USQ Sydney Education Centre

in association with Canterbury Institute of Technology

STUDENT HANDBOOK

Semester 3 2012
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WELCOME TO USQ SYDNEY EDUCATION CENTRE

Thank you for selecting the University of Southern Queensland (USQ) for your further studies and for attending the USQ Sydney Education Centre (USQ SEC). USQ is committed to excellence in teaching, learning and research. This is backed by quality student support. As an international leader in innovative program delivery we are confident we will meet your needs.

The purpose of this handbook is to provide you with vital information about USQ SEC. It is important that you read this handbook carefully. If you need clarification on any issue addressed in this handbook, please contact the Reception Staff on Level 1, 29-35 Bellevue Street, Surry Hills who will assist you.

About The University of Southern Queensland (USQ)

The University of Southern Queensland is an Australian and Queensland Government accredited university, and was established as the Queensland Institute of Technology (Darling Downs) in 1967. USQ has built a reputation for offering quality academic programs that are recognized worldwide by other higher education institutions, employers and internationally accredited professional bodies.

USQ is on the Australian Commonwealth Register of Institutions and Courses for Overseas students (CRICOS) and must comply with the National Code of Practice. The Code sets strict requirements for all CRICOS registered providers, programs and courses. USQ has three campuses located in Queensland, Australia.

About USQ Sydney Education Centre (USQ SEC)

USQ SEC operates in association with Canterbury Institute of Technology (CIT) and is located in office buildings close to the heart of Sydney’s CBD. USQ SEC is within easy walking distance to the city’s main transport, education, sports, government and tourist facilities. USQ SEC has teaching and administration facilities in a multi storey building located in Bellevue Street, Surry Hills.

In association with CIT, USQ SEC offers a range of undergraduate and postgraduate programs which are in high demand in the domestic and international employment markets. Weekly lectures and tutorials are scheduled for each course and are held in either classrooms or computer laboratories. The academic staff at USQ SEC, have years of professional and academic experience which guarantees the delivery of high quality education. All academic appointments at USQ SEC are approved by USQ and academic staff from USQ, regularly visit USQ SEC to conduct orientation programs, academic workshops and student counselling.

USQ SEC provides students with a wide range of academic and welfare support services. New students are encouraged to attend the orientation program conducted at the beginning of each semester where details about living and studying in Sydney are provided.

USQ SEC has an in-house Resource Centre where a limited number of textbooks are available for reference. Students can also access the USQ online library facility to view electronic books and online journal databases. [http://library.usq.edu.au/](http://library.usq.edu.au/)

USQ SEC students can also access the University of New South Wales library in Sydney.
USQ SEC prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs. USQ SEC looks forward to assisting all its students in achieving their educational goals and preparing them for the challenges ahead.

**Staff Contact List**

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
<th>Email</th>
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<tbody>
<tr>
<td><strong>LEVEL 1</strong></td>
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<tr>
<td>Htwe Htwe Thein</td>
<td>Reception Coordinator / MITP Program Coordinator</td>
<td><a href="mailto:htw@usqsydney.nsw.edu.au">htw@usqsydney.nsw.edu.au</a></td>
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<td>Manager – Academic Services Student Contact Officer</td>
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<td><strong>LEVEL 4</strong></td>
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Location of USQ Sydney Education Centre
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Surry Hills, NSW, 2010
AUSTRALIA
Ph: +61 2 9280 3733
Fax: +61 2 9280 3858

Important Dates for Semester 3, 2012

<table>
<thead>
<tr>
<th>2012 Semester three</th>
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<tr>
<td>8 November</td>
<td>Orientation</td>
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<tr>
<td>9 November</td>
<td>Last day to add Semester three courses</td>
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<tr>
<td>12 November</td>
<td>Semester three commences</td>
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<tr>
<td>14 November</td>
<td>Fee payment due date for Semester three</td>
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<tr>
<td>30 November</td>
<td>Last day to drop Semester three courses without incurring fees</td>
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<tr>
<td>21 December</td>
<td>Last date to drop Semester three courses without a failing grade</td>
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<tr>
<td>29 January 2013 – 11 February 2013</td>
<td>Examination period</td>
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For further information, please refer to the USQ online Handbook

Guide to USQ Policies and Procedures
For the most up-to-date version of all USQ Policies and Procedures, please refer to the USQ Policy Library

National Code of Practice
The Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) regulates the education and training sector’s involvement with overseas students studying
in Australia on student visas through the Education Services for Overseas Students (ESOS) legislative framework. This protects Australia’s reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation’s interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code of Practice is established under the Education Services for Overseas Students (ESOS) Act 2000.

