Welcome to the University of the Sunshine Coast English Language Program (ELP)

We hope you enjoy learning English for Academic Purposes in USC’s friendly and supportive environment.

You will experience many challenges and rewards as you develop your confidence and fluency. You will join others keen to discover Australian culture and prepare for further studies.

The Sunshine Coast is one of Australia’s most beautiful regions and it’s just over one hour from Queensland’s capital city, Brisbane. In your free time, you can explore vibrant coastal communities, beautiful beaches, hinterland rainforests and national parks.

I wish you every success in your studies.

Kathy Solomon
Director of Studies, USC English Language Programs

Contents

Steps to study 1
Preparing to travel to Australia 4
Accommodation and airport transfers 5
Living on the Sunshine Coast 6
Campus services 13
Important information 16
## STEPS TO STUDY

Congratulations on receiving your offer to study at USC!

If you have any questions, or need more information, please email study@usc.edu.au

1. **Accept your offer and pay your fees**
   Follow the steps on the ‘Acceptance of Offer’ page in your letter of offer to accept your offer and pay your fees.

2. **Confirmation of Enrolment (CoE)**
   USC will issue your CoE if you will be studying on a Student visa.

3. **Apply for your Student visa**
   Use the CoE to apply for your Student visa.

4. **Air travel and accommodation**
   Book your flight to Brisbane or the Sunshine Coast and finalise your accommodation and airport transfer arrangements.

### Academic English program dates*

<table>
<thead>
<tr>
<th>Academic English program dates</th>
<th>Number of weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>English for Academic Purposes (EAP) 1</td>
<td>10 (250 hours)</td>
</tr>
<tr>
<td>19 February–27 April 2018</td>
<td></td>
</tr>
<tr>
<td>27 August–2 November 2018</td>
<td></td>
</tr>
<tr>
<td>English for Academic Purposes (EAP) 2</td>
<td>10 (250 hours)</td>
</tr>
<tr>
<td>7 May–13 July 2018</td>
<td></td>
</tr>
<tr>
<td>12 November 2018–1 February 2019</td>
<td></td>
</tr>
<tr>
<td>(Holiday break: 24 December 2018–6 January 2019)</td>
<td></td>
</tr>
<tr>
<td>English for Academic Purposes (EAP) 3</td>
<td>10 (250 hours)</td>
</tr>
<tr>
<td>7 May–13 July 2018</td>
<td></td>
</tr>
<tr>
<td>12 November 2018–1 February 2019</td>
<td></td>
</tr>
<tr>
<td>(Holiday break: 24 December 2018–6 January 2019)</td>
<td></td>
</tr>
</tbody>
</table>

* Excluding public holidays.

### Accepting your offer

Accept your offer and pay your fees by following the steps on the ‘Acceptance of Offer’ page in your letter of offer to accept your offer and pay your fees.

Your place is confirmed when your acceptance and payment have been received. Once your place is confirmed, arrange your visa, flights and accommodation.

### Deferring your start date

If you cannot start on the date stated in your offer letter and Confirmation of Enrolment (for Student visa applicants) due to exceptional circumstances, USC may allow you to defer your studies. In order for your application for deferral to be considered, you must be able to demonstrate compassionate and compelling circumstances. Please note, you must request the deferral before the start date of your course.

If you want to defer, you will need to advise USC International Admissions as soon as possible. Email: study@usc.edu.au

You will need to tell Admissions staff when you would like to start. Your application will then be re-assessed for commencement on the deferred start date and, if approved, you will be provided with a new letter of offer and written agreement. The change to your enrolment will be reported to the Department of Home Affairs (DOHA).

You should request deferral as soon you become aware that your exceptional circumstances prevent you from commencing your program on time. Deferral requests received after the start date may only be possible under limited circumstances and may attract financial penalty in accordance with USC’s refund policy. To view a plain English version of USC’s refund policy, please refer to page 17 of this guide, or visit www.usc.edu.au/elp-refunds

### Day 1: Orientation

**Orientation material:** Receive your Orientation package that will contain lots of useful information. USC’s ELP department will supply you with course materials.

**English level test:** Bring your passport, visa or visa notification showing your visa type and visa expiry date, pens, pencil and eraser for your English level test.

**Arrive at USC International Reception:** Arrive at the USC SouthBank, Ernest Street premises before 8.30am.

- 8.30am Meet USC ELP staff.
- 8.40am Sit your English level test.
- 10.30am ELP Orientation — Meet ELP and USC International Student Services staff.
- 11am Take a guided tour of USC SouthBank with USC International staff.
- 11.30am Enjoy a morning tea break.
- 12noon Explore USC or return home to get ready for your first day of classes.

### Day 2: Classes commence

- 8.30am Return to USC International Reception area and be allocated to your class.
- 8.40am Start your first class.

### Student identification card

You will receive your student ID card during your first week of classes. Your class teacher will advise you of the arrangements. You need to bring your passport or other official photo ID (eg drivers licence) on the day you will have your photo taken for your student ID card.
Fees information

Application fee
An application fee of $200* must be paid when you submit your application.
* 2018 rates. Subject to annual review and change.

Calculation of tuition fees
- Tuition fees are charged for each course and may vary in each year of enrolment.
- Tuition fees are reviewed within an agreed review period.

For more information, contact:
USC International
Tel: +61 7 5430 2843
Email: study@usc.edu.au

Payment of fees
Tuition fees for your English program must be paid in full at the time you accept your offer.

Consequences of not paying fees
- A student with an overdue debt cannot attend classes or receive a certificate of attainment.
- A student whose enrolment is cancelled for non-payment of fees remains liable for those fees. The student will not be able to enrol again unless the debt is paid. Cancellation of enrolment may also affect your visa.

Student Fees and Charges Policy and related procedures — Refund Policy
- The USC Student Fees and Charges Policy and related procedures (in relation to the refund of program monies) can be found at: www.usc.edu.au/learn/international-students/while-you-are-studying#important-policies
- The Student Fees, Charges and Refunds Procedures outline refunds payable in the case of both student and provider default, amounts that may or may not be repaid, and the processes for claiming a refund.
- All international students who want to study at USC should ensure they read and understand the Student Fees and Charges Policy and Procedures before accepting their offer.

