

STUDENT ORIENTATION

SYDNEY CAMPUS

Trimester 1, 2025

A very warm welcome to our New Students from the UBSS Staff.



Today's Topics

- Welcome message
- Introduction to UBSS
- Living in Australia
- Living in Sydney
- Our Sydney CBD Campus
- Key UBSS Staff
- Academic Support Services
- Non-Academic Support Services
- Communication
- Important Procedures
- Facilities and Resources
- Academic Progress
- Your Commitment
- Academic Integrity
- Policies and Procedures
- Reminders

Acknowledgement of Country



We acknowledge the Traditional Custodians of the lands and waters across Australia where our campuses are located and where we gather to meet and learn. Today, I honour the Gadigal people of the Eora Nation, on whose land we are based and all the lands we gather from today.

We pay respect to Elders past and present, whose wisdom, cultural heritage and care for these lands have guided countless generations, just as we strive to guide our students. Inspired by their commitment to learning and community, we walk together toward a future of mutual respect, understanding, and shared opportunity.

Welcome Message

Dear Students,

Welcome to Universal Business School (UBSS)

You are embarking on an exciting journey of learning and growth. At UBSS, we are dedicated to providing you with the knowledge, skills, and support needed to excel in your chosen field. Our focus is on practical, industry-relevant education, equipping you to thrive in an ever-changing world.

Your time here is a unique opportunity to challenge yourself, explore new ideas, and build lifelong connections. Make the most of it, and remember, our team is here to support you every step of the way.

We are thrilled to have you join our community and can't wait to see all that you will achieve.



Professor Alan Bowen-James

Chief Executive Officer
Chief Academic Officer
Group Colleges Australia

Introduction to UBSS



Introduction to UBSS

UBSS is a nationally recognised business school and higher education provider of undergraduate and postgraduate programs that prepare you for the challenges of the global business marketplace.

Our Programs

Bachelor of Accounting

Bachelor of Business

Master of Business Administration (MBA)

Accounting

Entrepreneurship

IT Management

Student Experience Survey (2023)



Introduction to UBSS

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 offering a high level of student support and care to deliver a quality learning space providing access to online and classroom education technology for all students ensuring academic excellence & free intellectual Inquiry.

Introduction to UBSS

Our commitment:

It is the School's objective to prepare you to be work ready in the business world after completion of your degree.

UBSS Governance

UBSS is a member of Group Colleges Australia (GCA), a partnership of educational institutions based in Australia.

The GCA Board and the GCA Executive Management Team have 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 Board.

Governance and Leadership

<https://www.ubss.edu.au/about-us/?tab=Governance>



UBSS Registration

UBSS is registered as a higher education provider in Australia by the Tertiary Education Quality and Standards Agency (TEQSA). The Tertiary Education Quality and Standards Agency (TEQSA), registers all Australian institutions, including government and private universities, that offer courses at the higher education (tertiary level) and accredits their courses for delivery in Australia and/or offshore locations.

CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students. CRICOS registration means that UBSS is authorised by the Australian government to enrol international students in its courses.

When you attend university or an approved higher education provider, you can get a FEE-HELP loan to pay all or part of your tuition fees (for Australian citizens and some special New Zealand visa holders only).

Registration and Accreditation

<https://www.ubss.edu.au/registration-and-accreditation/>



Australian Government
**Tertiary Education Quality
and Standards Agency**

CRICOS



Australian Government
StudyAssist

Professional Accreditation



Living in Australia

"Australia is a stable, democratic and culturally diverse nation with a highly skilled workforce and one of the strongest performing economies in the world."

<https://www.ubss.edu.au/living-in-australia/>

Global Recognition

Safe Environment



Growing Destination

Cost of Living



Multicultural Society

Work



Living in Australia

Important information while living in Australia:

Emergency Contacts: 000 (triple zero) = emergency number in Australia

<https://www.triplezero.gov.au>

Safe work in Australia: Covid 19 information for workplaces

<https://covid19.swa.gov.au/covid-19-information-workplaces>

Beach Safety: <https://www.healthdirect.gov.au/beach-safety>

Key facts:

- Always swim between the red and yellow flags on patrolled beaches
- Always swim with someone else
- Never swim after drinking alcohol or taking drugs

Overseas Student Health Insurance:

<https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

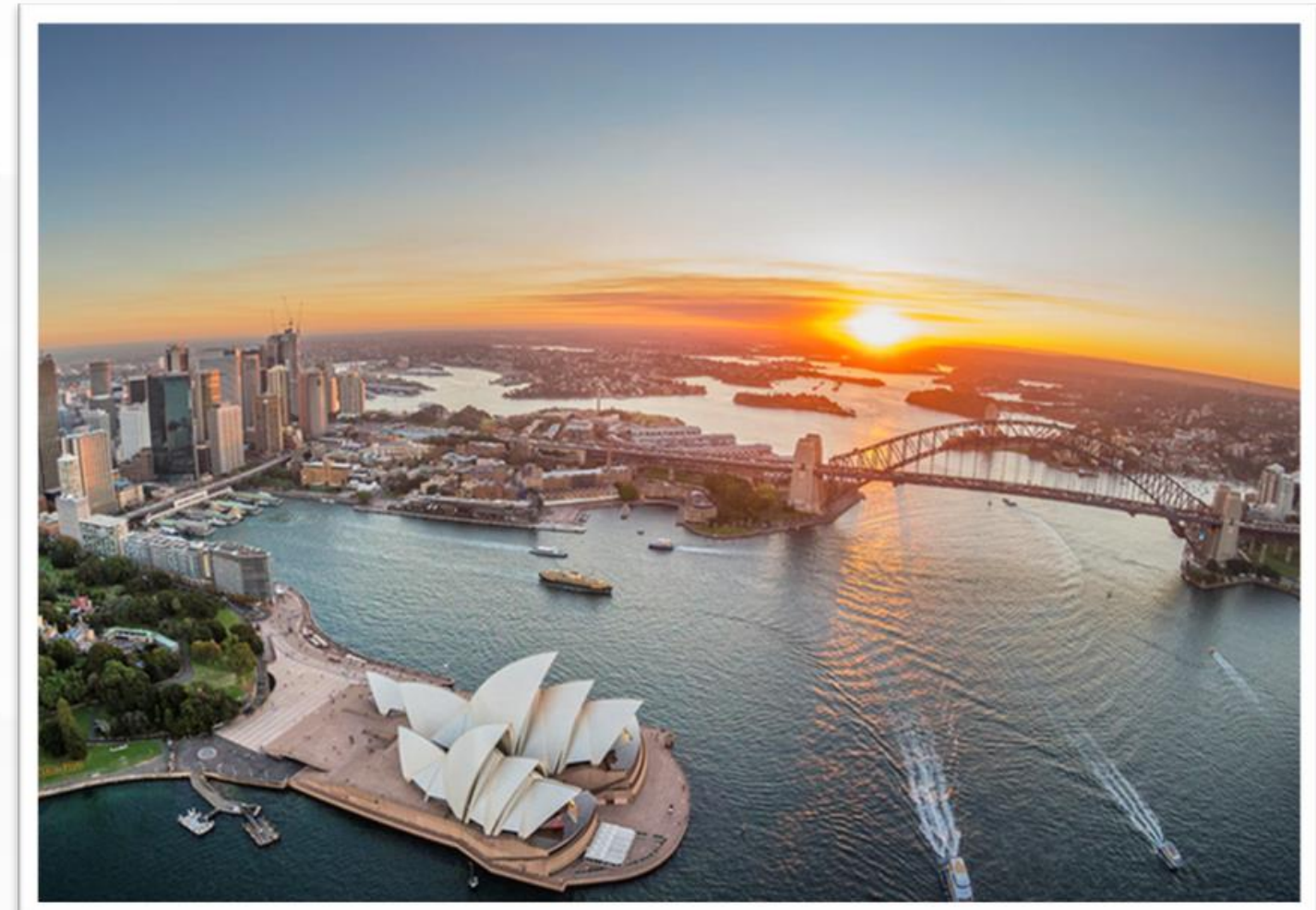
Legal Advice: <http://www.study.sydney/live/support-services>



Living in Sydney

“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.”