On 1 July 2007 the original National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students was substantially revised to improve clarity and to give institutions more flexibility. For students the changes brought about greater protection. This National Code sets out guidelines for the ethical conduct of registered providers like USQ SEC. USQ SEC offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider USQ SEC understands and implements the National Code for the following purposes:

- **Ensure that recognition of prior learning of students is conducted and recorded in a formal process.**
- **Provide refunds to the students as per the USQ Refund of Student Fees Policy.**
- **Recruit students in accordance with the National Code of Practice and USQ Admission Policy.**
- **Ensure fairness by committing to Equal Employment Opportunity.**
- **Ensure that all trainers and assessors are suitably qualified and experienced.**
- **Commit to professional development of staff.**
- **Comply with the guidelines issued by Department of Immigration and Citizenship (DIAC).**
- **Provide adequate support services to students prior to arrival, on arrival and during their study at USQ SEC.**
- **Ensure student personal information is filed and maintained appropriately.**
- **Protect international students whilst studying in Australia.**
- **Protect Australia’s reputation as an education provider to international students by ensuring national standards are meet.**
- **Enable the Commonwealth to monitor and sanction providers as appropriate.**
- **Assure the integrity of the student visa program.**

For further information on the ESOS legislative framework including the National Code please refer to the Australian Education International (AEI) website:

**Academic Standing, Progression and Exclusion**

Students should make themselves familiar with the USQ policy regarding Academic Standing, Progression and Exclusion.

**Adding and Dropping Courses**

Students are reminded to strictly observe the important student dates stated in USQ Online Handbook.
Those who fail to abide by the prescribed dates for adding and/or dropping courses will receive financial and academic penalties, depending on individual circumstances.

Assessment Process
Assessment requirements are specific and will vary from course to course. All assessment details are provided in study packages. Most courses have both assignments or mid semester tests and examinations. Please note that all assignments, mid semester tests and examination papers are marked at USQ Toowoomba campus.

Assignments
Assignment due dates are available in the Course Specifications and your Course Introductory Book. It is the responsibility of the student to ensure assessment items are submitted by the due date. If students submit assignments after the due date without extenuating circumstances then a penalty of 5% of the assigned mark may apply for each working day late up to a maximum of ten working days at which time a mark of zero can be recorded for that assignment.

Assignment Submission
If electronic submission is required, there is an Electronic Submission Area in USQ StudyDesk. Please follow the detailed instructions on how to submit your assignment electronically on the USQ StudyDesk.

Hard-copy assignments should be handed in at Reception, Level 1 before 5pm on the due date. An assignment coversheet should be attached to the assignment. Assignments received after 5pm will be deemed received the next working day.

Under certain circumstances, such as illness, a student may apply for an extension to the due date for an assignment. Information about extensions is included in each course specification. Students must keep a copy of their assignments. Computer hardware failure will not be accepted as a reason for not being able to produce a copy of an assignment.

The University shall normally return marked assignments to students within three to four weeks of being sent to a marker. Please collect your marked assignments from the USQ SEC Resource Centre Level 1.

Examinations
Examinations are conducted at the end of each teaching period. All individual exam timetables are accessible via the Student Centre in UConnect and are available approximately six weeks prior to the start of each exam period. It is the responsibility of the student to ensure that they are aware of the date, starting time and venue of each of their examinations. The examination centre for USQ-SEC is at the University of Sydney.

Academic Misconduct
All work presented for assessment is expected to be the student's own and original work. If the student receives an allegation of academic misconduct it is either due to Plagiarism, Collusion or Cheating. For the most up-to-date information regarding Academic Misconduct please refer to the USQ Academic Misconduct Policy http://policy.usq.edu.au/portal/custom/detail/student-academic-misconduct/index.html

Appeal against the award of a final grade
Any appeal against a final grade must reach USQ within 20 days of the publishing of official results. Submit your appeals to Reception, Level 1 within 18 days of the publishing date of official results. Reception staff will then forward your appeal to the Secretary, Faculty Appeals Committee. Late appeals will not be accepted. All appeals must be accompanied by the prescribed fee.

**Deferral of Examinations**

A deferred examination application form is available from the following URL:  
http://www.usq.edu.au/current-students/learning-support/forms
This completed form should be submitted to Reception, Level 1 within seven (7) calendar days of the examination to allow time for Reception staff to forward the request to the Faculty Assessment Manager at USQ for consideration.

For further information please refer to USQ Assessment Policy:  

**Supplementary Examinations**

For further information please refer to USQ Assessment Policy:  

**Complaints and Appeals**

It is the objective of USQ Sydney Education Centre to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. USQ SEC encourages students to express any concerns they may have about study-related or other issues. Students should familiarise themselves with the USQ Complaints Management Policy.  