Your visa

Student visa
The Department of Home Affairs (DOHA) requires each person who comes to Australia to study, to hold a valid visa that allows study.
- To be eligible for a Student visa you must be enrolled as a full-time student for the duration of your English studies.
- USC will issue you with a Confirmation of Enrolment (CoE) after you have accepted your offer and paid your tuition fees.
- Use the CoE to apply for your Student visa through DOHA.
- Information about how to apply can be accessed on the DOHA website: www.homeaffairs.gov.au or from the DOHA office in your home country.
- As an international student with a Student visa, you must have visa length Overseas Student Health Cover (OSHC) while you study in Australia. This is a condition of your visa and ensures access to medical services at reduced costs. USC can organise OSHC with their preferred provider OSHC Allianz Global Assistance. If you indicated that you would like USC to organise OSHC in your application form, the fee for OSHC will be quoted in your Letter of Offer.

Address notification
- You must provide USC with an Australian address and telephone number within seven days of your arrival in Australia.
- If you change your address or telephone number, you must notify USC of your new details within seven days.

Enrolment information
- Under the Education Services for Overseas Students (ESOS) Act, USC must advise relevant government departments of your enrolment details.
- Under law, any changes to your enrolment or any breach of visa conditions relating to attendance must be reported.

For more information, visit:

Transfer between providers
Students must remain enrolled at USC for the first six months of the principal program of study, or for the duration of the program if it is less than six months, unless an official letter of offer is provided to USC from another registered education provider.

Once USC has received this letter, and a completed Application for Release form, the request for transfer and release will be assessed. All requests for transfer and release will be considered in accordance with the USC Transfer of Student Visa Students between Registered Providers—Managerial Policy and Procedures.

A registered provider must not knowingly enrol a student prior to the student completing six months of his or her principal program of study, except in limited circumstances.

Age requirement
The minimum age for enrolment in USC programs is 18 years of age.

Other valid visas
If you are studying a program, or package of programs, for less than four months, and you meet the relevant visa assessment criteria, you may be eligible to study on a visa other than a Student visa, such as an Electronic Travel Authority (ETA) or a Working Holiday visa.

To find out which visa you require, visit www.homeaffairs.gov.au
Overseas Student Health Cover (OSHC)

OSHC is compulsory for all students who study in Australia on a Student visa and must be maintained for the duration of that visa. USC can organise OSHC with our preferred provider, Allianz Global Assistance.

OSHC is not only a condition of your visa, but is important for access to medical and ambulance services at reduced costs.

To avoid the risk of losing cover, to provide cost-effective OSHC, and to maintain compliance with Student visa conditions, USC requires all students, who request OSHC to be arranged on their behalf, to pay visa-length cover.

Students can also purchase their own cover from an alternative provider.

Non-compliance with the requirement for visa length cover is a breach of Student visa conditions.

The validity of the Student visa may be at risk if OSHC is not maintained in accordance with this condition.

Students are individually responsible for ensuring OSHC is current at all times and renewed as required.

If OSHC lapses, students (and their families) are responsible for paying any medical costs incurred.

You should supply your OSHC provider with your local address when you arrive in Australia.

You are not limited to OSHC. You can also consider additional health and travel insurance at your own expense.

An OSHC Allianz Global Assistance representative is available on campus two days a week during semester to assist with claims and provide support. The OSHC Allianz Global Assistance representative is located on Level 1, ICT Centre, Building J.

For more information about OSHC, visit www.usc.edu.au/learn/international-students/before-you-arrive#oshc

Education for school-aged children

Students with school-aged children have a wide choice of education providers.

For more information, visit:
Public schools
www.education.qld.gov.au/schools/about
Private schools
www.isq.qld.edu.au
Fees apply at private and public (government) schools.

Health cover and travel insurance for non-Student visa holders

If you are not a Student visa holder, you are not eligible for OSHC. You should ask a travel agent, or search online for health and/or travel insurance to meet your personal needs.

* Some Swedish, Norwegian and Belgian students are exempt from OSHC.
PREPARING TO TRAVEL TO AUSTRALIA

Quarantine matters

WHAT YOU CANNOT BRING INTO AUSTRALIA

To protect Australia’s unique environment and important agriculture industries, strict quarantine laws are in place at Australian international airports and mail centres.

On the aircraft, before your arrival in Australia, you will be given an Incoming Passenger Card to fill in. You must tick YES to declare if you are carrying any food, plant material or animal products.

TIP: If you are unsure about items you are carrying, declare them anyway.

In many cases, items will be returned to you after inspection. However, any item that has a pest or disease risk will be withheld.

Depending on the risk, some items can be treated to make them safe (fees apply) while other risk items may be seized and destroyed.

All luggage is screened or x-rayed on arrival in Australia. If you fail to declare any quarantine items or make a false declaration:

• you could be fined up to A$220 on the spot
• you could be prosecuted and fined more than A$66,000 and risk 10 years of imprisonment

All international mail sent to Australia is also screened. The Australian Quarantine and Inspection Service will remove high-risk items from parcels.

Please inform family and friends of what cannot be sent to Australia and ask them to declare all items on the postal declaration label.

TIP: A variety of your favourite foods is available in all of Australia’s major cities. These foods had to pass strict quarantine conditions before they were allowed into Australia.

Voltage

Electricity in Australia is 220–240 volts.

If your home country’s electricity network operates on different voltage, you will need to use a voltage converter for any electrical devices that you want to bring to Australia.

