bellevue Street, Surry Hills 2010. Ph: +61 2 9280 3733

Academic support

In addition to regular lectures and tutorials students are provided with extra academic support such as revision tutorials and peer aided learning. Referencing workshops are conducted to assist students who have difficulty in writing assignments. Workshops such as study skills, exam preparation and Academic warning and self reflection exercise (AWARE) are organized to assist students with academic difficulties. For academic support and assistance please contact your program manager located on level 3, 29 – 35 Bellevue Street, Surry Hills 2010.

Peer Tutorial Support

Additional tutorial support and peer tutoring is organised for students requiring academic assistance. This service has been beneficial to students experiencing difficulties in their studies. To register for Peer Tutorials please contact Manager- Academic Services on Level 3, 29-35 Bellevue Street, Surry Hills 2010. Ph: +61 2 9280 3733

Counselling services

USQ has a counselling service that is available to all currently enrolled USQ Students. The USQ counselling service is designed to assist students in dealing with a wide range of problems including homesickness, balancing your studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations. Further information on USQ's counselling service can be found at: <http://usq.edu.au/current-students/services/health-counselling-wellbeing/counselling>

If you would like assistance in making a counselling appointment, please contact Manager, Academic Services on Level 3, 29-35 Bellevue Street, Surry Hills 2010. Ph: +61 2 9280 3733

Student Services

USQ's Student Services offers a variety of information and support in areas of health and wellbeing, disability support, accessing career advice and how to get in touch with potential employers, welfare support in relation to accessing finance, safety and legal advice, accommodation advice and tips for renting and living with others, and multi-faith services. Further information about these services can be found at: <http://usq.edu.au/current-students/services>

Emergency and Crisis Support

Don't forget if you have an emergency requiring an ambulance, fire department or police, call 000 immediately.

STUDENT FACILITIES

USQ SEC Operating Hours

9:00am – 5:00pm Monday to Friday.

Please note: operation hours are subject to change.

Use of Computer Labs and Classrooms

In keeping with accepted practice the work environment of all students is to be respected. Classrooms and laboratory areas are to be kept clean and tidy. Students are required to remove all litter, work papers, bags and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately. Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, computers, televisions and video players can only be moved to another room with the permission of the lecturer and need to be returned after use.

Computer Lab

USQ SEC has 4 well equipped computer laboratories, with free Internet facilities. The computer labs are located at level 1, 29-35 Bellevue Street. Please contact reception at Level 1 for further assistance.

Computer Lab times: 9:00am – 6:00pm* Monday to Thursday 9:00am – 5:30pm Friday

* **Please note:** operation hours are subject to change.

Resource and Library facilities

Students can borrow books from the Resource Centre at USQ SEC for referencing and study. Students are given access to the USQ online library facility. Students are also able to borrow books from other universities under the ULANZ (University Libraries of Australia and New Zealand) borrowing scheme: <https://www.caul.edu.au/programs-projects/ulanz-borrowing-scheme> . For details on accessing this library please contact the Resource Centre located at Level 1, 29-35 Bellevue Street. Ph: +61 2 9280 3733.

Student Rooms

Bellevue Street campus has student / lunch rooms for recreation and relaxation.

ORIENTATION DETAILS

Orientation Semester 1, 2019- Thursday 21 February 2019

Orientation Semester 2, 2019- Thursday 11 July 2019

Orientation Semester 3, 2019- Thursday 14 November 2019

TIME	PROGRAM
9.30am	Welcome
10.00am – 10:30am	Student Support Services Information on academic/ welfare services for students
10:30am – 11:00am	Safety in a new environment Information on safety and accessing support in case of an emergency.
11:00am – 11:15am	Resource Centre / Library Information Information on how to access books for referencing from USQ SEC Resource Centre, borrowing facilities, using the online library.
11:15am - 11:45am	Information for new students Accommodation, TFN, Banking, OSHC, etc.
11:45am - 12:30pm	Welcome message from Director of USQ SEC and Study Plan Information
12:30pm	LUNCH – Light lunch provided
1:15pm – 2:00pm	Official Welcome from USQ
2:00pm – 2:15pm	UConnect and Faculty Information Brief demonstration on using U Connect to access learning resources, completing online tests and submitting online assignments.
2:30pm – 3:30pm	Program Information & Study Plans Registration + timetables +campus security photo
3:30pm – 3:45pm	Evaluation / Feedback Forms Conclude

Please note: some of the sessions noted in the above orientation program may change depending on the needs of the students and the availability of the speakers.

If you are unable to attend the Orientation Program due to unavoidable circumstances please contact reception, Level 1, 29 – 35 , Bellevue Street, Surry Hills 2010 or call +61 2 9280 3733 requesting for details of a briefing of the orientation program.

Best wishes

USQ SEC Student Support Services