**Copyright**

USQ SEC complies with the relevant copyright legislation. Students are reminded that the use or copying of printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act 1968. USQ-SEC prohibits photocopying of material, which may infringe the Copyright Act.

**Credit Exemptions**

Students should submit a claim for exemptions at the time of enrolment in a program. Each claim will be assessed on individual merit in line with the University's exemption policies.

Students are required to complete an Application for Exemption/Transfer Credit. This form is available at Reception, Level 1.

You will be required to submit the following documents with your application:

- A certified copy of an academic transcript of your past academic records.
- A certified copy of the course/subject syllabus.
- MPA Students are also required to submit an ICAA or CPA Assessment of Overseas Qualifications letter.
- Please read the USQ Enrolment Policy before applying for an exemption.  
  http://policy.usq.edu.au/policy/files/enrolment.htm#id15
- Submit your application at Reception, Level 1.
- Once your Exemption/Transfer Credit Application has been processed you will receive written notification of the outcome. Please note that failure to supply all the required documents will delay an exemption decision and may mean that your exemption request is declined.
Discrimination

USQ SEC takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability, sexual orientation or age. It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Director.

Please refer to the USQ Harassment and Discrimination Complaint Resolution for Students Policy:  

Further information can also be obtained by contacting the Anti-Discrimination Board: 
NSW Anti-Discrimination Board  
Stockland House  
Level 4, 175-183 Castlereagh Rd  
Sydney NSW 2000  
Ph: (02) 9268 5555  

Equal Opportunity

USQ SEC integrates equal opportunity principles into all decisions and operations. USQ SEC is committed to the examination of all practices to avoid discrimination on the basis of gender, race, nationality, marital status, physical ability, age, political conviction, sexual orientation or religious belief. Any member of USQ SEC community who feels that they have not been treated equally should feel free to discuss the matter with the Director.

Harassment and Equity Issues

USQ SEC understands that staff and students have the right to study and work in an environment free of harassment which may be physical, verbal or sexual. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone any form of harassment.

USQ SEC does not allow harassment of staff by other staff or students nor does it allow harassment of students by staff or other students. USQ SEC will ensure that any complaint of harassment is treated seriously and sympathetically. All complaints will be investigated thoroughly and fairly, and confidentiality will be maintained.

Please refer to the USQ Harassment and Discrimination Complaint Resolution for Students Policy:  

Living and Studying in Australia

For the most up-to-date information on cost of living in Sydney please refer to the USQ Sydney Education Centre website:  

Marking and Grading

Please refer to USQ Assessment Policy for information in relation to the marking of assessment items and the award of final grades.  

Occupational Health and Safety

The NSW Occupational Health and Safety legislation aims to protect the health, safety and welfare of
people at work. It lays down general requirements which must be met at places of work in NSW.

USQ SEC is committed to fulfilling its responsibilities under the Act. For further information regarding Work Cover please contact the following organisation:

**Work Cover**
Level 10, Centennial Plaza Building C,
300 Elizabeth Street, SYDNEY 2000
Phone (02) 8260 5877  **OR call 13 10 50**
Fax (02) 9281 9633
www.workcover.nsw.gov.au

In compliance with the regulations of the Occupational Health and Safety Act 1983, USQ SEC is committed to take reasonable steps to maintain health and safety of its students and staff. This handbook contains floor maps showing fire exits.

Fire exit plans are displayed in all rooms, the foyer area and hallways. Fire fighting equipment is available at locations marked on the floor map.

USQ-SEC ensures safety at the facility:
- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

**Evacuation in case of fire**
At times, situations may arise when USQ-SEC needs to be evacuated, and in such situations the following steps must be followed:

- Floor wardens will notify each room of the need to evacuate.
- Lecturers/Tutors will take charge of the room.
- Students accompanied by their lecturer will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices.
- Personal effects only are to be taken as bags can impede evacuation.
- Students, lecturers and other staff will assemble in Front of Thai Restaurant, corner of Bellevue Street and Foveaux Street until further instructions are given.

**Privacy Act**
The Privacy Act precludes the giving of a student's information to parties other than the actual student unless the student consents in writing to the release of such information. Student information includes the student's name, address, telephone number and academic results.

USQ SEC may provide student’s personal information to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and USQ SEC also is required to inform the Department of Immigration and Citizenship (DIAC) about certain changes to the student’s enrolment; and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

**USQ Sydney Education Centre Fees and Charges**
Please refer to the USQ Sydney Education Centre website.
Refund of Student Fees Policy
All refunds will be processed in line with the USQ Refund of Student Fees Policy. 

Student Facilities

USQ SEC Operating Hours
9:00am – 5:00pm Monday to Friday
Please note that operating hours may be subject to change.