<https://www.ubss.edu.au/living-in-sydney/>

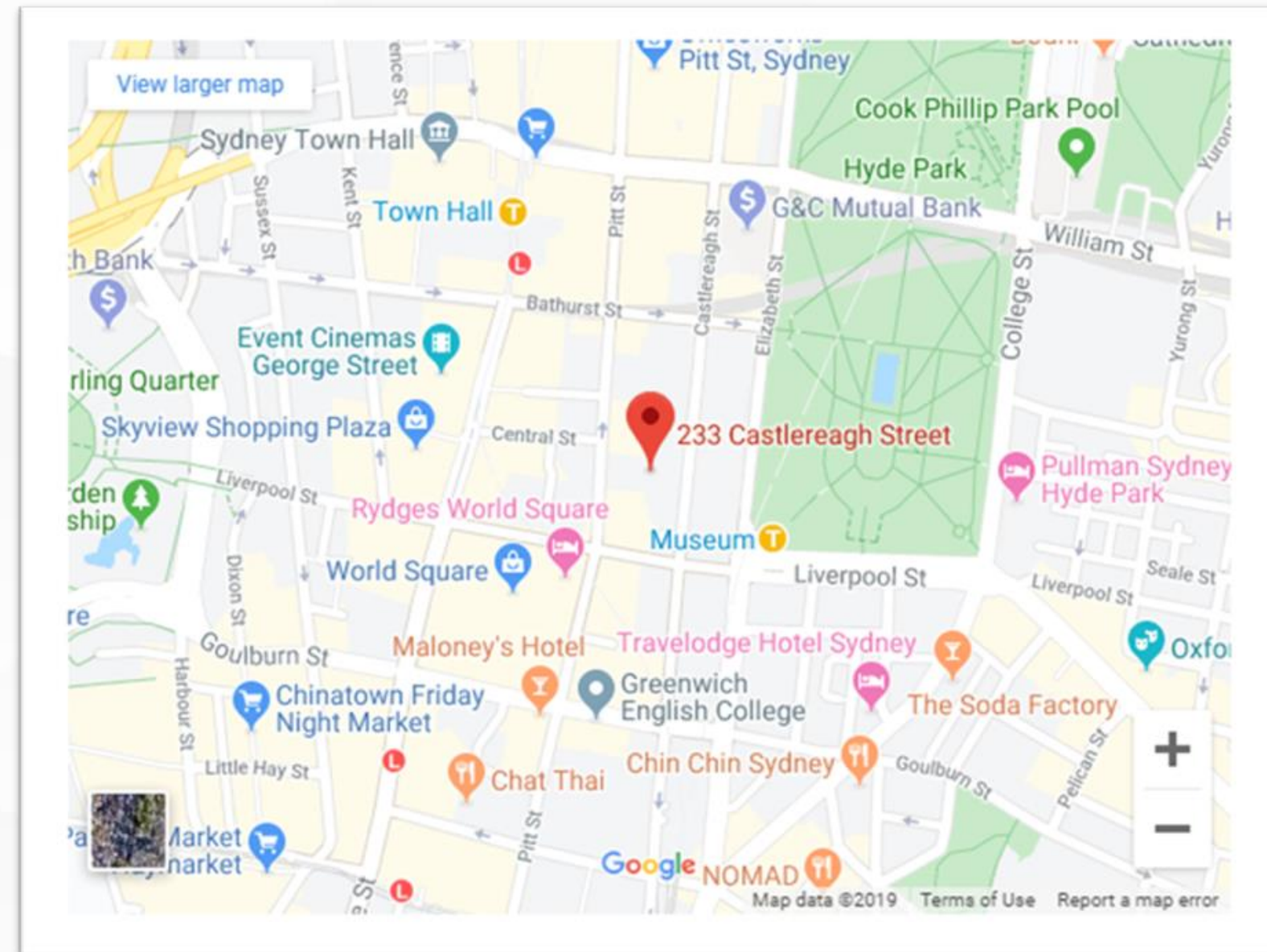


Our Sydney CBD Campus

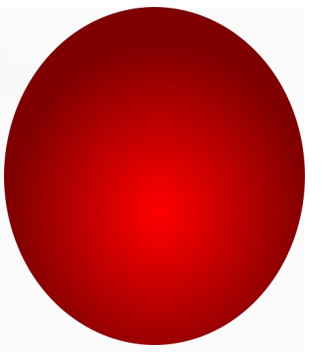
Campus information

UBSS Sydney CBD Campus:
Level 10, 233 Castlereagh Street
Sydney NSW 2000
Australia

<https://www.ubss.edu.au/our-Sydney-campus/>



Key UBSS Staff



Associate Professor Wayne Smithson

Academic Programs Director

Subject Matter Expert (SME) Project Lead

Sydney CBD campus

wayne.smithson@ubss.edu.au



Wilhelmina Woortman

Student Success Manager,

Sydney CBD campus

wilhelmina.Woortman@ubss.edu.au



Jotsana Roopram

Academic Experience Manager

Chair, Academic Integrity committee

Campus Director, Sydney CBD campus

jotsana.roopram@ubss.edu.au

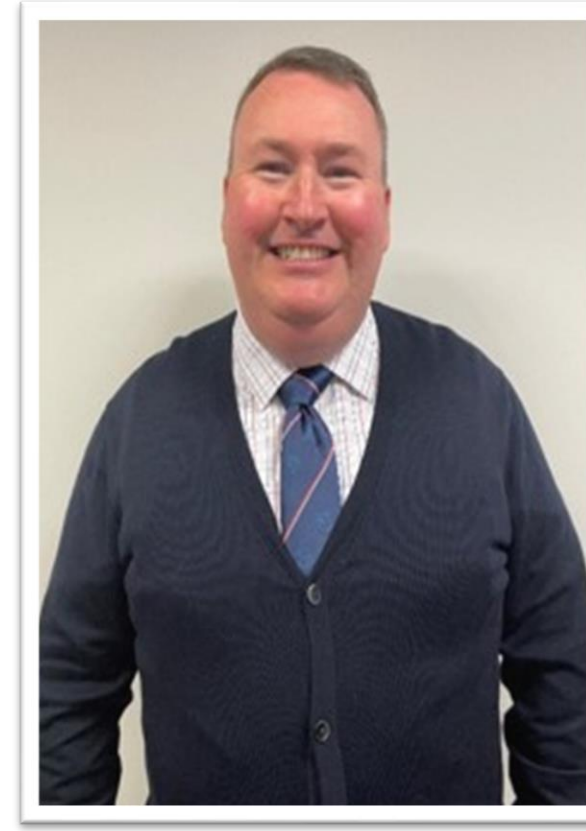
Key Sydney Campus UBSS Staff



Anjana Rajeev
Student Services Officer
Sydney CBD campus
Anjana.Rajeev@ubss.edu.au



Pedram Layegh
Duty Manager
Sydney CBD campus
Pedram.Layegh@ubss.edu.au



Peter Smith
Duty Officer
Sydney CBD campus



Mariam Jabeen
Duty Officer
Sydney CBD campus

Sydney Campus Lift Access

Students are advised that the lifts are locked at 7pm daily for the safety and security of all staff and students on campus.

