USC International Student Services
Email: AskUSCI@usc.edu.au

TELEPHONE: +61 7 5430 2843
FAX: +61 7 5430 2843

POSTAL ADDRESS:
USC International—ML17
University of the Sunshine Coast
MAROOCHYDORE DC QLD 4558 AUSTRALIA

STREET ADDRESS – USC SUNSHINE COAST:
Level 1, Building J
University of the Sunshine Coast
Sippy Downs Drive
SIPPY DOWNS QLD 4556 AUSTRALIA

STREET ADDRESS – USC SOUTHBANK:
Ernest Street
Southbank
SOUTH BRISBANE QLD 4101

Website: usc.edu.au/international
Facebook: facebook.com/USCInternational

Assistance
If you have questions about:
• accommodation
• fees
• visas
• Overseas Student Health Cover (OSHC)
• courses
• further study
• classes

or anything else, please email USC International at: AskUSCI@usc.edu.au, who will be able to direct your question to the correct USC department.
Administration

Telephone numbers
The overseas (IDD) code for Australia is 61. The area code for Queensland is 07.

When calling from overseas, dial 6-1-7 before the local number. When ringing locally, do not use the IDD or area code.

USC INTERNATIONAL:
+61 7 5430 2843

UNIVERSITY SECURITY:
+61 7 5430 1168 (General assistance)  
+61 7 5430 1122 (Emergency number)

LIFE-THREATENING EMERGENCIES (FOR POLICE, FIRE AND AMBULANCE): dial 000

AMBULANCE (NON-URGENT): 13 12 33

POISONS ADVICE (24 HOURS): 13 11 26

TRANSLATING AND INTERPRETING SERVICE (TIS): 13 14 50 (charges apply)

USC INTERNATIONAL EMERGENCY CONTACT: 1800 901 054

A public telephone (pay phone) is located on the ground floor of Building I.

Faxes can be sent from any Australia Post office (charges apply).

Printing, copying, binding and scanning
USC’s Library offers printing, copying, binding (charges apply), and scanning (free of charge).

Visit usc.edu.au/learn/student-support/self-serve-printing for more information.

Student Identification (ID) card
You should carry your Student ID card at all times on campus. USC Security may ask you to present your ID card to prove you are a student.

You can also use your ID card to borrow from the Library and to access the 24-hour computer labs.

English Language Programs breaks
English classes stop during the December/January holiday period. You do not pay tuition fees during this period.

You will need to pay accommodation fees if you are staying in your accommodation during the holidays, or going away on holidays and returning to your accommodation after the holiday break.

Emergency and health services
If you become ill, there are a number of health services that can help you.


If you become unwell, and it is affecting your studies or attendance, please tell your teacher or the Director of Studies (DoS) as soon as possible.

If you are absent for three days or more, you must provide your teacher with a doctor’s certificate, to provide evidence of your illness for attendance records.

Overseas Student Health Cover (OSHC)
OSHC is compulsory for Student visa holders. (See information under ‘Regulations’ in this handbook for details.)

Doctors and medical centres
There are many doctors on the Sunshine Coast and in Brisbane. Some will ‘bulk bill’ (this means they will not ask you to pay) if you have OSHC, others require you to pay in full and claim your money back from your OSHC provider.

If you do not have OSHC (ie if you do not have a Student visa), then you will need to pay in full to see a doctor. You can then make a claim with your travel insurer if you have a policy. If you are unwell, but it is not an emergency, you should see a doctor at a medical centre. In an emergency, you should call an ambulance (call 000) or go to the hospital emergency room.

In Australia, people do not go to the hospital for minor illnesses, only for emergencies. (See information under ‘Hospitals’ in this handbook for details.)

Medical centres are usually open during business hours, 9am–5pm Monday to Friday, and sometimes on Saturdays and Sundays. Some medical centres are open at other times, or are able to send a doctor to you, but this can be expensive. (See information under ‘Medical Services’ in this handbook for details.)

Hospitals
You should only go to a hospital in an emergency, or after hours, if you are not able to see a doctor at a medical centre.

The Sunshine Coast’s three public hospitals, in Birtinya, Caloundra and Nambour, are approximately 20–30 minutes from USC. Public hospitals in Brisbane include The Princess Alexandra, and The Royal Brisbane and Women’s Hospital.