Use of computer labs and class rooms
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 labs
USQ Sydney Education Centre has four (4) well equipped computer labs with free internet facilities located on Level 1.
Computer Lab operating hours are:
9:00am –6:00pm** Monday to Thursday
9:00am – 5:30pm Friday

**Please note that operating hours may be subject to change. Please contact Level 1 Reception for details.

Resource and library facilities
The Resource Centre is equipped with a limited number of reference books. 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. http://library.usq.edu.au/

Students are allowed to borrow books either from UNSW (University of New South Wales) library or order books from USQ Toowoomba Campus Library.

For details on accessing these libraries please contact the Resource Centre located at Level 1.

Student rooms
The USQ SEC facility has student/lunch rooms for recreation and relaxation.
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.

The Student Support Services are designed in keeping with the Education Services for Overseas Students (ESOS) Act 2000 guidelines and the National Code 2007. The following support services are available to students:

Orientation program

The orientation program is conducted for all new students usually in the week prior to the start of the semester. Students are provided with peer support through the mentor program. A briefing is conducted on the Australian culture and the study style in Australia. Information is given to students regarding student visa conditions, accommodation, work permit, overseas heath cover, and use of information technology facilities within USQ SEC. Students are also given a tour of the facility and are introduced to academic and administrative staff.

Mentor program

USQ SEC organises the mentor program where new students get an opportunity to meet and interact with senior students. This program assists the new students in their adjustment and acts as a support network. The representatives provide students with information on local community associations and cultural support groups. For further information please contact Reception at Level 1.

Academic support

All students are presented with study materials for each course of the degree. Study materials include:
- Introductory Book- outlines course, assessment, lecturer contact and other details
- Study Book – detailing what to study
- Selected readings – all compulsory readings for the course
- Access to U Connect (online study resource)
- Access USQ online library and USQ Study Desk
- Access to USQ discussion boards

USQ SEC offers a number of different academic services to students in addition to their regular scheduled lectures/tutorials. Academic Orientation is conducted at the beginning of the semester. A range of workshops are conducted for students such as assignment writing, computer tutorials, career building and accessing USQ library. Workshops are conducted for students with academic difficulties such as study skills (e.g. AWARE and exam preparation workshops).

Counselling, support and guidance is offered to students who have academic difficulties. Students are advised to contact their respective Program Coordinators for any additional academic support.

Student Contact Officer

The Manager, Academic Services, is the contact officer for students. For assistance please contact Lara Parubotchy on Level 3.

Peer Tutorial Support

Additional tutorial support and peer tutoring is organized for students requiring academic assistance. This service has been proved to be beneficial to students experiencing difficulties in their studies. To register for peer tutorials please contact Manager, Academic Services, on Level 3.
**Social and Cultural Activities**

USQ SEC organises social and cultural activities for students. Information regarding activities is displayed on notice boards. Students interested in participating in such activities should contact the Manager, Academic Services on Level 3.

**Counselling services**

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student. The Counsellor at USQ SEC is trained in cross cultural counselling and is therefore able to communicate with students from different cultural backgrounds. The counselling service assists students in coping with their difficulties leading to reduction of stress. Learning to cope with stress will enable students to improve their academic grades and successfully complete the program. For assistance please see the Student Counsellor, Sarah Buchanan at Level 4.

**Student Safety and Consumer Protection**

Please refer to the following information on safety:

**Think Before – A Student Safety Initiative**

**Study in Australia**

The following information will provide details on student’s rights and responsibilities in NSW:

**NSW Fair Trading - International Student Consumer Guide**

**Student Visa Compliance**

**Full-time Students**

At USQ, the enrolment requirement for an international on-campus student is defined within the Glossary of Terms. http://www.usq.edu.au/glossary/internationaloc.

Under certain circumstances, students may reduce their study load in a semester, however must consult with their Faculty before doing so, to ensure that they are still able to complete their program within the time specified on their Confirmation of Enrolment. Failure to do so may result in future enrolment plan and visa compliance difficulties.

**Repeating a Course More than Once**

Students can re-enrol in a course that they have previously failed if it is required for the completion of their program. Some courses may require permission before re-enrolling and therefore the student should consult with their Faculty as soon as possible. If a student fails a course/s more than once, they may be required to participate in the USQ AWARE program for assistance with academic performance and/or be subject to exclusion from the program.

For further information, please refer to the Academic Standing Progression and Exclusion Policy. http://policy.usq.edu.au/portal/custom/detail/academic-standing-progression-and-exclusion/
Change of Contact Details
Students are required to give accurate details of address and contact number to USQ SEC on registration. You are also required to inform USQ SEC of any change of address or contact number within seven (7) days of moving residence or changing contact number. Please contact staff at Reception, Level 1, if you have changed your contact details.

