

UBSS Student Handbook



UBSS (Member of GCA)
Levels 10 and 11, 233 Castlereagh Street
Sydney
NSW 2000
Australia

Version 1.4

Information correct at the time of layout, April 2018

**Information is subject to change at any time within UBSS and externally. Students should always refer to the web links on the UBSS website for current information. The information provided about external companies and government departments serves as advice only, and students should consult their respective websites for conclusive and current information.*

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WELCOME TO UBSS

Student success at UBSS is supported by a world class team of mostly PhD specialised academics and student support staff. We are committed to students seeking to build or further their business leadership and accounting careers, based on an international education with an Australian experience, leading edge innovation and digital technology for those who want to be job ready when they graduate.

Part of our global citizenship is a student body that reflects the multicultural makeup of both the high growth Asia Pacific region and the immediate surrounds of Sydney. The UBSS experience brings together international education, a solid Australian business foundation with colleagues and alumni who will form the basis of your long-term friendships and business contacts.

Set in the heart of Sydney's education precinct, UBSS' GCA Campus offers students more than world class education. It is also surrounded by a bustling, cosmopolitan, inner city dining and shopping experience, only metres from a major train station hub. With multiple bus routes also accessing the campus, students are assured of safe and reliable transport options.

We look forward to welcoming you and supporting your career success.



Professor Greg Whateley
Executive Dean

A handwritten signature in black ink that reads "G. Whateley". The signature is written in a cursive, flowing style.

INTRODUCTION

About us

UBSS is a member of Group Colleges Australia, a consortium of educational institutions that includes Metro English College, and Central College (offering Vocational Education). UBSS is the non-self-accrediting, higher education provider of GCA that provides Bachelor level degrees in Accounting and Business in-line with the Australian Quality framework. UBSS has full approval of the Australian government to operate as a private higher education provider.

The GCA Board has ultimate responsibility for UBSS performance and operations as an accredited higher education provider. Overview of UBSS is managed by the UBSS Senior Executive in association with the UBSS Academic Senate. We are committed to provide courses that meet the standard of the Australian Quality Framework. Our popular Bachelor of Business degree program has exit points at Diploma and Associate Degree levels. Our Bachelor of Accounting degree is accredited by CPA and IPA. Our Master of Business Administration (MBA) is a quality, industry-relevant qualification providing students with the opportunity to follow either the Entrepreneurship or the Accounting stream.

UBSS boasts the very best in facilities including small teacher to student ratios, advanced computer labs, and leading-edge technology teaching and learning tools. The interactive whiteboards in our classrooms enable students to download lecture notes from the internet and our online administration system allows students to view all aspects of their academic progress anytime.

As part of the educational institution consortium, Group Colleges Australia, UBSS is situated in the centre of Sydney's education precinct. Just a stone's throw from the University of Sydney and the University of Technology Sydney, with easy access to venues at Darling Harbour, Chinatown, World Square and the Sydney Central Business District. For our international students, our friendly Student Services team can also provide information to assist them in settling in.

UBSS Mission

UBSS launches careers for the entrepreneurs of the future

UBSS Motto

"Launch your Career"

UBSS Values

- Delivering the Bachelor of Business, Bachelor of Accounting and MBA with an Australian experience
- Providing a learning environment for the entrepreneurs of the future
- Providing a high level of student support and care to deliver a quality learning space
- Providing access to cutting edge online and classroom education technology for all students
- Fostering staff professional development and scholarship to provide high quality teaching
- Ensuring academic excellence & free intellectual Inquiry

UBSS selects and appoints academic staff who are respected practitioners within their relevant fields of expertise and who are able to integrate academic theory with professional practice. Curricula will be academically integrated and relevant to professional practice to equip graduates with the skills necessary to meet the demands of professional practice.

UBSS encourages and promotes a culture of free intellectual inquiry and the open exchange of ideas in the pursuit of knowledge, innovation and best practice.

Continuous Quality Improvement

Continuous quality improvement is a core task for all staff, both management and academic. Regular, periodic reviews of curricula, systems, activities and performance outcomes are conducted, some with external input. UBSS continuously benchmarks its quality measures against other institutions in the sector.

Contribution to Professional Practice

Personal development opportunities and incentives are provided for UBSS academic staff to interact with their professions and to be innovative in professional practice. They are encouraged to provide leadership in their respective disciplines by engaging in scholarship that will lead to new solutions to business and industry problems.

Access & Equity

UBSS recognises the principles of access and equity as core values in Australian higher education and its Governance, Practices and Policies endeavour to ensure these principles are observed in all activities. Access to UBSS academic programs is on an equitable basis. UBSS aims to recruit and retain a diverse group of talented students.

Course information

UBSS offers Bachelor Degrees in Accounting and Business. UBSS also offers a Master of Business Administration (MBA), a Graduate Diploma and a Graduate Certificate in Business.

UBSS Bachelor degree awards have exit points at Associate Degree and Diploma level. All UBSS courses are listed on CRICOS for delivery to international students.

- Bachelor of Business
- Bachelor of Accounting
- Master of Business Administration (MBA)
- Graduate Certificate

Trimester & Census Dates

Key dates can be viewed online at <http://www.ubss.edu.au>.

Your Degree

Throughout your studies you will need to make decisions about subjects and the structure of your course. At such times, you should be aware of the various people who are available to give you advice.

Campus information

UBSS is located at Level 10, 233 Castlereagh Street, Sydney NSW 2000.
Phone: +612 1300 422 422 | Website: www.ubss.edu.au

Official Point of Contact

For all enquiries regarding the support services that UBSS offers to students, please contact:



Madilina Tresca

UBSS Learning Support Coordinator

Email: madilina.tresca@ubss.edu.au

Phone: (02) 8332 2523

Address: Room 1104, Level 11, 233 Castlereagh Street Sydney NSW 2000 (UBSS Campus)

Orientation

UBSS provides an orientation program for new students each trimester. It is compulsory for all new students attend this orientation. You will be provided with:

- A welcome pack to UBSS;
- An overview of life at UBSS;
- Academic advice regarding your course and the course structure;
- Academic advice regarding subject selection and credit transfer (exemptions);
- Information about support and Welfare services available to UBSS students;
- Details about academic literacy, employability and research workshops and additional workshops that are focused on specific subjects (PASS)
- Details about CPA and IPA accreditation - how it works and what it means when you graduate with the Bachelor of Accounting
- An opportunity to socialise with other students and meet members of the Student Representative Committee (SRC);
- Your student ID Number and UBSS ID Card;
- The opportunity to have your questions answered!

To view details of the orientation program, please refer to www.ubss.edu.au

Enrolment

To apply for entry into any of our available programs download and complete the **enrolment form** (PDF). Upon acceptance into the program you will receive an offer letter outlining your enrolment details, tuition fees and conditions of enrolment.