Ambulance and other emergencies
Dial 000 for:
• an ambulance if you have a medical emergency
• Police
• Fire services

Medical services – Sunshine Coast

HOSPITALS
Sunshine Coast University Hospital  
6 Doherty Street, Birtinya  
Tel: +61 7 5202 0000

Caloundra Hospital  
West Terrace, Caloundra  
Tel: +61 7 5436 8500

MEDICAL CENTRES
Ochre Medical Centre  
9 Ochre Way, Cnr Sippy Downs Drive and Power Rd, Sippy Downs  
Tel: +61 7 5373 0700

Suncoast Family Medical Centre  
10/1 Scholars Drive (near the IGA supermarket), Sippy Downs  
Tel: +61 7 5476 5999

DENTIST
Art of Dentistry  
Shop 17a, Chancellor Park Shopping Village  
1 Scholars Drive, Sippy Downs  
Tel: +61 7 5445 8755

Medical services – Brisbane

HOSPITALS
Princess Alexandra Hospital  
199 Ipswich Rd, Woolloongabba  
Tel: +61 7 3176 2111

Royal Brisbane and Women’s Hospital  
Butterfield St, Herston  
Tel: +61 7 3646 8111

DENTIST
South Bank Dentists  
2/80 Hope St, South Brisbane  
Tel: +61 7 3846 5566
Regulations

Change of address
You must provide USC with your local address and telephone number within seven days of your arrival.

You must notify USC about any change to your contact details within seven days.

You can update your contact details by completing the form given to you at orientation, or asking your teacher for a form.

Overseas Student Health Cover (OSHC)
If you hold a Student visa, your OSHC pays approximately 85 percent of doctors’ fees at a medical clinic, and 100 percent of fees as an emergency in-patient at a public hospital.

OSHC does not cover:
- private hospitals
- dentists
- chemists
- optometrists
- most pharmaceutical costs
- physiotherapy
- acupuncture, or other alternative treatments

An OSHC Allianz Global Assistance representative is available on campus two days a week to offer information about your OSHC policy and assist with claims.


For more information on health cover, please contact your OSHC provider directly.

Attendance
Students are expected to attend classes regularly and on time. Students who are late will miss important study and interrupt others. Teachers mark attendance rolls for each session.

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

If you are late, or leave the classroom for an extended period, you will be marked absent for the number of minutes you are not in class, eg minus 15 to show 15 minutes absent.

If you will be absent, please advise USC International (tel. 5430 2843) as soon as possible. If the phone is not answered, please leave a message clearly stating your name and the reason for your absence.

If you are absent because of illness for three days or more, you need to provide a doctor’s certificate.

If you are concerned about attendance issues during your course, please discuss those concerns with the Director of Studies (DoS).

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

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

If your attendance rate at the end of your course is less than 80 percent, you will not receive a course certificate.

This applies to all students, regardless of visa type.

Your attendance is calculated every week. Two types of attendance are calculated:

- **Current Attendance:** The percentage of the time you have been in class compared to the class hours to date. For example, Student A has been at USC for one week, but was absent for one day. Student A ‘Current Attendance’ is 80 percent.
- **Possible Attendance:** Is calculated on full course duration. For example, if Student A (above) was enrolled for five weeks in total, Student A ‘Possible Attendance’ at the end of Week 1 is 96 percent.

To remind you about the risks of unsatisfactory attendance, we will contact you at the following times:

- If your ‘Current Attendance’ is below 85 percent, or if you are away for three consecutive days.
  - The DoS or your teacher will give you a letter stating that your ‘Current Attendance’ is below 85 percent. The DoS or your teacher will make sure you understand the reasons for the letter, and discuss ways of improving your attendance.
  - You will be asked to sign a letter stating that you understand the importance of the 80 percent attendance requirement. The DoS or your teacher will note what was said in the meeting and these will be written on your letter. A scanned copy is kept in your student file.

- If your ‘Current Attendance’ is below 80 percent, but your ‘Possible Attendance’ is above 80 percent, or if you are away for three consecutive days.
  - The DoS or your teacher will give you a letter stating that your ‘Current Attendance’ is below 80 percent. The DoS or your teacher will make sure you understand the reasons for the letter, and discuss ways of improving your attendance.
  - You will be asked to sign a letter stating that you understand the importance of the 80 percent attendance requirement. The DoS or your teacher will note what was said in the meeting and these will be written on your letter. A scanned copy is kept in your student file.
If your ‘Current Attendance’ is below 80 percent, but your ‘Possible Attendance’ is above 80 percent, or if you are away for three consecutive days.

Your teacher or the DoS will give you a letter stating that your ‘Current Attendance’ is below 80 percent, but that you can still achieve ‘Possible Attendance’ of more than 80 percent.

Your teacher or the DoS will make sure you understand the reasons for the letter, and advise what you need to do to make sure your attendance is satisfactory.

You will be asked to sign a letter stating that you understand the importance of the 80 percent attendance requirement. A note will be written on the letter of what was said in the meeting and a scan of this will be kept in your student file.

If your ‘Current Attendance’ is below 80 percent AND your ‘Possible Attendance’ is below 80 percent.

Your teacher will ask you to go to the DoS. The DoS will give you a letter asking you to provide written evidence of any compassionate and compelling reasons that might justify your absence.