Before you leave home

- Apply for your Student visa. Information about the application process can be found at www.homeaffairs.gov.au
- Have a medical and dental check-up.
- Book your flights to Brisbane or the Sunshine Coast. Aim to arrive a week or two prior to your program start date, to allow yourself sufficient time to settle in.
- Arrange your accommodation on the Sunshine Coast. You may wish to book short-term accommodation initially and find more suitable long-term accommodation once you have settled in and familiarised yourself with your new surroundings.
- If you would like a transfer from Brisbane airport to your accommodation, it is recommended that you organise airport transfer in advance.
- You can book airport transfers online at www.con-x-ion.com or USC International can make bookings for you (A$120 charge applies).
- If you would like USC to book a transfer for you, please email AskUSCI@usc.edu.au
- You should include details such as the airport, airline, arrival time, arrival date, flight number and destination (accommodation). USC will provide you with a booking confirmation and instructions for meeting your transfer service. Carry this information with you so you can refer to it on arrival.
- If you would like to use a credit card in Australia, you should open a credit card account before travelling to Australia. Credit cards are not usually issued to overseas students in Australia.
- Enquire about schooling or childcare if you are intending to bring your children to Australia with you.
- Check that you have paid your fees.
- Make two photocopies of your passport, visa and other important documents. Leave one set of copies at home and put another set in your carry-on luggage, which you should carry with you at all times. Remember to always keep an eye on your personal belongings while travelling.

What you should bring

- your valid passport
- a hard copy of the visa grant notification
- your letter of offer from USC
- a copy of your Confirmation of Enrolment (CoE)
- your tuition payment receipt
- some other form of identification (ID), such as a driver’s licence, a certified copy of your birth certificate or an ID card
- medical records and/or prescriptions

If you are travelling with other family members, you will need to bring their documents as well.
Airport transfers

There are frequent international flights direct to Brisbane, or you can fly into Sydney, Melbourne or Cairns and take a domestic flight to Brisbane.

There are also daily domestic flights from Sydney and Melbourne to Sunshine Coast Airport, which is only a 20-minute drive from USC.

USC can arrange airport transfers for flights arriving between 5am and 8pm daily:
From Brisbane Airport (bus–one way) A$120*
* 2018 rates. Subject to annual review and change.

HOW TO BOOK
You can book airport transfers online at www.con-x-ion.com
If you would like USC to book a transfer for you, please email AskUSCI@usc.edu.au
• When you send your booking, remember to include the date and time of your arrival, your flight number, and the address of your accommodation.
• Once you have supplied your arrival details, you will receive information outlining your transfer arrangements.
• Carry this information in your hand luggage, or money belt/document holder, so you can refer to it on arrival.

REFUNDS OF AIRPORT TRANSFER FEES
Airport transfer fees charged for USC services will be refunded in full, if you cancel in writing at least two weeks in advance of the requested service date.

For more information, visit www.usc.edu.au/elp-refunds

USC accepts no responsibility for airport transfer bookings that are not arranged by USC International Student Services staff, including those booked with the Australian Homestay Network (AHN). Please refer to AHN for its cancellation and refund policy and conditions.

Homestay

Many ELP students choose homestay accommodation to experience life with an Australian family.

Living with a Sunshine Coast family gives you the opportunity to experience the Australian culture and speak English on a daily basis.

Your local family will also help you to familiarise yourself with the basics of daily life and community. They will help you to become confident with day-to-day activities, such as using public transport and buying transport tickets, finding the local shops, accessing banking, internet and mobile telephones; and offer guidance regarding personal safety.

USC has teamed up with the Australian Homestay Network (AHN) to give international students the opportunity to be hosted by a specially trained AHN host for an introduction to accommodation and living in Australia.

Standards-based homestay is an option for all students and may be particularly appealing to those students coming to Australia for the first time.

HOW TO BOOK
For full details including costs and information about how to apply, visit www.homestaynetwork.org/usc-students
If you choose AHN as your initial accommodation option, your airport transfer will be arranged as part of the booking process.

You should arrange your accommodation and airport transfer before you arrive, and allow a day or two to familiarise yourself with your new surroundings before you start your English language course.
Private accommodation in Brisbane

Most students in Brisbane live in rental accommodation, like a unit, apartment, townhouse or house. There are also private providers around Brisbane who offer student accommodation.

Iglu Student Accommodation

Purpose-built for student living, Iglu offers fully-furnished rooms, lots of study and social spaces all in a safe and supportive environment with access to 24-hour on-site support. Iglu Brisbane City and Iglu Kelvin Grove are both conveniently located to our Southbank campus.

You can choose to share with others in multi-bedroom apartment, with your own secure bedroom and private or shared bathroom and personal study area. Each apartment has a fully-equipped kitchen and furnished living area. Alternatively, you can live on your own in a studio or one-bedroom apartment with fully equipped kitchenette and private bathroom.

To help with budgeting, your weekly rental fee includes:

• internet, water and electricity
• access to all facilities including study spaces, a gym and games areas
• lots of resident community events and activities.

FOR BOOKINGS CONTACT:
Iglu Brisbane City
Tel: +61 7 3085 3434

Iglu Kelvin Grove
Tel: +61 7 3839 3733

Student One

Accommodating up to 687 students, Student One on Adelaide Street offers spacious, fully furnished and air conditioned studios and apartments within a prime city centre location, giving residents immediate transport links to every major university, college and language school in Brisbane.

In addition to excellent quality accommodation all residents at Student One enjoy access to free high-speed wired and wireless internet, numerous relaxation and study areas, entertainment and gaming facilities, communal kitchen, dining and outdoor BBQ areas. All this while being only minutes from world-class shopping, entertainment, parklands and dining precincts.

For more information, visit http://studentone.com/

Urbanest SouthBank

Urbanest is private accommodation located next to the South Bank education precinct.

The complex has a range of accommodation options, from shared rooms to ensuite rooms in shared apartments.

Other facilities include:

• a 24/7 onsite team
• large outdoor courtyard with a BBQ and large communal kitchen
• fully equipped gym
• social areas, and big screen TV and games room
• an onsite laundry

For more information, visit www.urbanest.com.au

Additional accommodation options

There are plenty of hostels, hotels and other short-term accommodation options to use as your base when you arrive in Brisbane, while you are looking for longer term accommodation.

If you are searching for private accommodation you should refer to our accommodation pages on the USC website for useful information. There are also useful accommodation tips provided by the Study in Brisbane website: www.studybrisbane.com.au

The local paper, websites and real estate agencies can also be used to help find off campus accommodation.