Dependants
Should you have dependants travelling with you to Australia you will 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 information please refer to:

Overseas Health Cover (OSHC)
It is also compulsory that you and your dependants have valid health cover. The OSHC covers the student for the entire duration of the proposed stay in Australia as per the student visa conditions. Please contact Justine on Level 3, if you have concerns.
For more information on OSHC Worldcare visit: www.osheworldcare.com.au and

Student Visa with permission to work
All student visas granted after 26 April 2008 will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. For further information please refer to DIAC online at: www.immi.gov.au/

Deferral, Leave of absence, Suspension and Cancelling of student’s enrolment
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 Director, Nick Kumar, 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 DIAC on the student’s behalf to ensure visa compliance.

- 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/portal/custom/detail/academic-standing-progression-and-exclusion/
- Student’s enrolment may be suspended or cancelled on the basis of academic misconduct.
  Please refer to USQ policy relating to Student Academic Misconduct policy.
- Students are required to enrol 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 timeframe before their COE is cancelled.

Transfer between Providers:
Students are only eligible to transfer education providers in line with USQ policy covering National Code 2007 Standard 7 – Transfer between Providers.
http://policy.usq.edu.au/policy/files/policy%20on%20national%20code%202007%20standard%207%20%20%20%20transfer%20between%20providers.htm
Conditions and Compliance:
Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the DIAC website at: www.immi.gov.au/

Re-entry to Australia
Most student visas permit multiple entry to Australia – please check the visa label in your passport or eVisa email.

Students, who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by DIAC.

A list of DIAC contacts around the world are available at: http://www.immi.gov.au/contacts/overseas/index.htm

Please remember noncompliance with the conditions of your visa may result in the cancellation of your student visa. For further information regarding student visa conditions, work permit and visa extensions you may refer to www.immi.gov.au/

Transport Services
Sydney’s public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.

For further information regarding timetables, fares and routes please refer to the following websites.
Rail Service: www.cityrail.nsw.gov.au
Bus Service: www.sydneybuses.nsw.gov.au
Ferry Service: www.sydneyferries.nsw.gov.au

To get information in general regarding Bus, Train, Ferry Services please call 131500 between 6:00am – 10:00 pm (7 days) or refer to: www.131500.com.au

Critical Incident Policy & Procedures

Preamble
Under standard 6 of the National Code 2007, USQ Sydney Education Centre will support students to adjust to study and “life in Australia”, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

Definition
A critical incident is defined by the National Code (under Standard 6) as “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”. Critical incidents are not limited to, but could include:
- Missing students
• Severe verbal or psychological aggression;
• Death, serious injury or any threat of these;
• Natural disaster;
• Domestic violence, sexual assault, physical assault, drug or alcohol abuse;
• Non-life threatening events could still qualify as critical incidents.

**Incidents occurring at USQ Sydney Education Centre**

If an incident has occurred at USQ SEC and involves death, serious injury or a threat to life or property, the following people should be contacted immediately.

- **Lara Parubotchy**: +61 2 8007 5824 (9:00am – 5:00 pm) (1st point of contact) OR
- **Navneet Mago (Manu)** after working hours contact: +61 413656896 (1st point of contact)
- **Nick Kumar**: +61 2 9280 3733 OR +61 2 9281 8766 (2nd point of contact)

If the critical incident involves a USQ SEC student or staff member from USQ SEC outside of the facility, the person receiving the information must immediately contact Lara Parubotchy or Nick Kumar who will communicate with other staff as appropriate.

**Key Details to be reported**

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved. The USQ SEC Critical Incident Report Form must be completed incorporating all the key details of the incident.

**Critical incident team (Canterbury Institute of Technology)**

When a critical incident occurs, the Director/Manager, Academic Services will call a meeting with the appropriate staff to form a Critical Incident Team. The Director and Manager, Academic Services will be core members of every Critical Incident Team. Other members may include:

- Director Marketing
- Director Academic
- Student Counselor

**Procedures for Critical Incidents**

- The staff member receiving the news contacts the Director/ Manager, Academic Services immediately,
- The Director will call a meeting with the staff involved to make decisions as to how to proceed.
- Critical Incident Team will manage the organisation’s response to the incident.
- The Director will contact USQ as soon as possible
Medical and Emergency Facilities

The following are the closest available medical services:

1) THE MEDICAL PRACTICE SURRY HILLS
Shop 2 Centennial Plaza
300 Elizabeth Street
Surry Hills NSW 2010
**Phone:** 9212 2108
**Business Hours:** 8:45 am – 1:30 pm (Mon – Fri)