Reasons might include any serious problems you have experienced such as illness, family problems, or trauma.

At the meeting, the DoS will talk to you about the reasons for your unsatisfactory attendance and the possible consequences. Unless there are compassionate and compelling reasons not to do so, the DoS will give you a letter stating that your ‘Possible Attendance’ is below 80 percent and that USC intends to report you to DOHA for a breach of your visa conditions.

If your ‘Possible Attendance’ is below 70 percent, regardless of any reasons for your unsatisfactory attendance, the DoS must report you to DOHA and will give you a letter which explains this.

If you receive a letter which tells you that USC intends to report you to DOHA, the letter will also include information about how to make a complaint if you feel you have been treated unfairly.

The letter states that you have 20 working days to lodge a complaint through ELP’s Student Complaints and Appeals process.

There is a Complaints and Appeals Form available to help you submit a complaint or appeal.

You can download the form at usc.edu.au/media/9138522/int042-complaint-and-appeals-form-elp_final.pdf

For more information on ELP’s Student Complaints and Appeals process, check the ELP Student Handbook, your classroom noticeboard, the Self Access noticeboard, and the glass-fronted noticeboard near the classrooms.

If a complaint is not lodged within 20 working days, you will be reported to DOHA through the Provider Registration and International Students Management System (PRISMS).

If you lodge a complaint which is rejected and any subsequent appeals are unsuccessful, you will be reported to DOHA through PRISMS.

If the DoS lets you know that they plan to report you to DOHA, they may also inform your parents and/or agent of the situation, if you have given your consent on your enrolment form.

Compassionate and compelling circumstances

Compassionate and compelling circumstances may apply when attendance is between 70 percent and 80 percent.

Where your attendance goes below 80 percent, you must supply documentary evidence to explain your absence.

Documentary evidence is normally a medical certificate, psychologist report or police report.

When your attendance goes below 70 percent, USC must report you to DOHA.

Compassionate and compelling circumstances may include:

• Serious illness and injury, which require a medical certificate stating the student was unable to attend classes.
• Bereavement or medical crisis involving close family members such as parents, grandparents or siblings.
• Major political problem or natural disaster in the home country requiring emergency travel.
• A traumatic experience, for example, being involved in or witnessing a serious accident or crime, or a family break up.

Course progress

USC’s English Language Programs (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 good progress if you use English as much as possible, participate regularly during classes, and complete your homework, course assignments and tests.

Monitoring for satisfactory course progress includes:

• in-class participation
• homework tasks
• formal and informal class tests
• interview with a staff member
• satisfactory attendance

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

For English for Academic Purposes (EAP) programs, ‘study period’ is defined as:

<table>
<thead>
<tr>
<th>EAP F</th>
<th>CRICOS Code: 059941A</th>
<th>Weeks: 5, 8, 9 and 10</th>
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</thead>
<tbody>
<tr>
<td>EAP F</td>
<td>CRICOS Code: 059941A</td>
<td>Weeks 5, 8, 9 and 10</td>
</tr>
<tr>
<td>EAP 2</td>
<td>CRICOS Code: 059941A</td>
<td>Weeks 4, 5, 8, 9 and 10</td>
</tr>
<tr>
<td>EAP 3</td>
<td>CRICOS Code: 059941A</td>
<td>Weeks 4, 5, 6, 8, 9 and 10</td>
</tr>
</tbody>
</table>

Formal assessment of your progress takes place during these times. Overall, 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.
TALK TO YOUR TEACHER

You should talk to your teacher 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, the teacher will discuss your progress with you. Your teacher may give you feedback on your progress, listen to your concerns, and offer advice.

UNSATISFACTORY COURSE PROGRESS

If your teacher thinks you are not making satisfactory course progress, they will make a time to meet with you to talk about this. Your teacher will work with you to develop a plan to help you improve.

Your teacher may suggest:

- moving to a different class of a more suitable level
- having individual sessions with a teacher or tutor (at student’s cost)
- having extra tasks set by your class teacher to work on particular areas of weakness, eg computer assisted language learning, reading tasks, grammar exercises, trial tests, etc
- talking to a counsellor about issues impacting on your study
- attending Self Access more regularly
- attending class more regularly

ELP staff will do everything they can to help you with your studies. However, if you still do not achieve satisfactory progress after being given assistance, USC must report this to DOHA.

You will receive a letter which tells you that USC intends to report you to DOHA for unsatisfactory course progress. This letter will also include information on lodging a formal complaint if you feel you have been treated unfairly.

The letter states you have 20 working days to lodge a complaint, through ELP’s Student Complaints and Appeals process. There is a Complaints and Appeals Form available to help you lodge a complaint or appeal.