Evening classes: If students wish to leave the campus after 7pm, re-entry to the campus is not possible.

Academic Support Services



Academic Staff Roles

The **Lecturer** will be responsible for:

- Direct teaching on their specialist subject
- Creating teaching materials

The **Tutor** will be responsible for:

- Delivering the tutorial materials
- Invigilating in-class assessments for their subject cohort²¹
- Mark all assessments

The **Student Success Manager** will be responsible for:

- Supporting students' academic growth and success
- Providing academic support and tailored learning assistance



Student Success

Focus areas include –

- Assisting students with their learning and associated skills development;
- Providing individual advise and guidance to students on a range of matters academic;
- Providing individual consultation with students as required;
- Providing lecture and tutorial support as required;
- Assisting with bookings as required;
- Working co-operatively with the campus staff to create a positive and welcoming environment; and taking an active role in hybrid and face to face supervision.



Student Success

The Student Success Manager has developed workshops to assist you in your learning.

Official Point of Contact

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

Sydney Campus

Wilhelmina Woortman

Student Success Manager

Email: Wilhelmina.Woortman@ubss.edu.au

Booking Appointments

Book an appointment with the Student Success Manager via the UBSS Mobile app.

<https://play.google.com/store/apps/details?id=au.edu.gca.ubssmobile>

Appointments will be held on Microsoft Teams or face to face as advised by the Student Success Manager.

Student Success

The Student Success Manager has developed workshops to assist you in your learning.

Workshop 1.	Researching for an Assignment https://youtu.be/iDHsXFMgawo
Workshop 2.	Effective note-taking https://youtu.be/TQZDK8Q6UvY
Workshop 3.	Structuring an Essay https://youtu.be/AxZyHI4Qjwc
Workshop 4.	Paragraphing in essay writing https://youtu.be/n88mOIJJIX4
Workshop 5.	Preparing a Presentation https://youtu.be/x2YQetFMuTo
Workshop 6.	Avoiding Plagiarism https://youtu.be/l_ZMCf3qa5A
Workshop 7.	Artificial Intelligence https://youtu.be/z9XKwXcsD6Y

Other Student Success Services

- Academic Monitoring and Intervention Management
<https://www.ubss.edu.au/media/4717/academic-progression-monitoring-and-intervention-policy-v13.pdf>
- Learning Resources/ Student Central <https://www.ubss.edu.au/student-central/>
- Reading Subjects <https://www.ubss.edu.au/student-central/>
- Video recordings of class lectures via Moodle
- E-libraries <https://www.ubss.edu.au/e-libraries/>
- MBA TV for subject content support <https://www.youtube.com/@MBATVAUS/videos>

Non-Academic Support Services



Non-Academic Student Support

Non-Academic support services include –

- Assisting students with enrolment processes
- Activating student accounts both in the learning management system (LMS) and the student management system (SMS)
- Ensuring ongoing access to the necessary applications and software
- Supporting enrolment variations
- Providing directory assistance
- Enabling leave applications
- Ensuring student welfare and being available to students for a range of other queries in a timely way.

Non-Academic Student Support

Other Non-Academic Support Services include:

- Wellness Support <https://www.ubss.edu.au/wellness/?tab=Wellness>
- Student Orientations / Student Orientation Policy <https://www.ubss.edu.au/orientation/?tab=Orientation%20Information>
<https://www.ubss.edu.au/media/5059/student-orientation-policy-v5.pdf>
- Equity and Diversity <https://www.ubss.edu.au/media/5052/equity-and-diversity-policy-v4docx.pdf>
- Diversity, Equity and Inclusion of First Nations Students <https://www.ubss.edu.au/media/5054/indigenous-education-policy-v4.pdf>
- Wellbeing and Safety <https://www.ubss.edu.au/media/5177/wellbeing-and-safety-policy-v6.pdf>
- Counselling and Mental Health Support <https://www.ubss.edu.au/media/5075/gca-mental-health-policy-v3.pdf>

Non-Academic Student Support

For further Student Support and other essential information to help you navigate studying, living, and working in NSW as a student. Please visit :

<https://www.service.nsw.gov.au/guide/support-for-international-students>

<https://www.education.gov.au/international-education/support-international-students>

- Language and interpreter services
- Living in NSW (including accommodation information)
- Identity cards and documents
- Safety and emergency help
- Health and wellbeing
- Transport and travel

- Financial Support for Students - ask our Student Services department for more information or visit:
<https://www.service.nsw.gov.au/services/financial-support-students>
<https://www.education.gov.au/international-education/financial-assistance-international-students>

Communication





Communication

Effective communication between UBSS and students is VERY important.

The main ways of communicating:

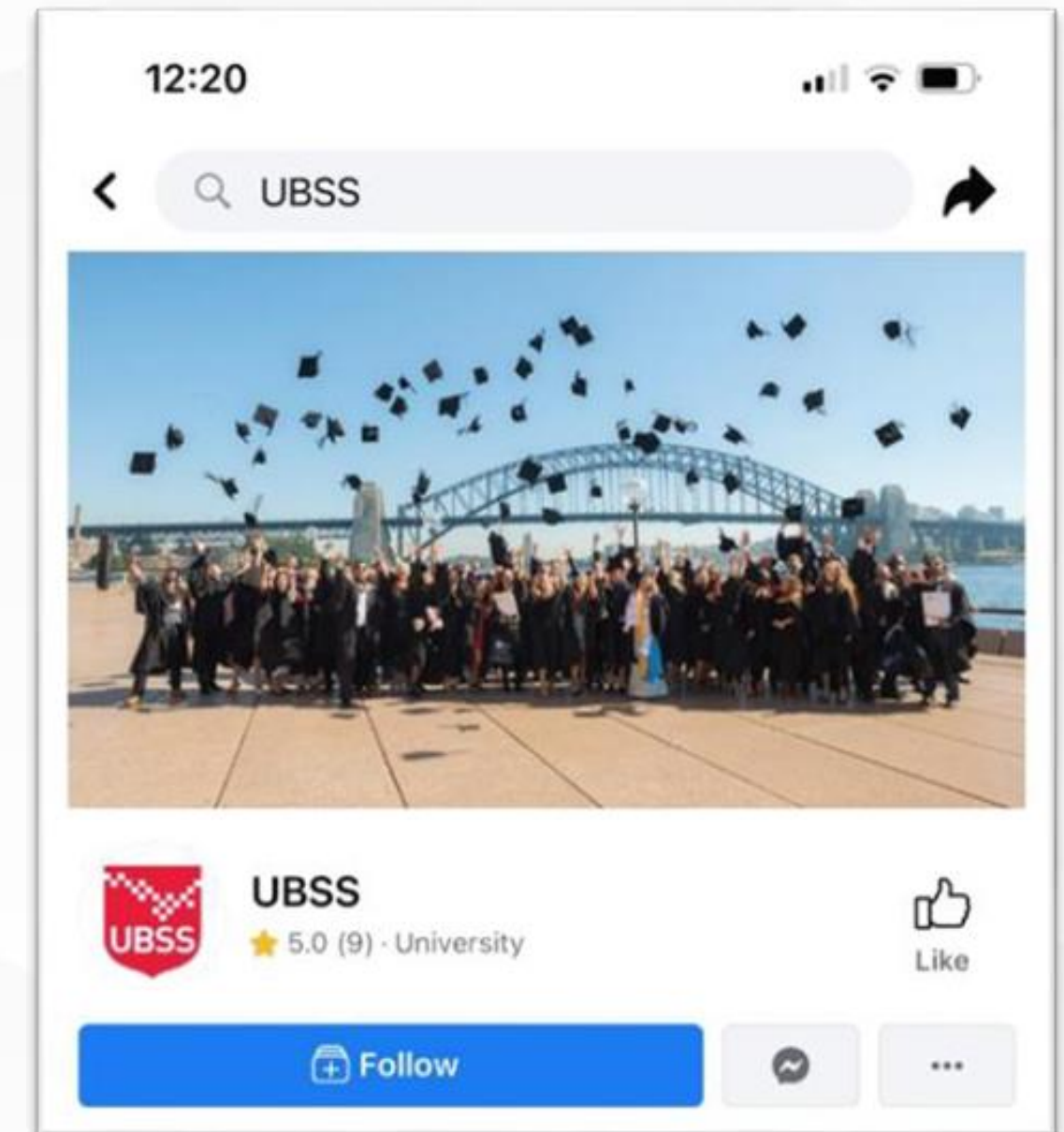
- **GCA Webmail:** all students have an email account (studentID@studentmail.gca.edu.au).
- **SMS to mobile:** text messages are sometimes sent for urgent messaging.
- **UBSS Mobile App:** we might send you notifications via your UBSS Mobile App, so make sure you download it.
- **myGCA Bulletin:** bulletins are sent out so you don't miss anything important. They will automatically appear once you log into your myGCA account.
- **TV Monitors:** these are placed all over campus to provide you with student information and occasionally some "words of wisdom".
- **Online Surveys:** we like to hear from you. Through our online surveys we manage student satisfaction and feedback.