Pathways

Central College has an articulation agreement with UBSS that enable students who successfully complete Diploma and Advanced Diploma courses with entry into related Bachelor Degrees with advanced standing. This is outlined in the UBSS Credit Transfer Policy that is available in the Policies section of the UBSS website.

Central College to UBSS

Central College students can join the UBSS Bachelor of Accounting or Bachelor of Business Degree and receive credit. The amount of credit available is outlined in the Credit Transfer Policy in the Policies section of the UBSS website.

ACADEMIC INFORMATION, SUPPORT & EXPECTATIONS

Student Services

UBSS Student Services support all International students. Located on Level 10 of the UBSS campus, they provide students with a link between the administrative and academic functions of UBSS and assists students to access academic support and pastoral care services at UBSS. Staff members are available to assist students with advice about matters regarding their enrolment, and can also assist with other academic and non-academic matters.

Street Address:

Level 10, 233 Castlereagh Street

Sydney, NSW 2000 AUSTRALIA

Phone: 1300 422 422

Email: studentservices@gca.edu.au

Key Personnel:

Student Services Manager: Sumera Qasim

Phone: 61 2 8332 2525

Student Input and Feedback

Student input and feedback is gathered formally and informally and is used to evaluate staff, College facilities and program effectiveness. College management devise evaluation surveys for students and analyse the information collected to make decisions about academic issues, staff employment and training and College facilities. These surveys are confidential and are distributed and collected by the College to allow students free and fair comment.

Attendance

Students are given a student card on enrolment, which includes a photo and student ID number. The card has a magnetic strip on the back which is used to identify individual students for attendance purposes. You are strongly encouraged to attend classes as one strategy to facilitate sound academic progress.

Every UBSS classroom has an attendance scanner installed just inside the entrance. Students are required to swipe their student card at the beginning and end of every lecture. The system records the exact times that students enter and leave the classroom, and attendance data is then uploaded

Enrolment Responsibilities

At UBSS it is the responsibility of each student to manage their own enrolment – this involves;

- understanding the requirements for the completion of your degree
- planning the appropriate subjects to enrol in each trimester.
- enrolling online at the specified time
- checking that your chosen subjects do not clash

Not managing your enrolment correctly may result in you not being able to complete your degree in the allocated timeframe.

Academic Progress

Both UBSS and your Student Visa conditions require that you maintain academic progress to remain enrolled at UBSS and in your course. Rules can be different for each course but generally students who fail one or more subjects in their first year are counselled and offered support. Students who continue to fail the majority of their subjects risk being 'excluded' from UBSS.

Your academic progress will be monitored by UBSS and the Executive Dean. Please refer to the UBSS website (Policies Section: www.ubss.edu.au) for more information.

Credit Transfer

Please refer to the UBSS website (Policies Section: www.ubss.edu.au) for information about credit transfer and the number of subjects which may be awarded.

Refund & Cancellation Policy

The refund and cancellation Policy is outlined in your Offer Letter and also on the UBSS website (Policies Section: www.ubss.edu.au)

Absence due to illness – Provision of Medical Certificates

Medical leave can only be granted if a medical certificate is produced, and this can be uploaded by yourself. To upload a medical certificate into your student account, follow these steps:

1. Scan a copy of the original medical certificate.
2. Go to 'Administration Request' on the left of your student homepage.
3. Click on 'Leave application'.
4. Click on 'I accept these terms and conditions' at the bottom left of the page.
5. Enter all the details on the medical certificate including the doctor's name, provider number, and telephone number. Also, don't forget to include the dates and times. Generally speaking, if you were absent for a whole day, the start time should read '09:00' and the finish time should read '15:00'.
6. Upload the scanned copy of the medical certificate and click on 'submit'.

UBSS does not accept the genuineness, validity, or otherwise of the certificates. The College will acknowledge the dates the student was absent and record these as 'Medical leave.'

The original medical certificate or supporting documents must be produced within fourteen (14) days of the student returning to College if the student requires the absence to be recorded.

The student must keep the original certificate, and is advised to do so, to provide to DIBP when required. The College does not maintain copies of the certificates.

Approved Leave of Absence

Students must provide supporting evidence should they require leave due to compassionate or other grounds. There is an 'Administration Request' function which can be accessed from the student account homepage in order to apply for approved leave.

However, it is suggested that any applications for approved leave be discussed with the Executive Dean or the Academic Coordinator beforehand.

Holidays

Students can only take their holidays during the advertised holiday periods at the conclusion of each trimester (which means after all classes and the examination period end).

The College will not grant any holiday leave and will not issue any holiday approval letters for students during the trimester. It is up to the student to decide if they can afford to take a holiday.

Special leave for compassionate reasons will be considered. Your reasons will be noted. DIBP may require evidence, such as Doctor's Certificates.

Awards

You should allow five weeks from the date of completing of your course for confirmation of your eligibility for the Award of a Degree in Accounting or Business. This allows time for examinations to be marked, results to be calculated, reviewed and uploaded on to the student's transcript.

Students receive an award based on the successful completion of all subjects in a course.

Awards will only be issued to students whose financial status with the College is up-to-date.

It is the responsibility of the student to understand their obligations with regard to fees due for subjects studied.

Teaching & Learning in Australia

You will find your lecturers very friendly and approachable, and the classroom environment is quite relaxed and casual in Australia. Lecturers expect students to call them by their first name as Australians are generally quite informal and rarely use their family names as a form of address.

Lecturers use communicative language teaching methodology, which ensures that students always use English to communicate in the classroom. Students develop their English skills by actively using authentic language materials from a variety of sources such as newspapers, magazines, podcasts, DVDs, published books, and the internet.

Also, lecturers encourage their students to take advantage of living in an English-speaking country by suggesting ways of using English as much as possible outside the classroom.

Keys to Academic Success

The most effective way to improve your English while studying in Australia is to use English as much as possible! You can also improve your progress in English by:

- Ensuring that you attend all your lectures on time
- Ensuring all homework set is completed
- Getting out and about in the community in your spare time and meeting Australians and other international students (especially from countries other than your own)
- Not getting too caught up in your own language community while you are in Australia as this will mean you use your native language rather than English
- Accessing as much 'real English' as possible by watching local TV stations and listening to the radio, and reading Australian newspapers and magazines
- Keeping track of your grades at the College and asking for your lecturer's assistance with improving your progress

Academic Support

During the course of the trimester, students should discuss any concerns they have regarding their progress in coursework and assessment with the lecturer. When returning assessed work to students, lecturers provide a clear indication of the extent to which the student has or has not achieved the objectives for each assessment. UBSS has an Academic Progression and Intervention Policy for students who are identified as being at academic risk.

Students should address any concerns they have regarding the marks for each assessment item promptly, rather than wait until the final grade is awarded in the subject.