For more information on ELP’s Student Complaints and Appeals process check the ELP Student Handbook, your classroom noticeboard, the Self Access noticeboard, and the glass-fronted noticeboard near the classrooms.

If a complaint is not lodged within 20 working days, you will be reported to DOHA through PRISMS.

If you lodge a complaint which is rejected and any subsequent review or appeals are unsuccessful, you will be reported to DOHA through PRISMS.

Complaints

English Language Programs (ELP) at University of the Sunshine Coast (USC) is required under the Education Services for Overseas Students (ESOS) Act 2000 and Standard 10 of the National Code of Practice 2018 to have a complaints and appeals process that is inexpensive, easily understood, easily accessible and independent for all those involved.

The principles set out below apply to the student complaint and appeal processes for ELP students at USC:

- where possible complaints are handled informally
- complaints and appeals follow natural justice and procedural fairness
- the complaint should be made as soon as possible after the problem has occurred
- complaints are dealt with in a reasonable timeframe (within the ESOS time requirements)
- the reasons for the decisions are fully explained in writing
- notes and documentation are kept at all steps of the process
- USC’s confidentiality and privacy principles apply – see Information Management Framework – Governing Policy usc.edu.au/privacy
- ELP enrolment is not affected during the complaints and appeals process – Student visa students must attend all classes
- information about complaints and appeals for ELP students is available in the ELP Student Handbook, classroom noticeboards, Self Access noticeboard and in the glass-fronted noticeboard near the classrooms
- there is no cost to student to access ELP’s Complaints and Appeals processes
- support to submit the written complaint or appeal or to attend meetings is available by emailing AdvocacyStudentGuild@usc.edu.au or someone of your choice

If you need assistance with any aspect of ELP’s Student Complaints and Appeal Processes, contact: AdvocacyStudentGuild@usc.edu.au or AskUSC@usc.edu.au

STEP 1: Informal

DISCUSSING YOUR PROBLEM

If you are unhappy with any aspect of your English language studies, you should meet with your teacher and/or the Director of Studies (DoS) to talk about the issue or problem.

You can bring someone to support you at the meeting if you would like to.

STEP 2: Formal

MAKING A FORMAL COMPLAINT

If you are still unhappy after your meeting with your teacher and/or the DoS, you should write a formal complaint.

WRITING A COMPLAINT

If you decide to make a formal complaint, you will need to contact:

The Director of USC International CONFIDENTIAL
University of the Sunshine Coast
MAROOCHYDORE DC QLD 4558

OR

Email: USCIDirector@usc.edu.au and attach your signed complaint form.

A complaints and appeals form to help you is available online at: usc.edu.au/media/19138522/int042-complaint-and-appeals-form-elp_final.pdf

Your complaint should include:

- your full name with your family name underlined,
- your contact details – postal and USC student email address, and telephone number,
- details of the issues you are unhappy about and what you want to happen,
- a list of any documents you are able to provide which support your complaint, and
- your signature.

AFTER YOU SEND A COMPLAINT

You will be advised of the decision in writing by The Director USC International within 10 working days.

Depending on the type of complaint, the Director may:

- ask you to attend a meeting with others to try to resolve the issues (mediation), or
- ask an independent person to investigate the matter and make a recommendation.
STEP 3: Lodging an internal appeal

If you remain unhappy after you receive a written decision from The Director USC International, you may appeal within 20 working days of notification of the decision. You can make an internal appeal to the Pro Vice-Chancellor (International and Quality).

WRITING AN APPEAL LETTER

If you decide to make an internal appeal, you will need to write an appeal to:

Pro Vice-Chancellor (PVC) (International and Quality) CONFIDENTIAL
University of the Sunshine Coast MAROOCHYDORE DC QLD 4558

A complaints and appeals form to help you is available online at: usc.edu.au/media/19138522/int042-complaint-and-appeals-form-elp_final.pdf

Your appeal should include:

• your full name with your family name underlined
• your contact details – postal and USC student email address, and telephone number
• the date on which the appeal was written
• details of the why you are unhappy about the decision, and if appropriate, where the University has failed to follow processes
• any additional information to support your appeal that has not been previously considered
• a list of any documents you are able to provide which support your appeal, and
• your signature.

AFTER YOU SEND AN APPEAL LETTER

You will be advised of the decision in writing by the PVC (International and Quality) within 10 working days. You may:

• be asked to attend a meeting
You will:

• be able to bring someone to support you to any meeting, but the person cannot be a USC staff member or a lawyer,
• remain an enrolled student during the investigation of your appeal.

NOTE: If the complaints and appeals steps above have not been followed correctly, contact the StudentOmbudsman@usc.edu.au

STEP 4: Lodging an external appeal

After you receive the written decision from the PVC (International and Quality), if you are still unhappy, you may lodge an external appeal against the decision to an appeal body outside USC ELP.