Social Media

Social media is a very important part of UBSS student experience. We strive to provide our students with high-quality, relevant and useful content at UBSS.

We provide daily content related Business, Entrepreneurship, management and UBSS related news.

We invite all students to like and follow our social media accounts, including Facebook, Instagram, LinkedIn and YouTube



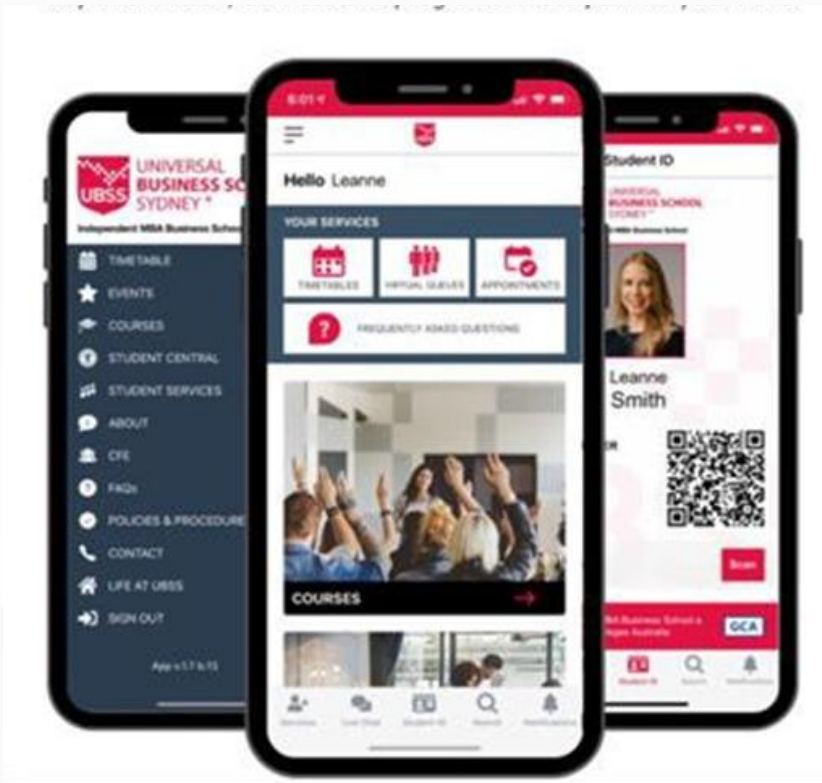
Important Procedures



Important procedures - 1

Download the UBSS Mobile App

Please download your UBSS Mobile App today.
<https://www.ubss.edu.au/ubss-mobile/?tab=Overview>



Via the UBSS App students are able to:

- Access to myGCA Connect
- Digital student card
- Check their timetables and schedule
- Book appointments with UBSS staff
- Live chat
- Follow UBSS upcoming events
- Check available courses
- Gain access to the “Student Central”
- View Frequently Asked Questions (FAQs)
- View Policies and Procedures

CQ Queue Management System

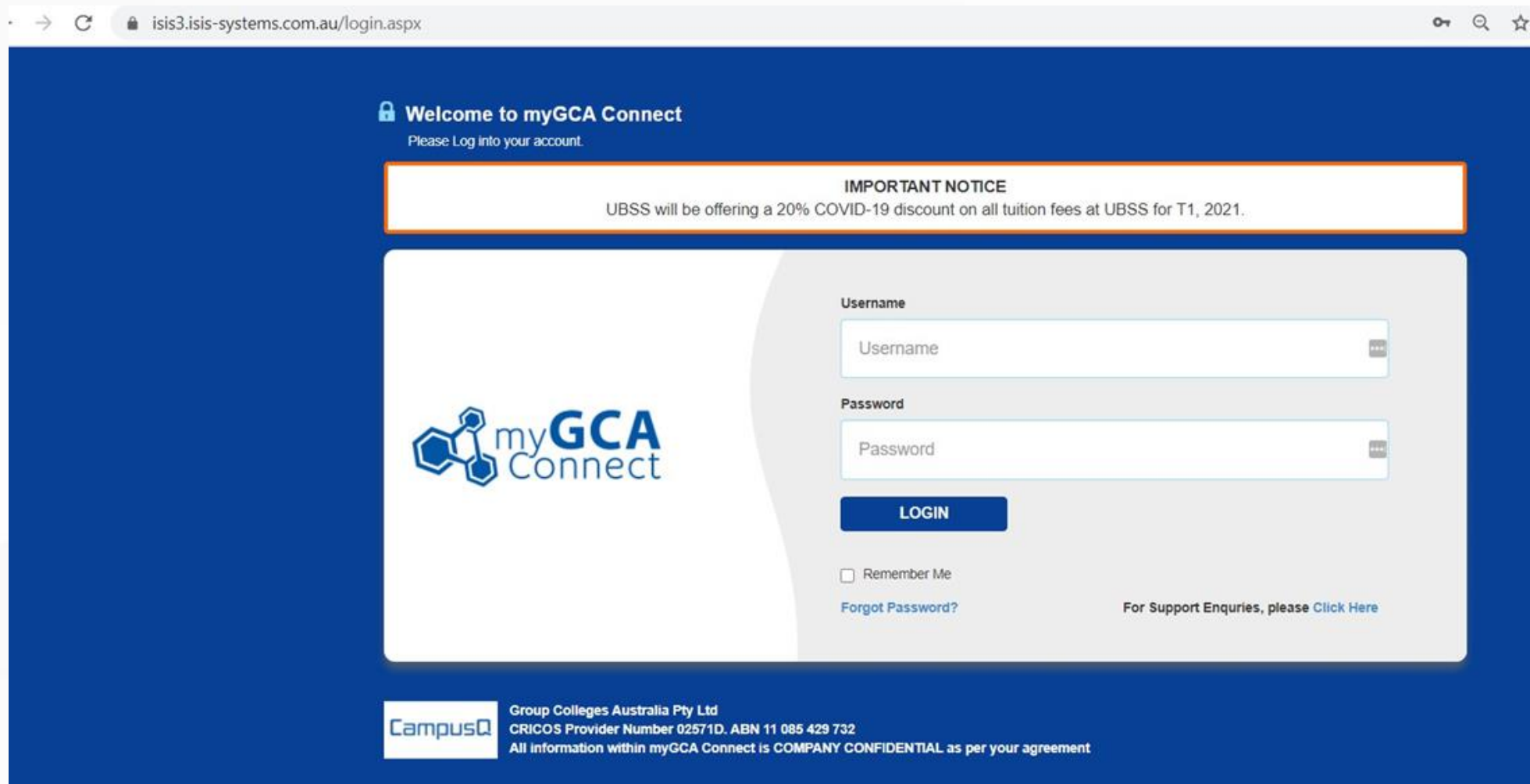
UBSS utilises the [CQ Queue Management System](#) which allows students to:

- Take virtual tickets to join the Student Services queue
- Receive notifications when their ticket is about to be called
- Book appointments to see UBSS staff

Important procedure - 2

Log into myGCA

MyGCA can be accessed through your Student Central found on the UBSS website. <https://www.ubss.edu.au/student-central/>



The screenshot shows a web browser window with the URL isis3.isis-systems.com.au/login.aspx. The page title is "Welcome to myGCA Connect" with the instruction "Please Log into your account." Below this is an "IMPORTANT NOTICE" banner stating: "UBSS will be offering a 20% COVID-19 discount on all tuition fees at UBSS for T1, 2021." The main content area features the myGCA Connect logo on the left and a login form on the right. The form includes fields for "Username" and "Password", a "LOGIN" button, a "Remember Me" checkbox, and a "Forgot Password?" link. At the bottom right of the form, it says "For Support Enquiries, please Click Here". The footer contains the CampusQ logo and text: "Group Colleges Australia Pty Ltd", "CRICOS Provider Number 02571D. ABN 11 085 429 732", and "All information within myGCA Connect is COMPANY CONFIDENTIAL as per your agreement".

**24/7
Online**

myGCA

myGCA Connect enhances the entire student experience with user-friendly online educational tools that streamline and automate everyday tasks and provides a collaborative ecosystem for students.

myGCA will give you access to:

- Your student information (please make sure your contact details are up-to-date)
- Academic Transcripts and academic progress
- Support Services (leave, deferment and study load applications among other services)
- Financial Status (make tuition fee payments online)
- Subject selection and timetables and much more.

Important Procedures – 3 Paying your Tuition Fees



How to make a payment?

Step 1: Log into your myGCA student account

Step 2: On your Student Home Page, click on Student Services Online

Step 3: Click on Financial Status

Step 4: On you Account Summary click on Make Payment or Payment and Receipt details and follow instructions.

Important Procedures – 3 Paying your Tuition Fees

BPAY – the preferred payment option for UBSS



Pay with BPAY – no merchant fees apply!

You have selected to make a payment.

See below for payment options.

[Click here](#) to view the invoice(s).

Pay with BPAY **NO MERCHANT FEES - SAVE \$20+ PER SUBJECT** ★ Preferred



Contact your bank or financial institution to make this telephone or internet banking payment from your cheque, savings, debit, credit card or transaction account.

NO PROCESSING FEES

\$ No merchant surcharge fee

🕒 Funds received in 1-2 business days

Select

Pay with Bank Transfer **NO MERCHANT FEES - SAVE \$20+ PER SUBJECT**

Pay with PayPal Account **MERCHANT FEES APPLY - EXTRA \$20+ PER SUBJECT**

Pay with PayPal using a Credit Card **MERCHANT FEES APPLY - EXTRA \$20+ PER SUBJECT**

Pay with Credit/Debit Card **MERCHANT FEES APPLY - EXTRA \$20+ PER SUBJECT**



Important Procedures – 4 Subject Selection



Log into your myGCA account **today** and select your subjects.

Visit the UBSS website for more information on **Subject Selection** and **Courses**.

<https://www.ubss.edu.au/subject-selection> <https://www.ubss.edu.au/courses/>

Step 1 : Log into your myGCA student account

Step 2 : On your Student Home Page, click on Student Services Online

Step 3: Click on Subject Selection

UBSS Master of Business Administration Program

Entrepreneurial Focus

- We provide the learning environment for the entrepreneurs of the future.
- We offer specially designed entrepreneurship subjects for students interested in creating their own business.
- We also allow students to experiment and test their entrepreneurship skills through our Strategic Business Simulation Game.

MBA Subject Selection

Three trimesters a year

A preferable model we recommend for your study load: 3 + 3 + 2

Example: Trimester 1: 3 subjects

Trimester 2: 3 subjects

Trimester 3: 2 subjects

Take and complete the core subjects first before moving to a major

Master of Business Administration Program Structure

8 Core subjects + 8 specialised major subjects = 16 subjects (MBA degree)

Core Subjects (8) – All Students:

MCR001 Economics (**Online**)

MCR003 Management Attributes & Skills (**Online**)

MCR007 Project Management (**Online**)

MCR008 Corporate Strategy (**Online**)

MCR002 Organisational Behaviour (F2F)

MCR006 Financial Management (F2F)

MCR004A Accounting Systems & Processes (F2F)

MCR009 Business Law (F2F)

Master of Business Administration Program Structure

Entrepreneur major subjects (8) – all F2F

MCR005 Clients and Markets

MCR010 Innovation & Commercialisation

MKT001 Brand Development

MHR001 Managing Workplace Relations

MKT002 Marketing New Products

MHR002 Leading Innovation & Change

MCR011 Strategic Business Simulation

MCR012 Entrepreneurship Research Report

Master of Business Administration Program Structure

Accounting major subjects (8) – all F2F

MAC001A Financial Accounting & Reporting

MAC002 Accounting Information System

MAC003 Management Accounting

MAC004 Quantitative Methods

MAC005 Audit and Assurance

MAC006 Adv. Financial Accounting & Reporting

MAC007 Strategic Management Accounting

MAC008 Taxation Law

Master of Business Administration Program Structure

IT management major subjects (8) – all F2F

MIT101 Business Analysis and Programming

MIT103 Managing Digital Transformation

MHRIT002 Leading Innovation and Change in IT

MCRIT011 IT Strategic Management

MIT102 IT Networks and Cyber Security

MIT104 Information System In Practice

MCRIT010 Innovation and Commercialisation in IT

MCRIT012 IT Industry Research Project

Important Procedures – 5

Credit and Recognition of Prior Learning

Credit and Recognition of Prior Learning is where you receive recognition for previous study where that study is the same as the course you are going to be doing.