For more information, visit www.usc.edu.au/accommodation

Residential Tenancies Authority

Before signing a lease or rental agreement, make sure you are aware of your rights and obligations as a tenant by reviewing information provided by the Residential Tenancies Authority (RTA).

The RTA provides information on bond management, dispute resolution and tenancy agreements.

For more information, visit www.rta.qld.gov.au
Living in Brisbane

Brisbane is the capital city of Queensland and the third largest city in Australia with a population of just over 2 million. It is located about 90km away from our main Sippy Downs campus on the Sunshine Coast. Brisbane has all the benefits and attractions that come with living in a large city, while its riverside location and year round good weather offer plenty of opportunities for relaxation and outdoor activities.

What to do

There are plenty of activities and events organised in and around Brisbane throughout the year, from live sport at one of the many sporting stadiums to art, culture, live music, festivals and outdoor activities.

Major events include:

- Brisbane Festival
- Brisbane International Film Festival
- Mercedes Benz Fashion Festival
- Paniyiri Creek Festival
- Chinese New Year
- The Ekka (Queensland show)

You can find out more about what's on in Brisbane at:

www.visitbrisbane.com.au
www.brisbane.qld.gov.au

Food

In Brisbane you can find a large selection of supermarkets such as Coles, Woolworths, IGA, and ALDI for everything you will need to cook your own food. Ethnic ingredients and food supplies can easily be found in one of the many ethnic supermarkets located around Brisbane in places such as Chinatown, Sunnybank, Moorooka and Inala. Supermarkets are open seven days a week, while the weekends offer fresh produce markets in many locations around the city.

There are also hundreds of restaurants located around Brisbane that will suit every taste and budget.

Living costs

<table>
<thead>
<tr>
<th>General living cost</th>
<th>Cost (A$) (per week)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared accommodation</td>
<td>$100–$220</td>
</tr>
<tr>
<td>Groceries</td>
<td>$50–$100</td>
</tr>
<tr>
<td>Transport</td>
<td>$10–$30</td>
</tr>
<tr>
<td>Phone</td>
<td>$10–$75</td>
</tr>
<tr>
<td>Internet</td>
<td>$15–$20</td>
</tr>
</tbody>
</table>

* Indicative costs. This information is taken from www.choosebrisbane.com.au and should be used as a guide only.

Keep in mind

- You are responsible for your own tuition fees and living expenses.
- You should have enough money to support yourself in Australia.
- If you are granted a visa with permission to work, the money you earn should not be your primary source of income.
- USC is unable to provide any employment for students.
- Be sure you can access your funds easily, either from an Australian bank account or from your home bank account.
- A credit card is a good back up for emergencies.
Getting around

Getting around Brisbane is easy, with well-connected and plentiful public transport options available, including rail, bus and the CityCat (ferry) servicing locations all over the city.

TransLink provides timetables, route maps and predicted travel times for bus, ferry and train services, allowing you to move easily plan your travel by public transport throughout the city.

Brisbane has an international and domestic airport, with public transport links to the city (around 12 kms away), providing easy access to other parts of Australia and beyond.

Brisbane City Council has introduced city cycle, where bike stations with bikes to rent link to existing bike ways and major public transport hubs.

For more information, visit:
www.translink.com.au
www.citycycle.com.au

Translink ‘Go Card’

Translink’s ‘Go Card’ provides a quick and easy way for you to travel on public transport.

When you use a Go Card, fares are approximately 30 percent cheaper than the cost of a single paper ticket.

Go Cards can be bought at many locations around Queensland.

For more information, visit www.translink.com.au

South Bank education precinct

<table>
<thead>
<tr>
<th>Travel times — walking</th>
</tr>
</thead>
<tbody>
<tr>
<td>City centre (Queen Street)</td>
</tr>
<tr>
<td>Brisbane City Botanic Gardens</td>
</tr>
<tr>
<td>South Bank parklands</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Suburbs close to the South Bank education precinct — public transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dutton Park</td>
</tr>
<tr>
<td>Highgate Hill</td>
</tr>
<tr>
<td>Kanagaroo Point</td>
</tr>
<tr>
<td>Spring Hill</td>
</tr>
<tr>
<td>West End</td>
</tr>
</tbody>
</table>

Driving in Australia

To drive in Australia, you must hold a valid driver’s licence. If you have a current driver’s licence from your home country, and it is in English, you are permitted to drive in Australia.

If your driver’s licence is in a language other than English, you may apply to the Department of Immigration and Border Protection (DIPB) to have it translated.

You must carry your driver’s licence (with translation if applicable) and passport with you when driving.

If you do not hold a driver’s licence in your home country, and you are going to stay in Australia for more than six months, you can apply for a Queensland driver’s licence.

You will need to take a written and a practical test. If you are under 25 years of age, you will also need to have completed 100 hours of supervised driving training, prior to attempting your practical test.

For more information, visit www.tmr.qld.gov.au or telephone 132 380.
Medical services

Medical centres
If you are unwell, you should make an appointment with a general practitioner (GP).
A GP is a doctor, usually located within a medical centre.
Most medical centres are open from 8am to 5pm Monday to Friday, and from 8am to 12noon on Saturdays. Hours vary.
Some medical centres operate seven days a week and offer an after-hours service (24 hours, seven days).
If you cannot see a doctor at a medical centre, you can visit the Emergency/Outpatient section of a hospital. You may experience long delays.
Consultation fees vary between medical centres, and you will usually have to pay at the time of treatment.
You can claim part of this fee back from your Overseas Student Health Cover (OSHC) or other insurance provider.
Some medical centres ‘bulk bill’, which means you only pay a small fee for the consultation and will not need to claim the fees back from your OSHC provider.
Telephone numbers and addresses of medical centres and hospitals can also be found in local telephone directories or online.

Hospitals
If you become unwell in Australia, you should visit a medical centre.
In an emergency, or after hours, you should visit a hospital Emergency/Outpatient department.
For life-threatening situations, telephone an ambulance. Dial 000 (or 112 from a mobile phone) to be taken to the nearest public hospital.
There are multiple hospitals in Brisbane and you can find the closest one to your suburb here: www.health.qld.gov.au/services

Dental clinics
Dental fees are not covered by OSHC.
You must pay the full cost of any dental services you receive.
Fees start at approximately A$80.
Individual practices provide quotes or estimates for treatment.