A list and contact details of appeal bodies outside USC are given below. If you decide to lodge an appeal with an outside body, you have 10 working days to do so.

If you decide to lodge an external appeal, you should advise USC International Student Services at AskUSCI@usc.edu.au that you are making an external appeal.

Students can pursue other legal remedies, including action through the:

• The Queensland Ombudsman regarding administrative acts and decisions by USC. Complaints may be lodged online. ombudsman.qld.gov.au Tel (toll free number): 1800 068 908
• The Queensland Civil and Administrative Tribunal. Where a dispute involves student fees, and the total amount is less than A$25,000. qcat.qld.gov.au/matter-types/debt-disputes Tel: 1300 753 228

Students may pursue other legal remedies, including action through the:

• District, Magistrates and Supreme Courts courts.qld.gov.au
• Federal Court fedcourt.gov.au

International students can take action under Australia’s consumer protection laws in the case of financial disputes, including through the:

• Australian Competition and Consumer Commission accc.gov.au

If international students on a Student visa are dissatisfied with ELP’s Student Complaints and Appeals Policy and Procedures, they can refer to:

• Education Services for Overseas Students (ESOS) Framework
The ESOS Act and National Code ensure international students in Australia get the education they desire.

To access the National Code of Practice 2018, or for a description of the ESOS framework for students, visit https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx


ESOS enquiries: +61 1300 615 262

• Department of Education and Training (DET)

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.

NOTE: The Overseas Student Ombudsman only deals with issues with private education providers.
### USC ELP Student Complaints and Appeals Process

#### STEP 1
Discuss your problem
- Contact the class teacher and/or the Director of Studies USC International English Language Programs

If unresolved

#### STEP 2
Make a formal complaint
- Write to Director of USC International using the ELP Student Complaints and Appeals form

If unresolved

#### STEP 3
Lodge an internal appeal
- Write to the Pro Vice-Chancellor (International and Quality) using the ELP Student Complaints and Appeals form

If unresolved

#### STEP 4
Lodge an external appeal
- External Appeals can be lodged with the Queensland Ombudsman or the Queensland Administrative Tribunal

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**Extending or changing your course**
If you want to extend, leave early, or change your course, you must complete a form. USC International can help you do this. Email AskUSCI@usc.edu.au for assistance.

**Late payment of tuition fees**
If you have an unpaid invoice for tuition fees, you will not be permitted to attend classes until the invoice is paid. Please advise USC International Student Services via email AskUSCI@usc.edu.au if you have difficulty paying on time.

**Part-time work**
If you are looking for casual or part-time work outside of class hours, your visa will restrict the amount of work you can do.

For more information, contact the Department of Home Affairs at homeaffairs.gov.au/trav/work

If you work in Australia while you are studying, you have rights and protections. These can be checked at homeaffairs.gov.au/trav/work/work/workplace-rights

The ‘employment’ section of the Sunshine Coast Daily newspaper publishes ‘Positions Vacant’.

USC’s Career Development can help students with employment issues.

For more information, visit usc.edu.au/career-development

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Students can pursue other legal remedies, including action through:
- District, Magistrates and Supreme Courts
- Federal Court
- Australian Competition and Consumer Commission

If dissatisfied with the ELP Student Complaints and Appeals process, students can lodge a complaint with Education Services for Overseas Students (ESOS) or Department of Education and Training (DET).
School information

SCHOOL RULES

- No eating or drinking in Classrooms, Self-Access or the Computer Room.
- USC is a smoke-free University. Smoking is prohibited on University campuses.
- Mobile phones must be turned off during class and you may not leave class to answer a mobile phone.
- Attend all classes on time. All absences from class are recorded on the roll and calculated for your attendance. This includes lateness in returning from breaks. If your attendance becomes a problem, you will be asked to sign a letter from your teacher or the DoS.
- If you are unwell, please notify USC International (Tel: 5430 2843) if you are not able to attend class. You will need to get a doctor’s certificate for absences of three days or more.
- If you wish to borrow a book from Self Access, you must see a teacher who will fill out the card in the front of the book. The loan period is two weeks, but you can renew if necessary.
- Photocopying facilities are available in the USC Library (charges apply).
- All rubbish should be placed in rubbish bins in the foyer.
- Show consideration and courtesy towards your classmates, teachers and homestay families.

Self Access Centre

Most classes will spend one to two hours per week in the Self Access Centre, where a teacher helps students with their studies. A wide variety of materials is available for use.