Extension of submission date

If a student is experiencing minor difficulties meeting an assignment deadline and require a short extension of time, they should contact their lecturer for advice on correct procedures. In most cases, a brief extension of time does not require special consideration, and should be negotiated at the lecturer/student level.

Students who experience significant difficulty, or anticipate that they will experience difficulty, in meeting assessment requirements must submit their request to the Executive Dean before the due date of the assessment item. Significant difficulty means:

- serious illness or psychological condition – such as hospital admission, serious injury or illness, severe anxiety or depression.
- loss or bereavement – such as death of a close family member, family/relationship breakdown
- hardship/trauma – such as victim of crime, sudden loss of income or employment, severe disruption to domestic arrangements.

Requests are recorded on the student's journal in the system and then sent to Lecturer.

Special Consideration

Special consideration may include the following:

- Negotiation of due date to submit an assignment.
- Additional marks for the assessment item, taking into consideration the severity and duration of any illness or misadventure, the weighting of the item, and predicted performance based on prior assessment results (if available).

Other forms of special consideration may be offered if the above provisions are not suitable in certain cases.

Students may apply for special consideration because of illness or other circumstances (not work related) beyond their control if, for example, they:

- miss an examination; or
- attend an examination but are forced to leave before the allocated time has expired; or
- finish an examination, but believe that their performance was affected.

An application for special consideration can be submitted online via myGCA and must be supported by relevant documentation e.g. counsellor or other relevant professional authority. A medical certificate alone is not adequate and will not be accepted for any of the above applications. The onus is on students to provide adequate information about their circumstances. College staff will not follow up for additional information and lecturers have the right to reject applications that lack sufficient information.

Online learning & Consolidation

This can be done both on and off campus through Moodle (online learning platform)

Language Literacy and Numeracy Support

All students entering UBSS must have the minimum level of English required. Therefore, there should only be a low level of language and literacy support required. You can arrange extra-curricular assistance from your lecturer in the form of extra reading or practical work.

If the level of language and literacy support needed is high and it is demonstrated that the student cannot meet the academic level required, they will be asked to study more English courses. If this request is refused, the student's language and literacy support at the College may be withdrawn.

Cheating and Plagiarism

Plagiarism is when you present other people's work as your own, and the College considers this to be cheating. The Plagiarism policy is available in the UBSS Academic Misconduct Policy document on the UBSS website (<http://www.ubss.edu.au/Content.aspx?pid=268>)

Student Misconduct Procedures

Refer to the Academic Misconduct Policy document on the UBSS website (<http://www.ubss.edu.au/Content.aspx?pid=268>) for details.

Copyright Act

UBSS complies with the relevant copyright legislation. Students are reminded that the use of copied printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act. The College prohibits the use of any software where ownership cannot be proven and also prohibit the photocopying of any material which may infringe copyright laws. Photocopying any more than 10% of a document or book is against the law and heavy penalties may apply. Notices outlining legislation are posted near photocopying machines.

Also, check this web site: www.copyright.org.au

Privacy Act

The Privacy Act precludes the giving of information to parties other than the party requesting information on himself/herself. This includes the student's names, addresses, phone numbers or academic results. For more information regarding the Privacy Act, see this Government web site: www.privacy.gov.au

UBSS will not give out personal details of any member of staff.

Students are advised that their personal information may be provided to Commonwealth or State agencies and the Fund Manager of the College's Tuition Assurance Fund. A student's Financial Status and Attendance details may be provided to the student's agent.

Tests and Exams

Test or Exam timetable

All UBSS exams are run on a special timetable distributed by the Academic Operations Coordinator. It is important that you check this timetable for the date, time and exam venue location as soon as you receive it as your exam MAY NOT be in the same room or at the same time as your lecture.

For subjects with large enrolments, you must attend the test or exam for the group you belong to (according to MyGCA).

You should also keep checking your myGCA account and email for possible changes to the exam timetable

Running late for an exam because you didn't know that it was in a different room or at a different time to your normal lecture IS NOT a valid excuse.

It is your responsibility to turn up 10 minutes before the start of the exam at the right room.

Student responsibilities in tests and exams

- Arrive 10 minutes before the start of your exam to the allocated room. When you arrive, check that you are in the right exam venue, your mobile phone/s have been switched off and placed in your bag or handed to the exam invigilator and your bag has been left at the front or back of the exam venue. Students are encouraged to use the toilet prior to the test or exam, if necessary, as students are not permitted to leave the exam venue within the first ten minutes or last ten minutes of a test; or the first thirty minutes and last thirty minutes of an exam. Only one student is allowed to be absent from the exam venue at any time, for toilet breaks. Students are not permitted to take any items with them to the bathroom.
- Ensure that you get everything you require for the test or exam before the assessment starts as you will not be permitted to access your bag or its contents once the test or exam starts.
- You will not be permitted into an exam venue if you are suspected of being under the influence of alcohol or illegal drugs; not enrolled in the subject; don't have photo ID with you; have outstanding fees (non-financial); are rude, disruptive or abusive towards exam invigilators or other students; arrive more than 10 minutes late to an exam or more than 5 minutes late for a test.
- Ensure that you have your own stationery (e.g. pens, pencils, rulers and textbooks if allowed) and if calculators are permitted, ensure that it works. Borrowing of any stationery (including calculators) is not permitted
- Only bottled water is permitted into the exam venue (No other food or drinks are allowed into an exam unless arranged in advance with the Academic Operations Coordinator)
- Observe and follow the college's exam protocols. UBSS has zero tolerance towards students who refuse to abide by the College Code of Conduct. This includes students who are physically or verbally abusive or uncooperative to staff (this includes exam invigilators) or other students. Students who deliberately and provocatively refuse to follow the exam invigilator's instructions will be asked to leave the exam room and be reported to the Academic Integrity Committee, who will decide on the penalty. Penalties include a zero score for the exam. Cheating in tests or exams is a serious violation and students caught cheating will be formally reported to the Academic Integrity Committee who will decide on the penalty for this action. This could range from a reduction in marks to expulsion. Any offending material will be immediately confiscated and will not be returned.
- If students require any assistance during the test or exam (need to use the toilet or ask a question), you are required to raise your hand and wait for an exam invigilator. An exam invigilator can only assist with questions regarding the test or exam structure (how many questions students are required to answer) - exam invigilators cannot assist with the

meaning of a word or question, answering questions or confirm whether students have the correct or incorrect answers

- Listen and follow the exam invigilator's instructions politely and courteously.
- Do not disturb, distract or disrupt other students
- Students are not permitted to communicate with other students once inside the exam venue
- Do not use your mobile phone or any other devices
- If a student becomes sick during a test or exam and is unable to continue, the student must hand in their exam paper/s regardless of how many questions they have attempted. If a resit test or exam is required, the student must provide a medical certificate within five days of the test or exam date and apply online on myGCA. The lecturer will grant a resit for tests and the Academic Operations Coordinator will determine if the student is eligible to resit the exam at a later date.
- After the test or exam, students are required to remain seated and wait until the exam invigilator instructs students to leave.