Pre-existing conditions and OSHC—Treatment and medication
OSHC will cover you for immediate treatment of an illness or ailment, unless it is for a pre-existing condition.
There is usually a 12-month waiting period before prescription medication and medical treatment can be covered for pre-existing conditions.
The OSHC Essentials cover provided by USC is above the minimum requirement and will remove waiting periods for some services.

OSHC provides limited cover for prescription medicines for conditions that are not pre-existing.
Students must pay the part payment amount for each prescription item and may receive a refund for the difference up to the maximum allowable amount per prescription item.
For full policy details, check with your OSHC provider.

Bringing prescription medication into Australia
If you need prescription medication for an existing condition, you should investigate whether you can have your prescription filled in Australia, or whether you need to bring a supply with you.
Many medications are available in Australia and you can have prescriptions for those medications filled at a chemist (pharmacy).
If your medication is available in Australia, you should make a list of the generic names of your medication, so an Australian doctor can write you a prescription.
If your medication is not available in Australia, and you need to bring prescription drugs with you, please refer to the Therapeutics Goods Administration (TGA).
For information on medications entering Australia, visit www.tga.gov.au/consumers/travellers.htm
You may bring a three-month supply (at the maximum dose recommended by the manufacturer) of TGA-unapproved medicines into Australia in any one importation, provided that:

- The goods are for use in the treatment of you (the importer) or your immediate family.
- You do not supply (sell or give) the medicine to any other person.
- The goods do not contain a controlled substance.
- The goods are not injections that contain material of human or animal origin (except insulin).
- The total quantity of the medicine imported within a 12-month period does not exceed 15 months’ supply of the drug (at the maximum dose recommended by the manufacturer).
- A prescription from a registered medical practitioner is held for the goods.

If you need a larger quantity than specified above (more than three months) your doctor will need to apply to the Special Access Scheme for an exemption under Section 19 of the Therapeutic Goods Act 1989.

For more information, visit www.tga.gov.au/hp/access-sas.htm

In some cases, medication can be mailed to Australia if approved by the TGA. To find out if your prescription or medication is approved, contact the TGA.

For contact details and more information, visit www.tga.gov.au

Postal services

Australia Post operates Australia’s postal service.

Australia Post branches offer postal services, bill payment, and retail sales of postal and gift products. Australia Post also offers services online at www.auspost.com.au

Options are available to send large or heavy items from Australia to your home country.

Australia has strict regulations on the import and export of goods and you may need to pay fees to have certain parcels released from Australian customs.

Check which products cannot be sent to and from Australia, or which will attract fees, by visiting www.daff.gov.au/biosecurity

Postbillpay

Australia Post’s ‘Postbillpay’ offers a convenient bill payment service in person, by telephone and on the internet.

Religion

Australian law ensures freedom of religion and many religions are practised in Australia.

Brisbane offers a range of places for you to worship.

Service and worship times vary throughout the year, so contact the church or organisation for further details.

Service times and contact details for many local churches and places of worship appear in the ‘Classifieds’ section of the Saturday edition of local newspapers.

Interpreter service

A 24-hour, seven-day, telephone interpreting service operates throughout Australia to assist with communicating in English.

Contact the Translating and Interpreting Service (TIS) by phoning 131 450 from anywhere in Australia (charges apply).

Legal issues

The Australian legal system is different from that of your home country.

Under Queensland and Australian law, the legal age of adulthood is 18 years of age.

On arrival and during Orientation, you will receive information regarding legal issues in Australia.

Legal advice is available to international students through Legal Aid. This aid is free of charge but is subject to eligibility conditions.

For more information, visit www.legalaid.qld.gov.au

Voltage

Electricity in Australia is 220–240 volts.

If your home country’s electricity network operates on different voltage, you will need to use a voltage converter for any electrical devices that you want to bring to Australia.
Currency

Australia uses a decimal currency system with 100 cents to the dollar.

The currency comprises notes and coins and the basic unit of currency is the Australian Dollar. Australian notes are plastic and different values are represented in different colours and sizes.

Coins come in values of 5c, 10c, 20c, 50c (c = cents), $1, and $2. Coins less than $1 in value are silver, the others are gold. Notes come in values of $5, $10, $20, $50 and $100.

Throughout this guide, Australian Dollars are denoted by A$.

Currency converters

Currency conversion takes practice. Here are two websites that do the hard work for you:

- www.xe.com/currencyconverter
- www.oanda.com/currency/converter

Banking

Opening an Australian bank account allows you easy access to your money. There is a wide choice of banking options on the Sunshine Coast and in Brisbane. The financial institution you choose will generally allow you to operate your bank account from almost anywhere in Australia.

Most accounts are operated with a plastic bank card, sometimes called a ‘keycard’ or ‘handycard’, via Automatic Teller Machines (ATMs) or Electronic Funds Transfer at Point of Sale (EFTPOS).

Bank cards cannot normally be used for payments over the internet or telephone. If you need this facility, ask the bank to issue you with a debit card with Visa or Cirrus network access.

Banks in Australia set charges for some transactions, have varying rules for opening and operating accounts, and offer various benefits in terms of fee structure. Some offer ‘fee free’ accounts for students, on presentation of your USC student ID card.

To open a bank account in Australia, you will need to bring your passport and two other forms of identification, such as a national identity card, driver’s licence, student ID or a card from another bank. Remember to also bring your USC student ID card, to qualify for any student accounts.

Some Australian banks also allow you to open a bank account from overseas, before you travel to Australia. To see if this option is available to you, consult the website of your preferred Australian bank.

Cirrus and Visa

ATM networks

You may find it convenient to access funds from your home bank account while in Australia.

You can do this quite easily by using a debit card displaying the Cirrus or Visa symbol.

This will give you immediate access to your funds worldwide, in local currency, from ATMs displaying the same symbol.

Australia’s major airports have ATMs that accept Cirrus and Visa, as do most mass transit stations, shopping centres, and tourist attractions.