The materials are divided into five levels indicated by colours:

<table>
<thead>
<tr>
<th>Level</th>
<th>Colour</th>
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</thead>
<tbody>
<tr>
<td>Beginner/Elementary</td>
<td>Red</td>
</tr>
<tr>
<td>Pre-intermediate</td>
<td>Yellow</td>
</tr>
<tr>
<td>Intermediate</td>
<td>Green</td>
</tr>
<tr>
<td>Upper Intermediate</td>
<td>Blue</td>
</tr>
<tr>
<td>Advanced</td>
<td>White</td>
</tr>
</tbody>
</table>

Books are divided into different categories: Reading, Writing, Listening, Grammar, Vocabulary, Australian Society, and Exam Preparation (IELTS, TOEFL, TOEIC and Cambridge exams).

Additional materials including fiction books, magazines, videos and computer programs are also available.

You decide what you want to study. If you need help with a particular problem or cannot find what you are looking for, a teacher is present to help.

If you want to borrow a book to take home, please ask the Self Access teacher.

You may bring your bag, but it must be placed near the door in the space provided.

USC accepts no responsibility for lost or stolen personal items.

No food or drink is to be taken into the Self Access Centre.

Teacher and student interviews are held during Self Access time. You can tell your teacher if you are having any problems, or ask their advice about your English studies.

Using a computer

USC SUNSHINE COAST

Computer laboratories are available 24 hours a day, 7 days a week in buildings D, J and K.

For locations, visit usc.edu.au/maps

USC SOUTHBank

Room SBA1-G.02, located on the Ground Floor, Building A1.
Counselling
Teachers and the DoS can help you with any problem you have with your class. They can also put you in contact with someone to discuss personal issues, if necessary.
English language students have access to USC’s professional counsellors (free of charge).
You can book your appointment through USC Student Wellbeing: usc.edu.au/explore/structure/divisions/student-wellbeing/contact-student-wellbeing

Further education
If you are interested in further study at USC, ask your teacher or the DoS.
For more information, visit usc.edu.au/international
You will need to check that you meet USC’s entry requirements and English language requirements.
USC’s English for Academic Purposes (EAP) programs provide alternative routes to further study at USC (see below).
If you are interested in non-degree programs, Tertiary and Further Education (TAFE) institutions offer government-accredited courses at Advanced Diploma, Diploma, and Certificate levels.
TAFE Queensland offers courses for Australian and overseas students on the Sunshine Coast.
For more information, visit https://tafeqld.edu.au/courses/study-locations/sunshine-coast/index.html

Direct entry
USC’s English for Academic Purposes (EAP) is ideal for international students who want to move into USC’s TPP, undergraduate, postgraduate, or Study Abroad programs via a direct entry pathway.
EAP covers a range of academic skills and study strategies, and gives students practice with assessment items similar to those encountered during university studies. Students also experience a variety of USC lectures.

Social activities/STA Travel
USC SUNSHINE COAST
STA Travel (Ground floor, Building J) offers a full range of travel services. You can make local, national and international bookings.
A range of weekend activities is also offered to students on campus.

Students can enjoy weekend trips to places such as Fraser Island and the Great Barrier Reef, and one-day trips to places such as Brisbane City, Maleny, or Noosa. These activities are optional (costs apply).
For more information, visit: uscstudentguild.org.au uscactivate.org.au

SOUTH BANK
The Queensland Art Gallery, the Gallery of Modern Art, the State Library, the Queensland Museum, the Queensland Performing Arts Centre and the Brisbane Convention Centre are located within a 10 minute walk of the SouthBank campus.
There are a number of activities and events in and around Brisbane.
For more information visit: visitbrisbane.com.au brisbane.qld.gov.au

Student accommodation
USC SUNSHINE COAST
ELP students can rent a room at UniCentral, Varsity Apartments or The Village. The apartments are only a five-minute walk to USC and offer an excellent opportunity for international students to meet and socialise with Australian students.
Most apartments have four bedrooms and students share the kitchen, laundry and living areas.
For more information, please ask USC Student Wellbeing at: usc.edu.au/contact-student-wellbeing

Rental flats and houses
SIPPY DOWNS AND SOUTHBANK
You can find advertisements for rental flats and houses in local newspapers under the accommodation section.
You can also contact real estate agents, or visit realestate.com.au
The USC Student Guild also has an off-campus accommodation register that advertises local share accommodation opportunities. This list is available from the USC Student Guild office.
You could also visit:
• iglu.com.au
• studentone.com
• urbanest.com.au
• flatemates.com.au
Homestay
Many ELP students choose homestay accommodation to experience life with an Australian family.
Living with an Australian 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 offering 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 their 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.
For full details including costs and information about how to apply, visit 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.

Food services
USC SUNSHINE COAST
A refrigerator is available for students on Level 1, Building J near the classrooms. There are microwave ovens for student use in the Brasserie and on the Ground Floor, Building C.
A variety of hot and cold meals, snacks and drinks is available in the Brasserie, Café C, Tower Café, and many others.