2) MEDICAL CENTRE
Surry Hills Medical Centre
571-575 Crown Street, Surry Hills,
NSW 2010
**Phone:** (02) 96993311
**Business Hours:** 8:00 am – 7:00 pm (Mon – Fri)

The following is the closest available emergency services:

**SURLY HILLS POLICE STATION**
Sydney Police Centre
Level 3, 151-241 Goulburn Street
**SURLY HILLS NSW 2010**
**Switch Number:** 9265 4144

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**THE STATE (NSW) EMERGENCY SERVICES ORGANISATIONS (ESO)**
To contact the following EMERGENCIES services: **(Police / Fire/ Ambulance/Paramedics)**
**Please DIAL 000** (from mobile or private phone line)
**Please DIAL 112 from MOBILE** (dials even if mobile keypad is locked)

For detailed information you may refer to the following web links:

Information on Places of Religious Worship

The following are a few contact details of places of worship. Please refer to the Yellow pages for more information of places of worship.

### Gurdwaras

<table>
<thead>
<tr>
<th>Gurdwara Sahib</th>
<th>Sri Guru Singh Sabha Gurdwara</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guru Nanak Foundation Gurdwara, 81 Kissing Point Road, Turra Murra, Sydney, NSW 2074</td>
<td>Sri Guru Singh Sabha Gurdwara, 14 River Road, Revesby, Sydney, NSW 2212</td>
</tr>
<tr>
<td>Gurdwara Sahib</td>
<td>Murwillumbah Sikh Temple</td>
</tr>
<tr>
<td>8 Meurants Lane, Park Lea Sydney, NSW 2768</td>
<td>29 NULLUM ST, Murwillumbah, NSW 2484</td>
</tr>
<tr>
<td>Sikh Mission Centre</td>
<td>Gurudwara Sahib</td>
</tr>
<tr>
<td>170 Ninth Ave Austral, Sydney, NSW 2171</td>
<td>462 Meurants Lane, Parklea, Sydney NSW 2155</td>
</tr>
</tbody>
</table>

### Hindu Temples

<table>
<thead>
<tr>
<th>Sydney Murugan Temple</th>
<th>Sri Mandir</th>
</tr>
</thead>
<tbody>
<tr>
<td>217 Great Western Hwy, Mays Hill, Sydney NSW 2145</td>
<td>286 Cumberland Road, Auburn, Sydney, NSW 2144</td>
</tr>
<tr>
<td>Ph.: 02 687 1695, Fax: 02 9687 8907</td>
<td>Phone: (02) 9643 1919</td>
</tr>
<tr>
<td>Sri Venkateswara Temple</td>
<td>Mukti-Gupteshwar Mandir Society</td>
</tr>
<tr>
<td>Temple Road, Helensburgh, NSW 2508</td>
<td>203 Eagleview Road, Minto NSW 2566</td>
</tr>
<tr>
<td>Phone: (02) 4294 3224 (after 7pm)</td>
<td>Ph: Rama Misra (02) 9820 3751;</td>
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</tbody>
</table>

### Buddhist Temples

<table>
<thead>
<tr>
<th>Nan Tien Temple</th>
<th>Buddhist Mahamakut Temple</th>
</tr>
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<tbody>
<tr>
<td>Berkeley 2506</td>
<td>88-90 Stanmore Road</td>
</tr>
<tr>
<td>6km South of Wollongong</td>
<td>Stanmore NSW 2048</td>
</tr>
</tbody>
</table>
## Mosques

<table>
<thead>
<tr>
<th>Auburn Gallipoli Mosque</th>
<th>Lakemba Mosque</th>
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<tbody>
<tr>
<td>Khutbah in Turkish.</td>
<td>Run by the Lebanese Muslim Association. Khutbah in</td>
</tr>
<tr>
<td>15-19 North Parade Auburn 2144</td>
<td>Arabic.</td>
</tr>
<tr>
<td></td>
<td>65 - 67 Wangee Road  Lakemba 2195</td>
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<thead>
<tr>
<th>Surry Hills Mosque</th>
<th>Sydney CBD Musalah</th>
</tr>
</thead>
<tbody>
<tr>
<td>175-177, Commonwealth Street</td>
<td>Jummah prayers only. 1:15pm to 1:45pm, Near Hunter</td>
</tr>
<tr>
<td>Surry Hills 2010</td>
<td>connection, Martin Place side.</td>
</tr>
<tr>
<td></td>
<td>Level 2, 84 Pitt Street, Sydney 2000</td>
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</tbody>
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## Catholic Churches

| St Mary’s Cathedral (Catholic),         | St Kevin’s Catholic Church,                        |
| St Mary’s Road,                         | 36 Hillview Road, Eastwood, NSW                     |
| Sydney                                  |                                                     |
|                                          |                                                     |
| St Francis de Sales Catholic Church,    | St. Peter’s Catholic Church.                        |
| 80 Albion Street                        | 235 Devonshire Street (near Crown St)               |
| Surry Hills NSW 2010                     | Surry Hills NSW 2010                                |