If you do not have a credit card, a debit card showing the Cirrus or Visa symbol will allow you to pay for items over the phone or internet, if required (eg when making an online Student visa application).

When using a debit card in this way, the purchase amount is automatically deducted from your cheque/savings account. There is no credit involved, and no interest charged.

Contact your bank to connect to these networks and find out what fees and charges apply when you access your money.

To access funds from your home bank account while in Australia:

1. Be sure the ATM displays the Cirrus or Visa logo, as displayed on your card.
2. Insert your card into the ATM card slot. Many ATMs offer a variety of languages to use during the transaction (English is always one option on Cirrus ATMs).
3. Enter your Personal Identification Number (PIN) using the keypad. Follow the instructions displayed on the ATM screen to choose your account and a withdrawal amount (money is dispensed in local currency).
4. The terminal immediately processes the transaction. You receive your receipt and the transaction amount is automatically deducted from your cheque/savings account.

Bank trading hours

Banks normally open from Monday to Friday. Some open on Saturday mornings. Check bank websites for opening hours.
As a USC student, you are encouraged to access the services available to you on campus. Whether you need information about your studies, extracurricular activities, or personal issues, you will find support at USC.
Student Central SouthBank

Throughout your studies Student Central SouthBank can provide you with information, support and advice in relation to campus facilities, student life and wellbeing, and support services such as academic skills, information technology, printing and library services.

Student Central SouthBank staff are located in each of the campus facilities at:

- Ground Floor, Building B
  Southbank Education and Training Precinct
  66 Ernest Street
  South Brisbane
- Ground Floor, Building A4
  SW1 Complex
  52 Merivale Street
  South Brisbane

Email: SouthBank@usc.edu.au
Tel: +61 7 5409 8600

USC International

USC International can provide you with general Student visa and Overseas Student Health Cover advice.

For more information, visit www.usc.edu.au/international
Email: AskUSCI@usc.edu.au
Tel: +61 7 5430 2843

JOIN US ON FACEBOOK
USC SouthBank uses the SouthBank Facebook group to connect you with:

- Important information
- Other international and Australian students
- Events on and off campus

To join our SouthBank Facebook group, search for USC SouthBank Campus’ and request to join.

USC Student Wellbeing

Studying in a new country can be challenging.

Student Wellbeing offers programs and services to help you make the most of your experience.

International students are encouraged to access services, which include professional counselling and disability services.

For more information, visit www.usc.edu.au/studentwellbeing

Student Counsellor SouthBank
Email: SouthBank@usc.edu.au
Tel: +61 7 5409 8600

Confidential counselling services

Counselling staff are registered psychologists who provide free support and assistance to students in a confidential setting.

Counsellors can help with issues including:

- difficulty in adjusting to a new environment
- homesickness and culture shock
- depression and anxiety
- interpersonal conflict
- stress management
- academic issues
- personal decision-making
- relationship difficulties

AccessAbility Services

AccessAbility Services provides support and assistance to students with long- or short-term disabilities, health or medical conditions.

Services include note taking, interpreting, assessment support, physical access, special exam arrangements and equipment loans.

For more information, visit www.usc.edu.au/accessability-services

Informal student common areas

In addition to the student computers and English Language Program resource room in the Ernest Street facility, there are a range of areas for you to use at the Merivale Street facility (Building A4 (SW1), 52 Merivale Street, South Brisbane) such as:

- Ground Floor – Student Central SouthBank (support services); student lounge; tech zone including collaboration space; student computers; printing services; and charging station.
- Level 2 – Purpose built classrooms equipped with high-end IT/AV facilities; collaboration and quiet study areas; student computer hub; student commons and kitchen with fridge and microwave; and reflection/prayer room.
**Sport at USC SouthBank**

**Musgrave Park Pool**

As a member of the public the University’s students and staff can access Musgrave Park Pool in South Brisbane.

The pool is located within five minutes’ walk from the SouthBank campus and is an excellent option for those wanting to swim in a friendly environment. Information about the Musgrave Park Pool is on their website.

**MUSGRAVE PARK SWIM CENTRE**

100 Edmondstone Street
South Brisbane QLD 4101
http://musgraveparkpool.net

**Club Vitality Gym**

USC students and staff can train at Club Vitality in South Brisbane. This boutique gym is located 10 metres walk from the SouthBank campus and is an excellent option for those wanting to exercise in a friendly and supported environment.

**CLUB VITALITY**

32 Cordelia St
South Brisbane QLD 4101
Tel: +61 401 809 207
http://clubvitality.com.au

**Social sport**

Social sport is important at USC SouthBank, and all students are encouraged to be involved. Soccer and cricket are examples of sporting activities featured in the semester student activities program. Support is available at Student Central SouthBank if you require assistance to initiate a new social sport at USC SouthBank.

**Walks and bicycle tracks**

- **Brisbane walking trails**
  www.mapmywalk.com/au/brisbane-queensland
- **Queensland Government Department of National Parks, Sports and Racing: parks and forests with easy or short walks around Brisbane.**
- **River walks**
  www.mustdobrisbane.com/outdoors/walks/river
- **Walking trails**
- **Bikeway and shared pathway maps**

Brisbane has an extensive bicycle track running throughout the city. Getting around by bike is a great and inexpensive option. If you don’t own a bike, Brisbane City Council has CityCycle bikes for hire at key inner-city destinations.

Safety is important, and courtesy helmets are available with many of the bikes at stations across the network.

You’ll need to be a subscriber to the CityCycle program to access the bikes. Find out more about becoming a subscriber on the CityCycle website: www.citycycle.com.au

You can also access a map of the CityCycle locations at: www.citycycle.com.au/All-Stations/Station-Map

Contact Student Central SouthBank to arrange access to the student bicycle hub in the Basement at Merivale Street facility.

---

**Campus security**

The campus is monitored by CCTV and USC Security is available by telephoning 5430 1168 (or extension 1168).

You should carry your student ID card with you at all times while you are on campus. Contracted security staff may ask you to present your ID to prove you are a current student. Security staff can be identified by their uniforms and security ID card.