Permissible materials in an exam venue:

- Student ID card or identification with photo ID such as a passport or driver's license
- Stationery (pens, pencils, erasers, rulers and pencil sharpeners)
- Bottled water
- Non programmable calculators without storage capability for tests or exams that require calculators

Prohibited items in an exam venue:

- Mobile phones or any electronic devices such as Ipods, mp3 players, apple or other electronic watches
- Notes unless the test or exam is an open book or restricted open book exam
- Hats or head coverings that are not worn for religious purposes
- Drinks other than bottled water
- Food or snacks

Supplementary exams

You are eligible for a Supplementary exam if:

- You have missed the final exam due to medical reasons, have uploaded a valid medical certificate on myGCA, applied for leave within 5 working days of missing the exam and have had your leave approved by Student services;
- Achieved between 40-49% in the final exam

Supplementary exams cost \$200 per subject/exam. If you are late for an exam, you will have to write a Supplementary exam (and pay the \$200 Supplementary exam fee). For more information, please read the Supplementary Examination policy on the UBSS website.

Course Completion

Students on a student visa must complete their course within the original timeframe for which the visa was granted. This is a DIBP requirement on all visas.

Results / Grades

Students are able to access their academic transcripts through their myGCA account. The Transcripts will include subjects studied in their course, date completed and grade.

Recording Results

Grades indicate the level of student performance in a subject against specified criteria and standards. Grades are awarded so that UBSS can provide a statement for the students and UBSS community that indicates the student's achievement of the learning objectives in a subject. Generally at UBSS the subjects are graded with the grades of High Distinction, Distinction, Credit, Pass and Fail.

Grade Mark Range Descriptor

High Distinction 85–100

Work of outstanding quality on all objectives of the subject, which may be demonstrated by means of criticism, logical argument, interpretation of materials or use of methodology. This grade may also be given to recognise particular originality or creativity.

Distinction 75–84

Work of superior quality on all objectives, demonstrating a sound grasp of content, together with efficient organisation and selectivity.

Credit 65–74

Work of good quality showing more than satisfactory achievement on all objectives, or work of superior quality on most of the objectives.

Pass 50–64

Work showing a satisfactory achievement on the overall objectives of the subject.

Pass Not Graded

Work showing a satisfactory achievement on the overall objectives of the subject.

Fail 0–49

Unsatisfactory performance in one or more objectives of the subject as contained within the assessment items.

NA Not attempted

W Result withheld

The Executive Dean may determine that supplementary assessments are required, or that alternative examiners and/or special assessments are required because of misadventure.

Students who receive a 'W' result must immediately contact their Program Director to ensure that they understand what is required to complete subject requirements otherwise the result will be changed to Fail after the prescribed period. W results must be cleared within the prescribed period: no later than two weeks after the beginning of the following trimester.

Withdrawn

Approval may be granted for withdrawal from a subject without a Fail grade after the Census date. Although the student will not have a Fail grade, they will incur a financial liability for the subject.

AF Absent Fail

Withdrawn after the due date and approval for withdrawal without academic Fail has not been granted. The student will incur a financial liability for that subject and the status on the academic record for that subject will be 'Withdrawn/Fail'.

Concerns with Results

Remarking and Resubmission

The Subject Assessor is responsible for remarking an assessment item where a second marker is required and the original marker was the Program Director/Lecturer. Program Directors/ Lecturers may request that Subject Assessors help them in any review of assessments. Details are available in the Examinations Policy & Procedures outlined in the UBSS Academic Policies & Procedures document.

Subject Re-Attempt

Should students fail any subject, they will need to re-enrol and pay for the subject again. Any repeat subject will be charged at the standard fee, currently \$1500.

Counselling Services

If a student is feeling distressed or upset, a lecturer or staff member can be approached by the student. If the student does not wish to do this, they can talk to the Executive Dean who will then organise other forms of support or external counselling.

GCA has a Grievance Policy that provides assistance with external professional /community bodies who have the expertise to intervene on a range of non-academic problems. Appointments can be made by the Executive Dean or Student Services based on this policy. This service is free of charge and confidential.

Student Grievance Procedures

We hope that your time at UBSS will be fun and trouble-free, but we recognise that this may not always be the case. There are steps you can take if you feel that you are being treated unfairly, or being discriminated against, or if you believe you are being sexually harassed. UBSS has a grievance procedure that all students and staff can use at such times. If you have a problem with an individual, or the policy of the College, you are entitled to make a formal complaint. If matters cannot be resolved at the College, academic or staff level, then students are able to lodge a formal complaint following the grievance procedures as outlined in the UBSS Academic Policies. You can also make an appointment with student services who will advise you and help you through the process.

For more information on how to lodge a grievance go to:

<http://www.ubss.edu.au/Content.aspx?pid=268>

Student ID cards

Students are required to carry their ID card with them at all times while on College premises. Replacement cards cost \$20 each and are available from Student Services. Since they are essential for attendance purposes (classes and examinations), students are advised to replace lost cards straight away.

Replacement of Lost or Damaged Cards

Students are provided with one Student ID Card free of charge during the course of their degree.

If your student card is lost or stolen please apply for a new card via myGCA. You will be required to pay a \$20 replacement fee.

Once a new student card is issued, you will receive an SMS to collect your replacement from student services.

Timetable

UBSS operates on a 5 day, Monday to Friday teaching timetable.

In order to begin lectures students will need to get the timetable for each of their subjects. Student can select subjects and access their timetable via their myGCA account.

Students are expected to attend lectures, and to take notes. Some Lecturers provide supporting material on subject web pages; others might prepare handouts to be given out in lectures; some will do neither. It can be tempting to miss lectures, or ask a friend for notes, but this means that students miss information that is crucial to the successful completion of the course, including material that may appear in exams. Students should take note paper and pens to their lectures, turn their mobile phone off, and not talk with other students while the Lecturer is speaking.

Student Webmail Access

To access your personal Office 365 based student webmail, follow these steps:

- Click on the "Access Student Webmail" link at the bottom of the page. This will take you to the Office 365 Online portal.
- You will be prompted for login user name and password.
- Use your GCA Student email address as the username. Remember that all GCA Student email addresses are in the format "student id number@studentmail.gca.edu.au".

- For example, if your student ID number was 999999, your login user name (and your email address) would be "999999@studentmail.gca.edu.au".
- Use your myGCA password as the login password.
- Press the "Sign In" button.
- Once you are signed in, click on the "Outlook" link to view your mail.

Online Services for Students

Your myGCA student account will give you access to a number of online facilities.