## Christian Churches

| Baptist Church,                         | St Stephens Uniting Church,                        |
| 1038 Victoria Road, West Ryde           | 197 Macquarie Street.  Sydney                      |
| Church of St Charles Borromeo,          | St Andrews Anglican Cathedral.                     |
| 582 Victoria Road, Ryde                  | Corner of George Street and Bathurst Street        |
|                                          | Sydney                                              |

## Synagogue

| The Great Synagogue,                    |
| 166, Castlereagh St, Sydney 2000        |
| Entry for Services: 187a Elizabeth St,  |
| Tel: (02) 9267 2477                      |
| Web: http://www.greatsynagogue.org.au/  |
## Multicultural Community Information

<table>
<thead>
<tr>
<th>Ethnic Communities Contact reference Book – NSW</th>
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<tbody>
<tr>
<td><a href="http://www.eccnsw.org.au/">http://www.eccnsw.org.au/</a></td>
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<tr>
<th>Multicultural Australia:</th>
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<tr>
<td><a href="http://www.multiculturalaustralia.edu.au/">http://www.multiculturalaustralia.edu.au/</a></td>
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<tr>
<th>City of Sydney:</th>
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<tbody>
<tr>
<td>General Enquiries or After Hours Assistance</td>
</tr>
<tr>
<td>Tel: 02 9265 9333 (24 hours, 7 days per week)</td>
</tr>
<tr>
<td>Fax: 02 9265 9222</td>
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<tr>
<th>Community Relations Commissions- NSW</th>
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<tr>
<td>(Information for International Students)</td>
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<tr>
<th>Australian Government, Department of Foreign Affairs and Trade – Index of Consulates in Australia.</th>
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<tbody>
<tr>
<td>INFORMATION ABOUT</td>
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<td>-------------------</td>
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</table>
| **Enrolment and Academic requirements**  
**Student Support/ Admin assistance** | The University of Southern Queensland (USQ)  
USQ Sydney Education Centre | www.usq.edu.au  
www.usqsydney.nsw.edu.au |
| **Student Visa Conditions**  
**Applying for other visas** | Department Of Immigration And Citizenship (DIAC) | www.immi.gov.au/  
General Inquiries: 131 881 |
| **ESOS Legislation & National Code 2007 Information**  
**School for dependents (children)** | Department of Education  
Employment and Workplace relationships  
http://www.schools.nsw.edu.au  
http://www.boardofstudies.nsw.edu.au |
| **Information On Renting**  
**Real Estate Agents** | NSW Office Of Fair Trading Domain | www.fairtrading.com.au  
www.domain.com.au |
| **Employment Writing Applications & Resumes** | Seek  
My Career  
USQ Career Services | www.seek.com.au  
www.mycareer.com.au  
http://www.usq.edu.au/studentservices |
| **Transport** | City Rail  
Sydney Buses | www.cityrail.com.au  
http://www sydneybuses.info/  
http://www.131500.info/realt ime/default.asp |
| **Dispute resolution & Mediation Services** | Overseas Student Ombudsman | **Call:** 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST)  
**Email:** ombudsman@ombudsman.gov.au  
| **Information On Location/ Street Maps** | Where Is | http://www.whereis.com/whereis/home.do |
24 Hour Helpline: 1800 814 781  
General Questions: 13 67 42 |
Dial 000 In Case Of Emergency |
| **Legal Services** | Legal Aid | Legal Aid  
Help over the phone call 1300 888 529 |
| **Interpreting Services** | Community Relations Commission | Ph: **1300 651 500**  
Sydney  
Level 8  
175-183 Castlereagh Street  
Sydney NSW 2000  
FAX: (02) 8255 6711  
TTY: (02) 8255 6758  
| --- | --- | --- | --- |
| **Taxi Information** | Taxis Combined  
Premier Cabs | **133 300 / 8332 8888**  
**131 017** |  |
| **Disability Services** | Wesley Mission  
National Disability Services, NSW | Ph: (02) **9263 5555** / Fax: (02) 9264 4681  
http://www.wesleymission.org.au | National Disability Services, NSW  
Ph: **02 9256 3111** / Fax: 02 9256 3123  