In the event of an emergency contact USC Security, dial 5430 1122 (or extension 1122) or if critical, dial emergency services on 000 (or 0-000).

---

**Information Technology Services (ITS)**

ITS provides computing resources on campus, including file and printing services, email, audiovisual equipment, internet and intranet, and computer laboratories.

**USC login details**

To access USC network services you will need to enter a username and password.

Your username and password are sent to you after you have accepted your offer.

**Internet access on campus**

Free internet access is available from all campus computers. USC also has a Wireless Local Area Network (WLAN) available on campus, which will allow you to connect your laptop or other mobile device to the internet.

For more information, visit www.usc.edu.au/ITsupport

**Computer access**

You can access computers and printers at:

**MERIVALE STREET PREMISES**

Building A4 (SWt), 52 Merivale Street
South Brisbane:

- **Ground Floor**, currently open during office hours Monday to Friday.
- **Level 2**, currently open during teaching hours Monday to Friday.
ERNEST STREET PREMISES
Building B, Ground Floor (Level 1),
66 Ernest Street, South Brisbane.
Quick Service Kiosk at the rear of the premises, available from 7:30am to 7pm Monday to Friday, and from 7:30am to 5pm on Saturday.
Your student ID card has been provisioned with access. To enter, swipe your student ID card over the access reader to the right of the door at the rear of the premises.

For more information on the computer areas, visit www.usc.edu.au/learn/student-support/information-technology
If you need to locate an available computer on campus, visit http://findapc.usc.edu.au/

Printing, copying and scanning
You can print and photocopy at minimal costs using your USC student ID card. Scanning is free.

Copyright
As a USC student, you must comply with Australian copyright laws and the USC Copyright Policy.
Please observe copyright notices at copiers, print stations and in computer laboratories around campus.
You will also receive a copyright notice when you log into the USC Network.
For USC’s Copyright Policy, visit www.usc.edu.au/Copyright

Student Help Desk
If you need computer help on campus visit Student Central SouthBank or call:
STUDENT HELP DESK
Tel: +61 5459 4455
Email: StudentIThelp@usc.edu.au

Library
Many Library services, including access to journals, online tutorials, and electronic databases are available at www.usc.edu.au/library
At USC SouthBank you may request items from the Sippy Downs library collection using the Inter-site Request Form.
www.usc.edu.au/library/library-forms/inter-site-request-form
Items requested via the Inter-site request service will normally be delivered within two working days (Monday-Friday) of the receipt of the request. Items requested via the service may be picked up from Student Central SouthBank, Ground Floor, Building A4 (SW1), 52 Merivale Street, South Brisbane during business hours.
General Collection items will be held for collection for 7 days, 3 day loan items will be held for 3 days.
Your student ID card is also your Library Card. You must present it to collect items.
For more information, visit www.usc.edu.au/library/borrowing

Co-op South Bank
The Co-op South Bank campus bookshop is located at Level 2, 140 Grey Street, South Brisbane and is open Monday to Friday from 10am to 4pm.
The Co-op stocks textbooks, fiction and non-fiction books, academic software, Go transport cards, telephone cards, postage stamps, stationery, accessories and USC souvenirs.
You can become a lifetime member for $25 and receive special member pricing at any Co-op in Australia.
For more information visit www.coop.com.au
Important information

UNIVERSITY BY-LAWS AND RULES
All students must abide by USC by-laws and rules and are subject to all USC regulations. For details, refer to www.usc.edu.au/learn/international-students/while-you-are-studying#important-policies

Please familiarise yourself with USC policies regarding fees and refunds, grievance handling procedures and academic progress.

Written notices are given to students by electronic communication. It is important that you check your USC student email account regularly.

ACADEMIC PROGRESS
USC’s ELP department is required by the National Code of Practice to check your course progress. This is important, because you are in Australia to study and achieve good results.

SATISFACTORY COURSE PROGRESS
To make satisfactory course progress, you must:
- have an attendance rate of 80 percent or above
- participate regularly in class activities
- complete most course assignments and tests
- demonstrate that your language skills are improving

Your teacher will assess your language skills during class. You will make progress if you use English as much as possible, participate regularly during classes, and complete your homework, assignments and tests.

Activities monitored for satisfactory course progress include:
- in-class participation
- homework tasks
- formal and informal class tests
- interview with a staff member
- research assignments
- completion of online language tasks

Under the National Code 2018, course progress must be assessed “at the end point of every study period”.

For Academic English programs, a “study period” is defined as:
- English for Academic Purposes (EAP) 1 CRICOS Code: 059941A
  Weeks: 5, 8, 9 and 10
- English for Academic Purposes (EAP) 2 CRICOS Code: 059941A
  Weeks: 4, 5, 8 and 9 and 10

Formal assessment of your progress takes place during these times. Assessment tasks will cover all four macro skills—Reading, Writing, Speaking and Listening. However, not every assessment task covers all four macro skills at once.

You should talk to your teachers about your English language study. They can help you develop strategies for improving your English. Every few weeks, your teacher will talk to you privately during Self Access time. At this time, your teacher will discuss your progress with you.

Your teacher may give you feedback on your progress, listen to your concerns, and offer advice.

CONTACT HOURS AND STUDY COMMITMENT
All students are expected to attend classes regularly and on time.

Students who are late miss important study and interrupt other students.

Teachers mark the attendance rolls for each of the three sessions each day.

Session times are:
- 8.40am to 10.40am
- 11am to 12noon
- 1pm to 3pm

If you are late, or leave the classroom for an extended period, you will be marked absent for the time you are not in class (eg -15 to show 15 minutes absent).

If you hold a Student visa, the Department of Home Affairs (DOHA) requires that you attend a minimum of 80 percent of your course.

If you do not attend at least 80 percent of your course, you may be reported to DOHA, and this may affect your Student visa.

You will not receive a course certificate if your attendance rate is less than 80 percent. This applies to all students, regardless of visa type.

Attendance is calculated every Monday afternoon.

DEFERRING, SUSPENDING or CANCELLING STUDENT ENROLMENT AFTER STUDY COMMENCEMENT
There are limited circumstances where a student’s studies may be deferred or temporarily suspended.