To be eligible for Recognition of Prior Learning (RPL), some conditions need to be met. The previous study must have:

1. Same/similar content
2. Same/similar duration
3. Same/similar level of institution, i.e. higher education/university or vocational education at an appropriate level of study.
4. Application must be made by end of Census Day of the beginning of your first trimester of study.
5. Granting credit for courses that are unrelated to the course for which you are enrolled will not receive the same amount of credit as a related course.

Important Procedures – 5 Credit and Recognition of Prior Learning



How to apply for Recognition of Prior Learning?

Step 1: Log into your myGCA student account

Step 2: On your Student Home Page, click on Student Services Online

Step 3: Click on Support Services and then “Credit and Recognition of Prior Learning”.

Credit is granted for students on an individual basis; based on the UBSS Credit and Recognition of Prior Learning Policy found here:

<https://www.ubss.edu.au/policies-and-procedures>

Facilities & Resources



Access MOODLE



UBSS Learning Portal

Search courses

Community driven, globally supported.

Join the Moodle community and discover the value of an open, collaborative effort by one of the largest open-source teams in the world.

UNITY FORUMS

Welcome to UBSS Moodle!

Moodle - used by over 90,000 institutions in over 200 countries.

Robust open-source learning more ...

Powering learning environments worldwide

Moodle stories from

UBSS Student Central

Easy access to all your student resources.

Moodle is a learning platform designed to provide educators, administrators and learners with a single robust, secure and integrated system to create personalised learning environments.

Moodle

Moodle will give you access to:

- Subject outlines
- Readings and recordings
- Submission of assignments
- Grades and marks

Moodle can be accessed through your Student Central found on the UBSS website.

<https://www.ubss.edu.au/student-central/>

Moodle

Please be aware that Moodle can only be accessed from within Australia.

Any unauthorized connections to Moodle from outside of Australia will be blocked.

Therefore, please do NOT attempt to use a VPN when accessing Moodle.

Office 365

BYOD- Make sure you have your own device as there are no computers for student use on campus. **Ensure that your technology is up to date.**

Current UBSS students have full access to the Microsoft Office 365 platform, which includes:

- Webmail
- Teams
- Word
- Excel
- PowerPoint

Students can use these applications via the web, or they can download and install the full copy of Office onto their own personal PC/Mac.

Access Office 365 from **portal.office.com**





UNIVERSAL
BUSINESS SCHOOL
Sydney | Melbourne | Adelaide

E-libraries

Complete and optimised research solution.

To access the UBSS e-Libraries, log into your myGCA account.

The e-Libraries can be accessed from anywhere in the world, at any time. All you need is an internet connection.

<https://www.ubss.edu.au/e-libraries/>



EBSCO HOST

Academic Progression



Academic Progression

UBSS implements comprehensive procedures for assessing and managing students' course progress to ensure compliance with academic standards and visa requirements.

1. Identifying Students "At Risk"

- A student is considered "at risk" if they fail to achieve the required **50% completion rate** of units in a study period.
- Early intervention strategies are developed to support these students, such as academic counselling, additional tutorials, or referrals to support services.

2. Unsatisfactory Course Progress

- A student is deemed to have unsatisfactory course progress if they fail to meet the **50% completion rate** across **two consecutive study periods**.
- A formal **Warning Letter** is issued to the student, outlining the consequences and steps required to improve their performance.

3. Reporting to the Department of Home Affairs

- UBSS is required to report students who fail to achieve satisfactory course progress and are therefore in breach of their visa conditions. Reporting is conducted through the appropriate channels in compliance with the **ESOS Act** and **National Code of Practice**.
- Consequences include cancellation of the CoE and potential cancellation of the student visa.

These procedures are designed to monitor student performance, provide timely support, and ensure compliance with academic and regulatory obligations. For more information see our [Academic Progression, Monitoring and Intervention Policy](#)

Your Commitment



Your commitment

- Attend all classes
- Complete and submit all assessments
- Be respectful and attentive in class
- Engage in class – asking questions and participating discussions
- Undertake at least 3 hours study outside of the class teaching hours
- Buy the textbook
- Use the e-library

Academic Integrity



Academic Integrity

Academic Integrity is valued at UBSS.

Academic misconduct at UBSS is overseen by the ACADEMIC INTEGRITY COMMITTEE that will apply penalties and sanctions for misbehavior.

Please ensure you are familiar with the ACADEMIC MISCONDUCT POLICY located on the UBSS website: <https://www.ubss.edu.au/policies-and-procedures>

**These are some
forms of
Academic
Misconduct**



Plagiarism	Reproducing the work of someone else without attribution. When a student submits their own work on multiple occasions this is known as self-plagiarism.
Collusion	Working with one or more other individuals to complete an assignment, in a way that is not authorised.
Copying	Reproducing and submitting the work of another student, with or without their knowledge. If a student fails to take reasonable precautions to prevent their own original work from being copied, this may also be considered an offence.
Impersonation	Falsely presenting oneself, or engaging someone else to present as oneself, in an in-person examination.
Contract cheating	Contracting a third party to complete an assessment task, generally in exchange for money or other manner of payment.
Data fabrication and falsification	Manipulating or inventing data with the intent of supporting false conclusions, including manipulating images.

Epigeum

About Epigeum



Academic integrity underpins all aspects of a student's studies and is also vital to success in future careers.

- **EPIGEUM** – This free and interactive academic integrity course is a compulsory component of your program that must be successfully completed before the submission of the first assessment in Trimester 2 2024.
- The course is available on Moodle and consists of 4 modules. There are unlimited attempts available to complete the 2-hour course and the pass mark is 100%.
- This is a zero-credit course that will appear on academic transcripts.
- The module covers topics such as academic integrity - with examples of breaches of academic integrity, exploring best practice and addressing key issues such as AI.

Epigeum
Academic Integrity course - 4 modules

Module 1:
What is academic integrity?

Module 2:
How do I show academic integrity in my preparation?

Module 3:
How do I show academic integrity in my work?

Module 4:
How do I deal with more complex situations?

Policies & Procedures

Other Procedures



Policies and Procedures

You can find all UBSS Policies and Procedures on our website.

<https://www.ubss.edu.au/policies-and-procedures>

COLLEGE CODE OF CONDUCT

This is the Standard of behaviour UBSS expects of everyone.

UBSS reserves the right to suspend or expel any student who in any way breaches the College Code of Conduct or any of the associated College Rules.

UBSS Student Code of Conduct Policy

UBSS Grievance and Appeals Policy (Academic) Policy

ACADEMIC GRIEVANCES

Students are able pursue academic grievances related to:

- Student Academic Progress
- Assessment
- Curriculum
- Awards in a course of study

Policies and Procedures

Process for Student Grievances and Appeals (Academic and Non-Academic)

If you have a grievance, your first point of contact should be Student Services or the Student Success Manager, as per existing policies. You can reach them in person during UBSS opening hours, or via email or telephone.

You can also schedule appointments with your Academic Programs Director to address any issues related to your experience at UBSS.

Please follow the procedures outlined in the relevant policies, such as the Grievance and Appeals policies (Academic and Non-Academic) and the Student Code of Conduct.

If you are not satisfied with the outcome after following these procedures, you may contact the Commonwealth Ombudsman for higher education student complaints: <https://www.ombudsman.gov.au/complaints>

Compliance (DHA)

Department of Home Affairs (DHA)

DHA deals with:

- Students visas
- Student visa holders monitoring

DHA is interested in:

- Your academic progress
- Where you live (via your myGCA account)
- Your employment

Important: Group Colleges Australia / UBSS have a legal responsibility to report students who do not meet the DHA requirements.