These include:

- myGCA
- Webmail
- e-Library

Campus Facilities

The UBSS campus is equipped with free Wi-Fi throughout and has:

- Modern spacious classrooms
- Computer labs
- Printing and CD burning facilities
- Smartboards
- Quiet rooms for studying
- Vending machines for snacks and drinks
- Student information and IT support services

Computer Laboratories

Computer laboratories with the latest hardware and software add the finishing touch to a modern college dedicated to the education of its students and serving their needs. All students have a college email address and free access to the computer labs and internet.

Smartboard Technology

UBSS uses cutting edge SmartBoard technology in its classrooms to maximise the learning potential for students. All classrooms are fitted out with SmartBoards, which are interactive whiteboards that allow active student participation, both in class and later at home. SmartBoards do exactly what computers can do, but enhance the learning experience, allowing lessons written on the board to be saved. This material is then uploaded to Moodle to view at home.

Moodle

Moodle is the online learning system used in all UBSS classes. Moodle is used by lecturers to place course material for students' reference in one central e-repository. Moodle is also used for online chats, wikis, forums, quizzes and assignment submissions. Using Moodle increases students' knowledge and appreciation of the use of technology and facilitates dynamic and contemporary teaching & learning practice.

Printing and Copying

There are printing and copying facilities provided on level 10, which require a student card for access. On commencement of studies, all students are given \$2 credit for copying and printing purposes (the price per copy is 20 cents).

There is an EFTPOS next to the copier where students can top up their credit, and instructions for using the printing and copying facilities are posted on the wall nearby.

Places of Worship

CHURCHES

ANGLICAN

St Andrew's Anglican Cathedral – corner Bathurst & George Streets, next to Town Hall

St James Church – 173 King Street, Sydney

Christ Church St Laurence Anglican Church – 812 George Street, Railway Square

Holy Trinity Anglican Church – 50 Lower Fort Street, Miller's Point

St Philip's – 3 York Street, Sydney

BAPTIST

Central Baptist Church – 619 George Street, Sydney

CATHOLIC

St Mary's Catholic Cathedral – College Street, Sydney

St Benedict's Catholic Church – cnr Chippendale & Parramatta Roads, Broadway

St Peter Julian's Catholic Church – 641 George Street, Haymarket

LUTHERAN

Martin Luther German Lutheran Church -90 Goulburn Street, Sydney

PRESBYTERIAN

Scots Presbyterian Church – 44 Margaret Street, Sydney

St George's Presbyterian Church of Eastern Australia – 201a Castlereagh Street, Sydney

SALVATION ARMY

Congress Hall – 140 Elizabeth Street, Sydney

SCIENTOLOGY

Church of Scientology – 201 Castlereagh Street, Sydney

UNITING

St Stephen's Uniting Church – 197 Macquarie Street, Sydney

The Uniting Church – 8/222 Pitt Street, Sydney

MOSQUES (and prayer rooms)

Vodafone shop Musallah prayer room (upstairs), 36 York Street, Sydney, 2001 (02 9299 2798)

Sydney City – York Street Convenience store prayer room 32 York Street, Sydney, 2000

Town Hall Mussalah, 167B Castlereagh Street, Town Hall, Sydney, NSW, 2000

University of Central Queensland Musalla, Room 609, 333 Kent Street, Sydney, 2000

Blight Street 1-7 Bligh street (See Vodafone shop for keys (opposite Grace Hotel) 02 9299 2798

Surry Hills Mosque 75-177 Commonwealth St, Surry Hills NSW 2010

Wynyard Mussalah, 60 Clarence Street, Sydney, NSW 2000

Sydney City Musalla Level 2, 19-21 Hunter Street, Sydney, 2000

Ultimo TAFE prayer room on Mary Ann street 19 Mary Ann street, Ultimo, NSW, 2007
Mascot Musallah, Upstairs 1215 Botany Road, Mascot, NSW 2020, 02 96624410
Surrey Street Darlinghurst Musalla, 62 Surrey Street, Darlinghurst, 2010
Darling Harbour Musalla, Level 1, 56-60 Erskine Street, Sydney, 2000
Millers Point Musalla Abraham Mott Hall, 15A Argyle Place, Millers Point, Sydney, 2000

TEMPLES

Buddhist temples

Sze Yup Temple 2 Edward St, Glebe NSW 2037 (Chinese Buddhist)
Wat Buddharangsee temple 49 Trafalgar St, Sydney (Chinese Buddhist)
Nan Tien Temple, (Buddhist temple)

Hindu temples

Hare Krishna temple, 180 Falcon Street, North Sydney, 2060

SAFETY INFORMATION

Workplace Health and Safety (WH&S)

All staff and students are bound by the Work Health and Safety Act 2011 as per the GCA Group of Companies Work, Health and Safety (WHS) Policies and Procedures.

Ultimately, Health and Safety is everyone's responsibility, therefore all persons in UBSS have a duty of care to ensure the safety of themselves and others. As a student if you are unsure regarding safety or need to report something you feel is 'unsafe' please speak with your Lecturer or contact student services for advice.

Evacuation Procedure

Evacuation Plans are posted on every floor near the lifts and in every room – make yourself familiar with them.

Emergency Contacts

Knowing how to call Triple Zero (000) is the quickest way to get the right resources from Emergency services to help you and should be used to contact Police, Fire or Ambulance services in life threatening or time critical situations.

Calls to Triple Zero (000) are FREE. For more information log into: www.fire.nsw.gov.au

UBSS First Aid

Senior First Aid officers

Professor Greg Whateley – Level 1

First Aid Kit location

Level 10 - Student Services

Level 11 - Staffroom

Safety in Sydney

Australia is generally a very safe place to live and study. The 2011 OECD Better Life Index rated Australia 9.3 out of 10 for safety, one of the highest ratings awarded to any country
<http://www.oecdbetterlifeindex.org/countries/australia/>.

But it is still important to look after yourself and be aware of the risks that exist - and ways to minimise them. This is particularly important for when you first arrive and are adjusting to your new way of life.

Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.

Please remember:

- Do not leave your personal belongings unattended anywhere.
- Do not tell strangers where you live.
- Beware of theft.

VISA CONDITIONS AND LEGAL REQUIREMENTS

Visa Conditions

International students in Australia are required to observe certain visa conditions. It is very important that you understand what your visa entitles you to do, and what you are not permitted to do. In some circumstances, UBSS is required to report breaches of Student Visa conditions to the Department of Immigration and Border Protection (DIBP). All International students should take the time to look at the DIBP website (<https://www.border.gov.au/>) which provides information on the conditions of Student Visas, as well as forms and other information. The main points students need to be aware of are summarised below:

Your Address

You must notify UBSS of your current Australian address and contact details within 7 days of your arrival. If you have not already informed UBSS of your address in Australia, then you must do so as soon as possible. This can be done online through myGCA.