These are outlined in Standard 9 of the National Code 2018 and include:
- compassionate or compelling circumstances, or
- misbehaviour by the student

A deferral or suspension of study may affect the validity of your Student visa.

In the event USC intends to suspend or cancel a student’s enrolment, where that suspension or cancellation is not initiated by the student, USC will notify the student that they have 20 working days to access USC’s internal appeals process.

If the student accepts the appeals process, the enrolment will not be suspended or cancelled until the internal appeals process is completed.

STUDENT COMPLAINTS AND APPEALS GOVERNING POLICY AND PROCEDURES
USC’s student complaints and grievances procedures can be found at www.usc.edu.au/student-grievance-policy

Students who are dissatisfied with the outcome of USC’s grievance handling procedures may ask to be referred to an independent mediation or dispute resolution service.

The availability of complaints and appeals processes does not remove your right as a USC student to take action under Australia’s consumer protection laws.

Written notices are given to students by electronic communication.

CHANGE OF ADDRESS
Your Australian address and telephone number details must be kept current.

You must notify USC, within 7 days, if you change your address.

Failure to do so is a breach of Student visa conditions.

PRIVACY NOTICE
Circumstances in which personal information may be shared:
- The University of the Sunshine Coast collects, stores and uses personal information only for the purposes of administering student and prospective student admissions, enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.

For further information, consult the University’s Privacy plan at www.usc.edu.au/Privacy

Information is also collected in order to meet our obligations under the ESOS Act and the National Code 2018. This ensures student compliance with the conditions of their visas and obligations under Australian immigration laws. This information can be provided, without your consent, in certain circumstances authorised or required by law, to the Australian Government and designated authorities approved by the Government.

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)
The ESOS Act and National Code ensure international students in Australia get the education they desire.

To access the National Code 2018, or the ESOS framework for students, visit internationaleducation.gov.au/regulatory-information
Summary of refunds policy and procedures

This is a plain English summary of the University's refund policy and procedures as they affect English Language Program (ELP) students. It is based on the Student Fees and Charges Policy and Student Fees, Charges and Refunds Procedures. The refund policy and procedures refer only to payments to USC for courses and services provided by USC. It does not refer to payments made to third parties.

1. If the University is unable to deliver your course in full, you will be offered a refund of the unused portion of any pre-paid tuition fees. The refund will be paid within 2 weeks of the day on which the program ceased being provided. Alternatively, you may be offered enrolment in another ELP program at the University at no extra cost to you. You must inform the University in writing of whether you have chosen to accept a refund of course monies, or accept a place in the other program.

2. You will not be eligible to receive any refund of program fees after a program has commenced, unless:
   a) The University of the Sunshine Coast is unable to deliver your program in full (refer to Clause 1), or,
   b) You are unable to start on the agreed starting date, or you withdraw from the program, because the Australian Government refused to grant you a Student visa (refer to Clause 4a)

3. You will receive a full refund of your airport transfer charges, if you have paid USC for this service, and if the University receives written cancellation of this service at least 14 days before your stated arrival.

4. You, or your agent, will be entitled to a refund of program fees in the following situations:
   a) If your Student visa application is refused and you provide the University with written evidence of this, you or your agent will be entitled to a refund of program fees, with the following deductions:
      i) A$500 or 5 per cent of the total amount of pre-paid fees received, whichever is the lesser
      ii) non-recoverable expenses incurred in organising travel, accommodation or other services
      iii) the cost of books, equipment, and other materials purchased or produced by the University for you to undertake the program
   b) If you, or your agent, give the University written notice of your decision to cancel your application for a program at least 28 days before the program's commencement date, you or your agent will be entitled to a 75 per cent refund of program fees, with the following deductions:
      i) the ELP application fee,
      ii) non-recoverable expenses incurred in organising travel, accommodation or other services,
      iii) the cost of books, equipment, and other materials purchased or produced by the University for you to undertake the program
   c) If you, or your agent, give the University written notice of your decision to cancel your application for a program within 27 days before the commencement date of the program, you or your agent, will be entitled to a refund of 50 per cent of the program fees, with the following deductions:
      i) the ELP application fee,
      ii) the Airport Transfer Fee, if paid to USC, unless we have received notice of cancellation in writing at least 14 days before your stated arrival,
      iii) the cost of books, equipment, and other materials purchased or produced by the University for you to undertake the program
      iv) all expenses incurred by the University for services provided or arranged for you that cannot be recovered by the University.

5. If you wish to request a refund of fees and charges, you must complete an international refund form available at student forms.

6. You or your agent will receive an approved refund within 28 days of the University receiving your request.

7. You or your agent will receive a statement from the University explaining how the refund amount was calculated.

8. Refunds of fees and charges are made in the same currency in which the fees and charges were paid. The refund is made to the person who entered into the written agreement with the University, unless that person directs the University otherwise in writing.

9. If you are seeking a refund of any monies paid for Overseas Student Health Cover, you will need to contact the agency or service provider with whom you took out that cover.

10. This agreement, and the availability of complaints and appeals processes, does not remove your rights to take action under Australia's consumer protection laws.
WHY STUDY AT USC?

- One of Australia’s top-rated universities for overall student satisfaction
- The only public university in Queensland to achieve a five-star rating for teaching quality 12 years in a row*
- One of the world’s top 150 universities under 50 years old
- Ranked first for student satisfaction and safety in the 2015 International Student Barometer
- Modern campus with excellent facilities
- Affordable student accommodation close to campus
- Ideal study and living environment
- Good air links to Sydney, Melbourne and other destinations

*Source: Good Universities Guide 2018

I’m ready. What’s next?

Teaching Space and Student Central
Ground Floor, Building A4 (SW1), 52 Merivale Street. South Brisbane
QLD 4101

USC SouthBank
66 Ernest Street, South Brisbane QLD 4101
Postal address: PO Box 5956, WEST END QLD 4101
Tel: +61 7 5430 2483 | Email: international@usc.edu.au

University of the Sunshine Coast
Locked Bag 4
MAROOCHYDORE DC QLD 4558
AUSTRALIA
CRICOS PROVIDER NUMBER: 01595D