| **Australian Search and Rescue** | Search and Rescue  
| **Occupational Health And Safety** | Occupational Health And Safety | Occupational Health and safety  
| **Bullying/ Harassment** | Human Rights and Equal Opportunity Commission (HREOC), | Human Rights and Equal Opportunity Commission (HREOC),  
GPO Box 5218,  
Sydney, NSW 2001  
Ph: (02) **9284 9600 or 1300 656 419**  
Fax: (02) 9284 9611  
Email: paffairs@humanrights.gov.au  
Website: www.hreoc.gov.au |  |
| **Professional Counselling Services** | Life Line (phone counselling)  
Transcultural Mental Health Centre  
Reach out | Ph: **131114** (24 hours, 7 days a week)  
Counselling /Support for Ethnic/Community groups  
Ph: (02) **9840 3800** or (02) 9840 3755  
Toll Free: **1800 648 911**  
Hours: 8:30 am – 5:30 pm, Monday – Friday  
|---|---|
| **Family Assistance** | Relationship Australia  
Department of Community Services (DoCS) | Relationship Australia  
Ph: **1300 364 277**  
DoCS Helpline: **132 111**  
| **Child Protection** | Department of Community Services (DoCS) | Kids Help Line: **1800 551 800**  
| **Youth Emergency Services** | Youthline Western Sydney | Youthline: (02) **9633 3666**  
Youth Hotline: **1300 364 004** |
| **Sexual Health** | NSW Health  
http://www.fpahealth.org.au/ |
| **Pregnancy** | Centacare, Sydney | **Free call: 1800063510**  
Office (02) 8709 9333  
http://www.familyrelationships.org/sydney/Pregnancy_Counselling1.77.html |
| **Crisis Pregnancy** | Pregnancy Help Australia, NSW  
Mary Stopes International | Hotline: **1300 139 313**  
Toll Free: **1800 003 707**  
| **Domestic Violence** | Caring 4 Couples  
Relationship Australia  
NSW Health- Domestic Violence and Sexual Assault helpline | Domestic Violence Line  
24hr telephone support and referral.  
Ph: **1800 656 463** or TTY: 1800671442  
**1300 364 277**  
**1800 200 526** |
<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
</table>
| Women’s refuge          | NSW Women’s Refuge Resource Centre  
Ph: (02) 9698 9777  
Fax: (02) 9698 9771 |
| Drug And Alcohol        | NSW Health - Centre for Drug and Alcohol  
NSW Health  
Level 3, 73 Miller Street  
North Sydney 20602  
Alcohol and Drug Information Network (ADIN)  
| Gambling Helpline       | G- Line  
For confidential gambling help. 24 hour telephone service.  
Ph: 1800 633 635 |
| Quit/Stop Smoking       | Australian National Tobacco Campaign  
[www.quitnow.info.au/](http://www.quitnow.info.au/)  
Quitline: 131 848 |
| Eating Disorders        | Health Insite  
| Poisons Information Centre | New South Wales  
The Children’s Hospital at Westmead  
Westmead NSW 2145  
Ph: 13 11 26 (24 hours, 7 days a week) |
| Mental Health Information | Mental Health Association  
Ph: 1300 794 991  
Fax: 02 9339 6066  
[www.mentalhealth.asn.au](http://www.mentalhealth.asn.au)  
NSW Health  
Centre for Mental Health 24 Hour contact numbers  
| Gay and Lesbian Counselling | Gay and Lesbian Counselling Services (GLCS) in NSW  
Ph: (02) 8594 9596  
| Coroner’s Office        | National Coroner’s Information System  
NSW – State Coroner’s Office  
State Coroner’s Court, GLEBE  
44-46 Parramatta Rd, GLEBE NSW 203  
Ph: (02) 8584 7777 Fax: (02) 9660 7594  
Appendix A

*Floor Plans and Fire Exits*
USQ - Sydney Education Centre
Level 1, 29-35 Bellevue St, Surry Hills

FIRE ESCAPE PLAN

Exit 1
Located opposite to reception, this enters onto Bellevue Street.
(As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

Exit 2
Located at the rear end of the Institute (next door Plant room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assemble at the corner of Belmore Lane and Bellevue Lane.

IMPORTANT:
DO NOT USE LIFTS IN THE EVENT OF A FIRE ALARM

If your exit is blocked by fire use the other exit

After hour’s emergency contact
Building Manager - Navneet Mago:
+61 4 1365686 (1st point of contact)

Director - Gajinder Paul:
+61 4 14780573 (2nd point of contact)

IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / BUILDING MANAGER.
Exit 1
Located next to the lifts, this enters onto Bellevue Street. (As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

Exit 2
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USQ - Sydney Education Centre
Level 7, 29 - 35 Bellevue St, Surry Hills

FIRE ESCAPE PLAN

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