Work Rights

You can only work a maximum of 40 hours per fortnight during class time. During vacations/ holidays you may work unlimited hours. This condition also applies to your dependents (except Masters and PhD students). Please note that if you nominate to enrol in Trimester 3 (non-compulsory study period) the 40 hours per fortnight limitation will apply.

Satisfactory Academic Progress

You have to achieve satisfactory academic results. This means you must pass at least 50% of your enrolled subjects each trimester.

Correct Details

The information DIBP has about what course you are studying must be accurate at all times. If you change your course, make sure you inform UBSS so that this information can be passed on to DIBP.

Overseas Student Health Cover (OSHC)

You must maintain adequate Overseas Student Health Cover (OSHC) throughout the term of your student visa. If you are required to extend your student visa, it is your responsibility to arrange additional health cover and to notify the OSHC provider of any change of address.

Finances

You must satisfy the requirements of the visa you were granted, including sufficient financial capacity to support yourself and any dependents during your period of study.

School Aged Children

If you have children of school age, they must attend school and you must pay any relevant school fees in full. Any dependents who travel with you must not remain in Australia after you leave.

You may be required to pay the full fees for your children's schooling at either a government school or non-government school. The cost per year ranges from \$6,500 to \$15,000 for a non-government school and government school.

For more information please follow the link:

<https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children>



school fees for international student'

Course Changes

You cannot change your course unless UBSS has granted approval. If you are thinking about changing your course of study, you need to ensure that you continue to meet all the conditions that apply to your student visa. For more information see

<http://www.border.gov.au/Trav/Stud/more/Changing-courses>

If you are not sure about the conditions that govern your visa, consult the DIBP Website:

<http://www.border.gov.au>

Student Visa Conditions

For the full list of conditions that apply to student visa holders, please visit:

<http://www.border.gov.au/Trav/ Stud/more/Visa-conditions/visa-conditions-students>

Full-Time Study Requirements

International Students are required to complete their study within the expected program duration. The expected duration is given on your CoE (Confirmation of Enrolment). To complete your program in the expected duration, you will need to be enrolled in a 100% load each trimester (i.e. 4 subjects).

For more details, please review the UBSS Academic Policies at

<http://www.ubss.edu.au/Content.aspx?pid=268>

Complaints and Appeals

A complaint is an expression of dissatisfaction with UBSS procedures, employees or service provision as expressed by one person or a group of people. An appeal is a request for review within the policy's term if the matter of dispute has not arrived at a satisfactory resolution.

Things you need to know about complaints and appeals:

- Your identity will not be revealed without your permission.
- If you need to appeal against a decision made by UBSS, you have 20 days from the date of the decision in which to make an appeal – your appeal must be in writing.
- The complaint or appeal will be at minimal or no cost to you.
- You can bring a friend for support when you present your case.
- If the appeal is decided in your favour UBSS will immediately take whatever action is needed to put things right.
- If you are in the process of an appeal you must still attend classes, pay fees and submit assignments, provided you do this your enrolment will not be suspended or cancelled.
- You have the right to appeal to the NSW Ombudsman if you are not satisfied with the outcome.

You can access the Complaints and Appeals procedure via the Grievance Policy link:

<http://www.ubss.edu.au/Content.aspx?pid=268>

Speak with student services if you need help or advice.

National Code Standard and the ESOS Act

The National Code is legislation regulating the provision of education to on-shore international students and is part of the ESOS Act (Education Services for Overseas Students Act). If you are studying in Australia on a Student Visa, the National Code 2007 applies to all areas of study including:

- Study requirements
- Enrolment requirements
- Younger students
- Transferring providers
- Credit transfer
- Student support services
- Complaints and appeals
- Completion within required duration
- Monitoring of course progress
- Deferring, suspending or cancelling your enrolment

For more information on the National Code please refer to the below:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

For more information on the ESOS Act please refer to the below:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

ACCOMMODATION

Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Types of Accommodation:

Rentals

Median weekly rents in Sydney are approximately \$525 for an apartment and \$700 for a house. However, these prices can vary greatly depending on the size, quality and location of the rental property.

Generally speaking, locations close to the city or beaches can be much more expensive. Cheaper rental accommodation can usually be found at longer distances from the city centre.

Refer to the property guide website www.realestate.com.au/rent for a listing of current rental properties available.

Where to Look for Accommodation:

The following is a list of places where you can go to find advertisements for accommodation:

- Real Estate Agent windows & websites - <http://www.domain.com.au/>
- <http://www.realestate.com.au>

Things to Keep in Mind When Renting:

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than \$2,100 dollars (4 weeks rent). A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

The landlord or real estate agent must lodge your rental bond with the NSW Office of Fair Trading within 7 days of receiving it from you. When you decide to leave the premises, a 'Claim for return of bond money' form must be submitted to the NSW Office of Fair Trading before the bond money can be refunded.

Visit the NSW Office of Fair Trading website for more information:

http://www.fairtrading.nsw.gov.au/ftw/Tenants_and_home_owners/Renting_a_home.page?

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Contact 'Fast Connect', a free service funded by providers that can connect your gas, water, and telephone, broadband and pay TV:

<http://www.fastconnect.net.au>

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

Bills & Expenses:

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food:

Do you and your roommates expect to share the costs of buying food and share in the preparation?
Do you have specific food needs (allergies, preparation needs)?

If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning:

Who will clean what? How often?

Decide exactly what "clean and tidy" means to you.

Will you hire a cleaning company to keep things under control?

Personal Habits & Individual Needs:

How much privacy do you need?

What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking:

Do you prefer to have a smoker or non-smoker as a roommate?

Is a smoker alright as long as they smoke outside the residence?

(Many rental agreements will forbid smoking inside the premises) Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television:

What are your musical likes and dislikes?

Do you watch TV every day or just once in a while? Do you like to study with or without music/TV?

Personality Traits & Communication:

How do you perceive yourself? How do others perceive you?

Do you enjoy being around a lot of people - or just a few friends? Are you more comfortable by yourself?

What about overnight visitors?

When conflicts arise, how do you go about resolving them?

How do you behave when you're happy - angry? What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult. Note that hiring a cleaner/housekeeper in Australia will be significantly more expensive than in your home country.

Most Australians, especially landlords and rental agencies, believe it is very important for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the wheelie bins provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to recycling and the days your rubbish is collected.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that misuse of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. (Warning: Keep all cleaning products out of reach of children and do not mix products!)

Maintenance & Fixtures & Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

Only working smoke alarms save lives!

Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button.

- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted.
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

LIVING IN SYDNEY

International and domestic students can take advantage of the Australian and Sydney experience.

With a population of over four million people, Sydney is the largest city in Australia, the hub of social events, close to many tourist attractions and an ideal place to experience the Australian culture and lifestyle. It is also a perfect base for seeing the rest of Australia with many forms of transport to take you anywhere you would like to go.