Australian Government

Department of Home Affairs

Compliance (DHA)



Australian Government

Department of Home Affairs

You choose to apply to the Australian government for a student visa and agree to follow certain rules & conditions to keep your visa – this is called **compliance**

Academic and non-academic intervention strategies are available to you. For more details refer to: **Policies & Procedures** located on the UBSS website. <https://www.ubss.edu.au/policies-and-procedures/>

Unique Student Identifier (USI)

What is the Unique Student Identifier (USI)?

To commence studies with UBSS, the Australian government requires all students to have a Unique Student Identification (USI) number. The USI will create a single government identifier for your entire tertiary education journey wherever you study in Australia. This will help simplify information management for students, education providers and the Australian government.

For students who will graduate after 1 January, 2023 the Australian government requires all students to have a Unique Student Identification (USI) number. The USI will create a single government identifier for your entire tertiary education journey wherever you study in Australia. This will help simplify information management for students, education providers and the Australian government.

What do you need to do?

You will need to read and accept the [\(USI\) Terms and Conditions](#) to use the USI portal.
Select the appropriate option below to either supply your previously obtained USI or apply for a new USI.

If you don't have your USI yet, apply for one today at: www.usi.gov.au

Medical Leave

Apply for Medical Leave via **MyGCA / Student Services Online / Support Services / Approved Leave**

When you visit your Doctor ask for a medical certificate.

Doctors are registered with the Australian government and will have a Medicare Provider Number.

Approved Leave

If you wish to take time off from your current study period, you may be able to apply for a leave of absence. If you are an international student with a student visa, you will be subject to student visa conditions and ESOS requirements.

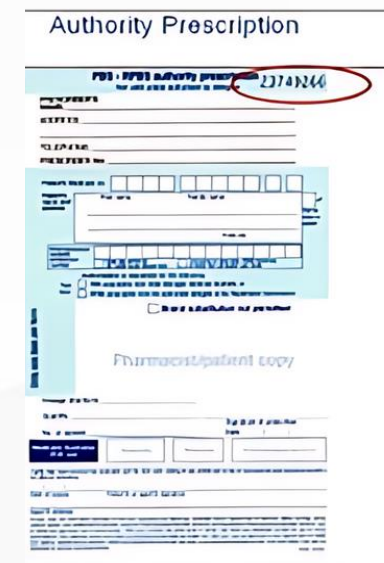
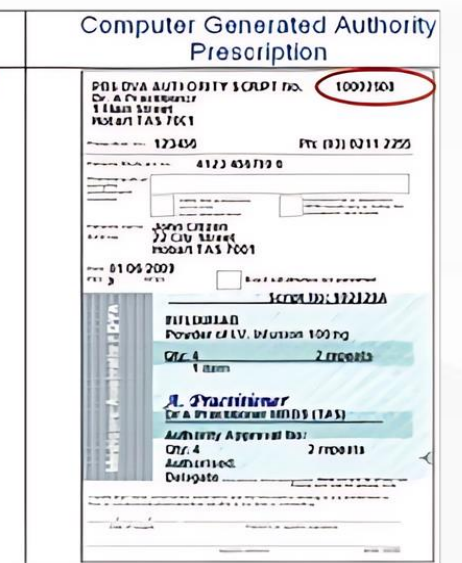
To lodge an application for approved leave, click the Apply Now button.

[Apply now](#)

UPLOAD YOUR MEDICAL CERTIFICATE and other documents where applicable.

You must keep the original of all medical documents.

DHA may wish to view the document.

Authority Prescription	Computer Generated Authority Prescription
	

Holidays



End of trimester holidays are listed on your Academic Calendar available on the UBSS Student Central website.

<https://www.ubss.edu.au/academic-calendar/>

If you would like to apply for holidays during your regular study periods you will need to apply for a deferment (3-month leave). For more information about this, please see our Deferment Policy. <https://www.ubss.edu.au/policies-and-procedures/?tab=Policies%20and%20Procedures>

Please send all Deferment enquiries to info@ubss.edu.au

Refund & Cancellation

The Refund and Cancellation Policy is outlined in your Offer Letter.

For more details refer to:

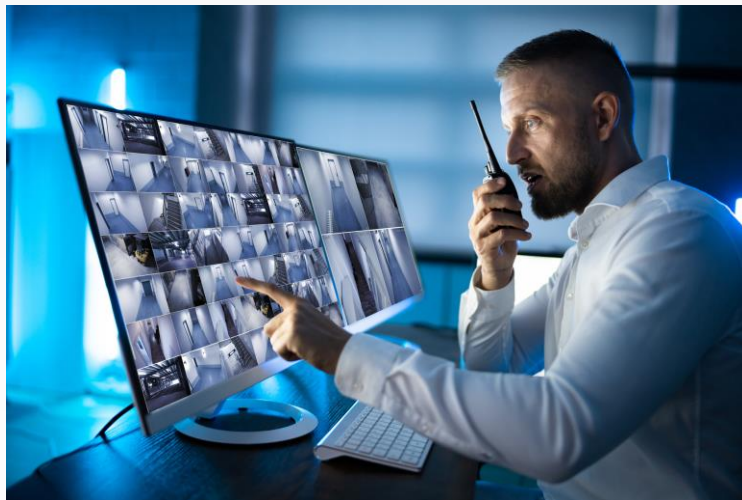
GCA Refund Policy

<https://www.gca.edu.au/Uploads/files/GCA%20Refund%20Policy%20v12%202019.pdf>

Information on Student Tuition Protection Scheme

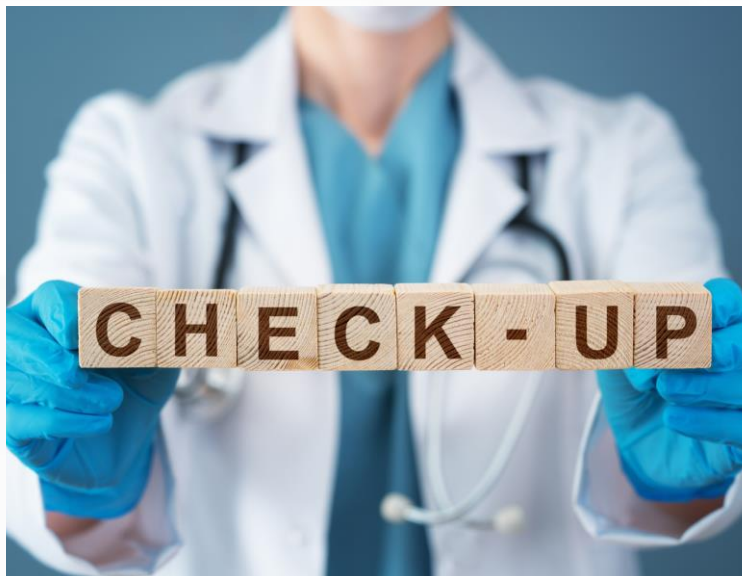
<https://www.ubss.edu.au/tuition-protection-service/>

Security and Health



Security

UBSS Sydney CBD Campus has **24/7** security cameras to ensure your safety on campus. DO NOT leave your belongings unattended anywhere.



Health

For all health-related matters, you can visit the Sydney CBD Medical Centre.