USC SOUTHBANK
The campus is within easy distance of cafés and restaurants. There is also a student commons and kitchen.

Co-op Bookshop
In addition to books, you can buy stationery, USC merchandise and GO Cards at the Co-op Bookshop, Ground floor, Building J (near Good Bean café) at the USC Sunshine Coast campus.

USC Art Gallery
USC’s Art Gallery displays works by established and emerging artists as well as USC students. Located at USC Sunshine Coast, the Gallery is open Monday to Saturday from 10am to 4pm. Admission is free.

Sporting facilities
USC Sunshine Coast campus has an Olympic-standard swimming pool, and international-standard indoor and outdoor sporting facilities.
For facilities, fitness classes and opening hours, visit usc.edu.au/sport

Library
USC SUNSHINE COAST
You have access to the USC Library and can borrow up to eight library items at a time.
You can use computer facilities, including internet and email, free of charge and access photocopiers and printers. To set up a printing account, visit usc.edu.au/learn/student-support/self-serve-printing or visit the Library Information Desk for help.

Library opening hours during semester:
- Monday to Thursday: 8.30am–8pm
- Friday: 8.30am–6pm
- Saturday and Sunday: 10am–5pm
- Public holidays: Closed

USC SOUTHBANK
USC SouthBank students have access to the USC Library General Collection at USC Sunshine Coast:
- Borrow books by using the inter-site request form. Items requested via the inter-site request service will normally be delivered to USC SouthBank for collection within two working days (subject to Australia Post delivery service).
- Request a scanned chapter of a book held at USC Sunshine Coast.
Access the Reserve Collection held in Student Central SouthBank:
- The Reserve Collection is available for a 2-hour loan.
- Short-term loan items (1 day and 3 days) may also be available.
For more information, contact Student Central SouthBank:
Tel: +61 7 5409 8600
Monday to Thursday: 8.30am–5pm
Friday: 8.30am–4.30pm
Public holidays: closed
Australian law and legal information

While you are in Australia, you must follow Australian laws.

Some basic rules for following Australian laws include:

- You may not drink or buy alcohol if you are under 18 years of age. You may not enter nightclubs if you are under 18 years of age. You will need to show photo identification to enter.
- You are not allowed to buy cigarettes if you are under 18 years of age.
- You must not drive a vehicle whilst under the influence of alcohol or illicit (and sometimes prescription) drugs. The legal blood/breath alcohol limit for a driver with an open licence driving a standard vehicle is 0.05%. There is zero tolerance for driving under the influence of illicit drugs.
- You must wear a seatbelt in the front and back seats of cars.
- You must wear a helmet when riding a bicycle or a motorcycle.
- Marijuana and other illicit drugs are illegal in Australia. If you are caught in possession of these drugs, you will be fined and possibly jailed or deported.

Free legal services

You can access free legal services if required by contacting:

Suncoast Community Legal Service
7 Ocean Street
PO Box 423
Maroochydore QLD 4558
Tel: +61 7 5443 7827
Fax: +61 7 5451 1221
Email: admin@suncoastcommunitylegal.org

For other legal services and information, visit justice.qld.gov.au

Working in Australia

International students have the same workplace rights as all other workers in Australia.

You may have a part-time or casual job while you study. For more information check the posters in your classroom and Self Access from the office of the Fairwork Ombudsman or the Fairwork website (see below).

If you need help checking your pay rate or any other work conditions visit fairwork.gov.au or call the infoline on 13 13 94 or call 13 14 50 Translating and Interpreting Service (charges apply).

Public transport

USC’s bus interchange services Sunshine Coast communities and connects with trains to Brisbane and inland towns.

Bus services operate seven days a week. Services are limited on weekends and public holidays.

Timetables are available from Student Central – Ground floor, Building C.

For more information, visit translink.com.au

‘GO CARD’

Translink’s ‘Go Card’ is an economical way to travel on public transport.

Go Card fares are approximately 30 percent cheaper than single fares.

Go Cards are available at the Co-op book store, the bus stop ticket machine or at many other places around Queensland.


Driving

You are only allowed to drive in Australia on your overseas driver’s licence if you:

- only drive the class of motor vehicle authorised on that licence
- comply with the conditions (if any) of your licence
- carry your licence with you at all times when driving
- carry a recognised English translation of your licence if your licence is in a language other than English
- show your licence to a police officer when asked to do so

For more information, visit tmrqld.gov.au

SAFE DRIVING

If you are eligible to drive in Australia, here are some points to remember:

- speed limits:
  - 50km/h in residential areas
  - 60km/h on local roads (or as signed)
  - 100km/h on highways (or as signed)
- seat belts must be worn in the front and back seats of cars

There are heavy penalties for:

- driving if you have been drinking alcohol
- talking or texting on your mobile phone while driving
- speeding

SAFE RIDING

In Australia, you must wear a helmet when riding a bicycle or motorbike (penalties apply).