Foreigners and relocating Australians alike are drawn to Sydney due to the career opportunities, cosmopolitan lifestyle and excitement that this diverse city has to offer.

The options included here are just a taste of what Sydney offers. Students are also encouraged to look further than the information provided so as to maximize their Sydney experience. (GCA does not manage these suggested sites therefore does not affirm support of all of the content, recommendations or advice within these links.)

City of Sydney: <http://www.cityofsydney.nsw.gov.au/>

Tourism NSW: <https://www.destinationnsw.com.au/>

What's On in Sydney: <https://whatson.cityofsydney.nsw.gov.au/>

Local Hot-Spots & Events

Sydney is a very lively and fun city hosting many festivals, concerts, shows, carnivals, sporting events, shops and exhibitions.

For details refer to the following <http://www.sydney.com/>

Other nearby attractions

Bondi Beach

Bondi is one of the most famous, clean and welcoming beaches in the world accentuated by Sydney's warm climate and clear weather throughout most of the year. The sand is white and clean, and the water is clear. The GCA campus is about a 15 minute drive from Bondi Beach. This link will take you to the public transport options on how to get to Bondi Beach from GCA.

Transport to Bondi Beach

Circular Quay, Sydney Harbour and the Opera House

Sydney Harbour is full of life at New Year's Eve for the world-renowned fire-works as well as the Sydney to Hobart Yacht race in January and many events year round. Throughout the year the Harbour can be accessed via ferry. Other tours and cruises are also available including jet boat rides and sea plane trips.

The Opera House is a famous building right on the Harbour with unique architecture often seen in tourist publications. It is active as a concert and events hall with other performances also held around the facility including the 'Australian Idol' and New Year's Eve shows. Locals and tourists frequent this area and the surrounds at 'Circular Quay'. The iconic Harbour Bridge is the backdrop of many postcards and can be climbed for a thrill, exercise, heritage information, glorious views and/or for sheer fun.

Our UBSS campus is a 10-15 minute walk to Circular Quay, Sydney Harbour and the world famous Sydney Opera House.

Sydney Opera House Website

Parks and Gardens

Large, well-maintained parks and gardens are scattered throughout the city. Many people relax in parks on their lunch-break, after work or on weekends or use parks for recreation activities such as picnics, cycling, walking or rollerblading. Some of the most beautiful parks in Sydney include Hyde Park, The Botanical Gardens and Centennial Park. Hyde Park is in the middle of the CBD and is only a 3-5 minute walk from UBSS.

Sydney's Parks and Gardens

Taronga Zoo

Taronga Zoo is a very popular tourist attraction, accessible via a 15 minute ferry ride from Circular Quay. There are many native animals such as koalas and kangaroos, as well as exotic species such as lions, tigers, dolphins and whales.

Taronga Zoo Website

China Town, Night Markets & Market City

China town is a 3-5 minute walk from UBSS and is a lively area hosting popular night markets along with other shops, restaurants and regular entertainment events.

Market City is located in the heart of Chinatown, offering various shopping and dining options.

Chinatown Night Market

Market City

LIVING IN AUSTRALIA

Plan your departure

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Sydney International Airport which is the closest international airport to Sydney. Sydney International Airport is located about 8 km south of the Sydney Central Business District. It is easily accessible by car, train, taxi or bus.

For more information visit: <http://www.sydneyairport.com.au>

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from GCA
- Confirmation of Enrolment (CoE) issued by GCA
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.
- If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.
- What to Bring: Students are often surprised by how strict Department of Immigration and Border Protection can be.

If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not

declaring items. Visit the Department of Immigration and Border Protection homepage <https://www.border.gov.au> and read “What can't I take into Australia?”

Also let your family and friends know “What can't be mailed to Australia?”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Seasonal Considerations

Summer in Australia is from December to February, Autumn from March to May, Winter from June to August, and Spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

On most campuses, students usually dress informally. Jeans or trousers with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring your traditional dress and accessories.

Other Items You Might Need to Include

(Most can be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

The standard voltage for electrical items in Australia is between 200-240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document and you must read the instructions carefully. Don't be afraid to ask airline staff if you have any questions.

For more information, please visit <https://www.studyinaustralia.gov.au/english/live-in-australia/plan-your-departure>

ARRIVING IN AUSTRALIA

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit

<http://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

For more information, please visit

<https://www.studyinaustralia.gov.au/english/live-in-australia/arrival>

SUPPORT SERVICES FOR STUDENTS

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial.

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

Student associations

Australia has a number of student associations representing and assisting students from Australian institutions. National associations include:

Council of International Students Australia (CISA) (www.cisa.edu.au) - national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.

Australian Federation of International Students (AFIS) (www.afis.org.au) - assisting international students in maximising the scope and potential of their experience living and studying in Australia.

Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

Childcare

While many larger institutions have childcare facilities with trained staff, there are also a wide variety of private and not-for-profit childcare centres available around Australia. The Australian government provides financial assistance to help parents with childcare costs. International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the child care benefit. To find out if you are eligible for child care financial assistance, read more at the Australia.gov.au website.

Other support services

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

Local police – non-emergency

Contact details - Call 131 444

Lifeline

Contact details - 13 11 14

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.

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 studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling 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.

Sexual Assault counselling service

Contact details - Search online for 'rape crisis centre' in your home state

Service details - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

For more information, please visit

<https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>

INSURANCE

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

Please refer to the section "Overseas Student Health Cover (OSHC)" of this handbook for more information.

Home Contents Insurance:

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.

Travel Insurance:

Australia has a very reliable travel industry, but cancelled flights, lost luggage or other un-planned issues can arise. If you are travelling with valuables or are on a travel schedule you have to meet, travel insurance can help cover any mishaps or missed flights. You can arrange travel insurance through a range of providers including travel insurance companies, airlines and travel booking companies.

Motor vehicle insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

For more information, please visit

<https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>

Managing my Finances

This is an example of some of the expenses you might encounter when you first come to Australia:

Accommodation

Hostels and Guesthouses - \$90 to \$150 per week

Shared Rental - \$85 to \$215 per week

On campus - \$90 to \$280 per week

Homestay - \$235 to \$325 per week

Rental - \$165 to \$440 per week

Boarding Schools - \$11,000 to \$22,000 a year

Other living expenses

Groceries and eating out - \$80 to \$280 per week

Gas, electricity - \$35 to \$140 per week

Phone and Internet - \$20 to \$55 per week

Public transport - \$15 to \$55 per week

Car (after purchase) - \$150 to \$260 per week

Entertainment - \$80 to \$150 per week

Minimum cost of living

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa for Australia. From 1 July 2016 the 12 month living cost is:

You - \$19,830

Partner or spouse - \$6,940

Child - \$2,970

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

*These are indicative costs only and vary between companies providing these services; and are subject to change at any time.

Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal.

To open a bank account you will need:

- your passport
- student ID card
- money to deposit into the account

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account.

Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank & ATM Locations near UBSS

Banks and Bank ATMs are located throughout the Sydney CBD.

Banking Hours

Most bank branches are open from Monday to Friday, 9:00am to 5:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). ATMs remain open 24 hours a day. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank.

If you don't understand any fee which has been charged, contact your bank.

Accessing Money from My Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Teller Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all online. All banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post

outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

Safety When Carrying Money

The first and fundamental rule of safety when carry money is: "Don't carry large amounts of cash!"

The second is: "Don't advertise the fact that you are carrying money!"

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

Transferring money to Australia

According to the experience of many international students we suggest you explore the following options:

- International money transfer
- Traveller cheques, or
- Automatic Teller Machines (ATMs)

We remind you that there are some cost issues to consider with changes in the exchange rate.

Exchange Rate Issues

It is very important to consider possible changes in the exchange rate. Some students prefer to get their money in one transfer to avoid future changes in the exchange rate and as a result plan and budget for their stay in Australia. The way you manage your finances is a personal decision and one we cannot advise you on. We recommend you talk to your financial adviser or a bank representative to gain advice regarding these issues. We also suggest having different money exchange plans according to different levels of the exchange rate to evaluate how much you will get when you convert your local currency into Australian dollars.

Working While Studying

- You are not permitted to start work until you have commenced your course of study
- You can work a maximum of 40 hours per fortnight during the trimester and unlimited hours when your course is not in session.
- The Department of Immigration and Citizenship (DIBP) considers your course to be 'in session':
 - for the duration of the advertised trimesters (including periods when exams are being held)
 - if you have completed your studies and your Confirmation of Enrolment is still in effect
 - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Immigration and Border Protection)

For a full list of mandatory and discretionary student visa conditions please visit:

<http://www.border.gov.au>

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia, although online is now the most common. Try these online companies:

www.seek.com.au

www.careerone.com.au

www.mycareer.com.au

www.jobsearch.com.au

Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit:

www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund. (Source: Australian Taxation Office)

TRAVEL AND TRANSPORT

Getting From the Airport

Sydney International Airport is situated quite close to the Central Business District (CBD) and is accessible to public transport.

Train

There are rail stations located at both the International and Domestic Terminals.

The International rail station is located at the northern end of the terminal and is accessible from the arrivals level.

Travel to the City

Airport Link is a fast and convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey into the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle which means most city destinations are within a short walk of stations.

Travel to the Suburbs

Tickets can be purchased to all Sydney stations from the International and Domestic rail stations. Simply catch the train from the International or Domestic stations to Central station and change for all suburban services.

For more information on fares, maps and travel planners visit the Airport Link website or phone +61 2 8337 8417.

Public Buses

There are many bus services that operate to and from Sydney Airport - most of which require pre-booking. See the options below to determine which service best suits your needs.

Sydney buses

Sydney Buses has a timetabled service between Bondi Junction and Burwood with stops at both T1 International and T3 Domestic Terminals. Clearly marked bus stops are located on the arrivals level outside each of these terminals.

General Information about fares, timetables and connections to other parts of Sydney is available at www.sydneybuses.info.

Taxis

Each terminal has its own sheltered taxi rank with supervisors on hand in peak hours to ensure a smooth flow of taxis for travellers

Kerbside supervisors can also organise taxis with baby capsules, wheelchair access, 5 seaters, station wagons for lots of baggage, and maxi taxis for groups.

Here are some approximate return fares you can expect to pay to and from Sydney Airport. Remember passengers pay for any bridge or road tolls on top of the fare (these fares are in Australian dollars and are based on non-peak traffic conditions):

Return fare to Sydney Airport:

- Sydney City \$50
- North Sydney \$65
- Manly \$103
- Parramatta \$165
- Liverpool \$114
- Cronulla \$89

For more accurate calculations please refer to the following <https://www.taxifare.com.au/>

HEALTH

Emergencies

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on: 02 8503 5199

A victims of crime counselling service is available on: 02 8688 5400 or 1800 633 063 (free call). Or you can visit the website at:

http://www.lawlink.nsw.gov.au/lawlink/victimsservices/ll_voc.nsf/pages/voc_helplines

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Emergency Translation

For translation service in an emergency situation dial 1300 655 010

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

All students at UBSS are required to pay the OSHC fees along with enrolment and course fees. Group Colleges Australia's preferred OSHC provider is Medibank Private.

For general enquiries regarding Medibank Private you can ring 132 331 or visit the website:

www.medibank.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. Contact Medibank directly for more information.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

How do I make a claim?

You can download an overseas student health cover claim form from the Medibank website:

<http://www.medibank.com.au/Member-Services/Online-Claims.aspx>

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities. See also: Attending an Australian hospital.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For

Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass a public hospital waiting list and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Medical Centres

Choose a doctor from the list of medical facilities in the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some cases you may even need to wait a week or more).

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit www.border.gov.au or phone 131 450.

Medical Facilities in Sydney

Hospitals

Royal Prince Alfred Hospital

Missenden Road Camperdown NSW 2050

Phone: +61 2 9515 6111

Prince of Wales Hospital

Barker Street. Randwick. NSW. 2031

Ph: 9382 2222

Sydney Hospital and Sydney Eye Hospital

8 Macquarie Street,

Sydney NSW 2000

Ph: 9382 7111

For more information about the locations of hospitals around Sydney, visit:

<http://www.bcl.com.au/sydney/help/hospitals.htm>

General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and

studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

Mental Health

If a student is feeling distressed or upset, a lecturer or staff member can be approached by the student. If the student does not wish to do this, they can talk to the Executive Dean who will then organise other forms of support or external counselling.

Free external phone counselling services include:

Lifeline	Ph: 131 114 (24 hours)
Salvo Youth Line	Ph: 8736 3293 (24 hours)
Salvo Care Line	Ph: 8736 3292 (24 hours)

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org.

- Exercise – do at least 30mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday

Binge drinking – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

CONSULATES & EMBASSIES

If you require assistance from your countries consulate, need to contact your embassy, or would like information on your national day, please visit the Australian Government Department of Foreign Affairs and Trade website.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website <http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

MISCELLANEOUS

Australian Diplomatic Missions

www.dfat.gov.au/missions

Department of Immigration and Citizenship (DIBP)

Physical Address: 26 Lee St, Sydney, NSW, 2000

Postal Address: NSW Student Centre GPO Box 9984 Sydney, NSW 2001

Tel: 131 881

Web: <http://www.border.gov.au>

English Language Centres and Websites

IELTS: www.ielts.org

TOEFL: www.toefl.org

CRICOS

<http://cricos.education.gov.au>