(4-minute walk from the campus)

Telephone: + 61 2 9268 0133

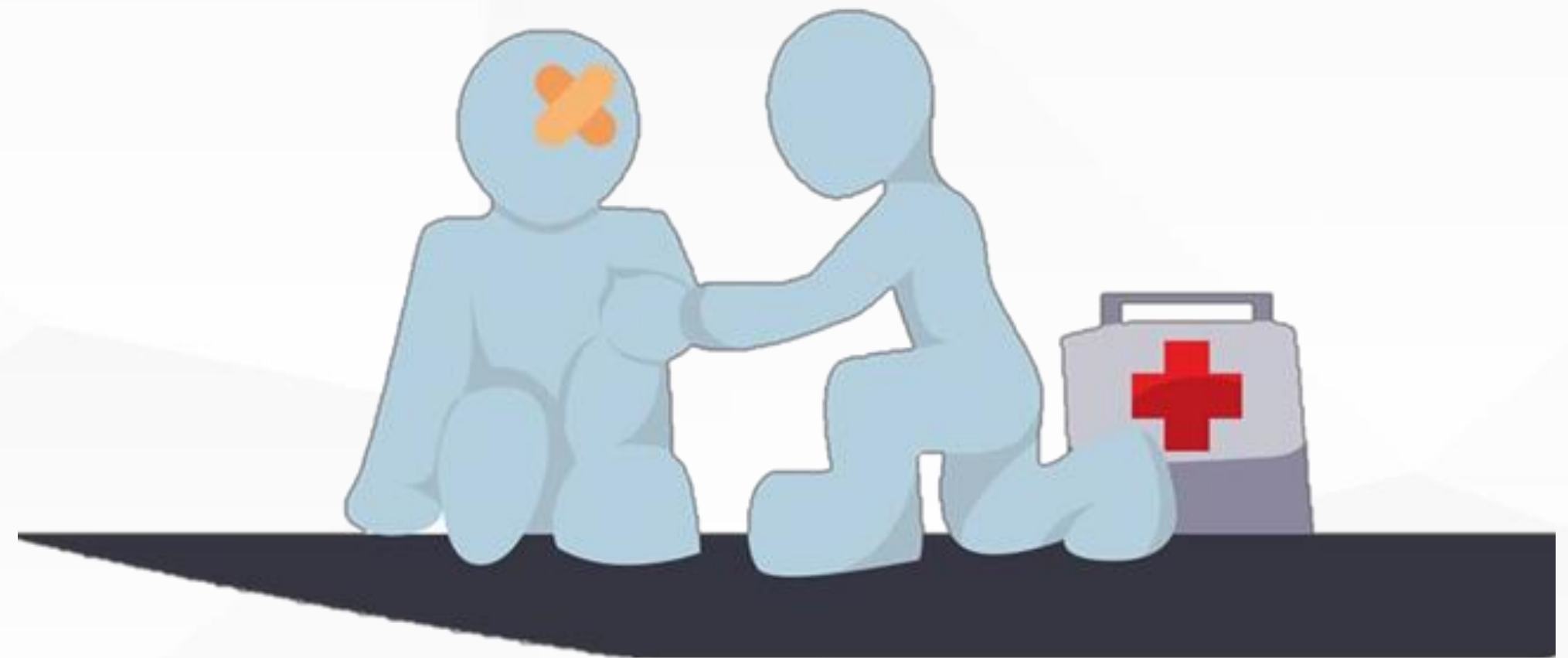
Address: 280 Pitt Street, Sydney NSW 2000

reception@sydneycbdmedicalcentre.com.au

First Aid

- Pedram Layegh (Duty manager)
- Jotsana Roopram (Campus Director)
- Naweed Matin
- Peter Smith
- Mariam Jabeen
- Jasmine Oli
- Please visit Student Services if in need of medical assistance or call triple zero (000)

There are First Aid Officers on campus.



Places of Worship

There are no prayer rooms on campus.

Please visit the link below to find places of worship near the campus.

<https://www.cityofsydney.nsw.gov.au/customer-service-centres/customs-house-information-desk>

Hygiene on Campus

1. Cover your mouth and nose when you sneeze or cough.

The flu virus can travel through the air when a person coughs or sneezes. When you cough or sneeze you should:

- * Turn away from other people
- * Cover your mouth and nose with a tissue or your sleeve
- * Use disposable tissues rather than a handkerchief (which could store the virus)
- * Put used tissues into the nearest bin, rather than a pocket or handbag
- * Wash your hands, or use an alcohol hand rub, as soon as possible afterwards.

2. Wash your hands



1 Wet your hands, then apply soap



2 Lather vigorously for 15–20 seconds



3 Rinse with water



4 Dry your hands afterwards with a clean towel



Hygiene on Campus

**WE'RE
COVID
SAFE**

We have a
COVID-19 Safety Plan
and are committed to
keeping you safe.

Physical distancing (1.5m) | Hygiene and cleaning | Record keeping | Wellbeing of staff and customers

> HELPING BUSINESS GET BACK TO WORK

Provide feedback on this business at nsw.gov.au/covid-feedback

NSW GOVERNMENT

Students are to keep bathrooms clean and tidy.
Consider others – **clean up after yourselves.**



Paper towel is to go in the bin provided.

All sanitary items **MUST** go in the bins provided.

Please remember...



Wellness and Support

At UBSS we focus on all aspects of student wellness and creating a safe environment for all students. UBSS has a dedicated Wellness Committee and support staff who are the first point of contact if you feel unsafe.

If an incident were to occur on the premises during class hours, inform your lecturer/tutor and/or contact the following staff:

Jotsana Roopram – Campus Director, Sydney CBD campus

Jotsana.Roopram@ubss.edu.au

Wilhelmina Woortman – Student Success Manager

Wilhelmina.Woortman@ubss.edu.au

Sexual misconduct Prevention and Response Policy –

<https://www.ubss.edu.au/media/5080/gca-sexual-misconduct-prevention-and-response-policy-v6.pdf>

Wellbeing and Safety Policy - <https://www.ubss.edu.au/media/5177/wellbeing-and-safety-policy-v6.pdf>

Counselling

Are you having personal problems?

Do you need to talk to someone?

GCA suggests the following:

Contact [Overseas Student Health Cover \(OSHC\)](https://oshcaustralia.com.au/en)

<https://oshcaustralia.com.au/en>

or Call: Lifeline on 13 11 14 or Beyond Blue on 1300 22 4636



What are your rights at work?

Know your rights

There are some things you should find out from your employer as soon as possible. This includes:

- your pay rate
- whether you're full-time, part-time or casual (this affects your hours of work, pay rate and leave entitlements)
- your hours of work
- what your job duties will be
- whether there's an award or registered agreement that covers your job (this affects your pay rate, hours of work and other entitlements)
- if there's a probation period for your job.

Know your responsibilities

You have responsibilities as an employee. These include performing the duties of your job, being punctual and reliable, and following any workplace policies, procedures, and health and safety rules.

A new job can give you a lot of opportunities - try to make the most of it. Check with your employer to see how you're performing and look for ways to improve how you work.

For more information on your rights and responsibilities at work, visit the website:

<https://www.fairwork.gov.au/find-help-for/young-workers-and-students>



Important: Pay your fees

- You will be **non-compliant** with the conditions of your **Student VISA**
- Your **CoE** will be cancelled, and the **DHA** will be informed
- You **will not have access** to your **myGCA** account
- You **will not have access** to our online course materials on **Moodle**
- You **cannot sit assessments**
- You may be reported to **debt collectors**



**Thank you
and
Welcome to
UBSS!!**