Shopping

SUNSHINE COAST

The nearest shopping centres are Woolworths at Chancellor Park, Woolworths Market Place at Buderim, Coles Sippy Downs, Sunshine Plaza Shopping Centre at Maroochydore, and Kawana Shopping World at Buddina.

Most shops and businesses open at 8.30–9am and close at 5–5.30pm. Most shops in large shopping centres open until 9pm on Thursdays.

On Saturdays, most shops open from 9am–5pm. On Sundays, most shops open from 10.30am–4pm.

The major supermarkets (Woolworths and Coles) are open weekdays until 9pm, Saturdays until 5–5.30pm, and Sundays until 5.30–6pm.

SOUTHBANK

Brisbane CBD is a 10 minute walk from USC SouthBank.
Cinemas
You can see the latest movies in Maroochydore, Kawana and Noosa and the Myer Centre complex in Brisbane’s CBD.
For session details, check local newspapers or visit eventcinemas.com.au
Show your Student ID for discounts.

Banking
When you open a bank account, you will probably find a savings account most useful. Savings accounts can be linked to a card that you can use in Automatic Teller Machines (ATMs).
Most banks have 24-hour ATMs. To avoid paying ATM charges it is best to use your own bank’s ATMs. Most savings accounts have a combined daily limit of $1,000 for withdrawals and purchases.
At USC Sunshine Coast campus ATMs are located on the ground floor of Building B and outside the Brasserie on the ground floor of Building I.
If you are sent money from your home country, telegraphic transfer is the fastest.
You should give the following information to the person sending you the money:
• your account number
• name of your account
• name, address and branch of bank
• branch identification number
• international swift code (your bank can give you these details).

BANKING HOURS
• Monday to Thursday: 9.30am–4pm
• Friday: 9.30am–5pm
Times differ for individual branches. Some branches open on Saturdays. Check websites for details.

Currency
Australia’s decimal currency includes $5, $10, $20, $50 and $100 notes ($=dollars).
Coins include the silver 5c, 10c, 20c and 50c (c=cents) and gold $1 and $2.
Prices are rounded up or down to the nearest 5c when buying goods.

EXCHANGING MONEY
You can exchange money at any major airport, bank or travel agent.

Electrical
Australia’s domestic electricity supply is 220-240 volts. Appliances use standard three-pin plugs.

Australia Post
Australia Post offers postal services, bill payment, and retail sales of postal and gift products.
The nearest Australia Post office is at Chancellor Park Marketplace. There are other local branches at Buderim, Sunshine Plaza at Maroochydore, Mooloolaba and Kawana.
For more information and online services, visit australia.post.com.au

Weather
The Sunshine Coast enjoys a sub-tropical climate of hot, humid summers and mild, dry winters, making conditions relatively moderate year-round.
Winter temperatures range from a daily average of 20–23°C to a nightly average of 6–10°C.
In summer, average daily temperatures range from 28–30°C, dropping to a nightly average of around 20°C.

Clothing
Casual clothing suits South-East Queensland’s relaxed lifestyle and climate. Lightweight clothing is usually suitable from October to April. If you come in winter, you should bring some warm clothes.

Restaurants and eating out
There is a wide range of eating options on the Sunshine Coast and in Brisbane.
Ask your teacher or fellow students to recommend something to suit your taste and budget.
Some restaurants are licensed to serve alcohol; others are BYO (‘Bring Your Own’).
At BYO restaurants, you may be charged ‘corkage’, about $2 or more for each person who is drinking the alcohol you brought with you.
In many Australian restaurants, tipping is not expected. If you are satisfied with the service, tipping is at your discretion. A surcharge (usually 15 percent) may be added to your bill on public holidays.

Pubs and bottle shops
You must be 18 years of age or over to drink or buy alcohol in Australia. It is normal to be asked for photo ID with proof of age when buying alcohol.
In Queensland, alcohol cannot be bought at supermarkets. Takeaway alcohol is only available from bottle shops in hotels and shopping centres.
Most pubs/taverns are open from 10am to midnight, seven days a week.
You must be 18 years of age or over to enter a nightclub or certain parts of a pub. It is normal to be asked for photo ID with proof of age when entering.

Religion and worship
Australia is a multicultural nation, and many religions are practised here.
For places of worship on the Sunshine Coast and in Brisbane, check the Yellow Pages telephone directory, or visit yellowpages.com.au

Time differences
Queensland operates on Australian Eastern Standard Time (AEST), which is GMT plus 10 hours. There is no ‘daylight saving’ time in Queensland.
To help you calculate the time in your home country, take AEST and add or subtract hours.
For more information, visit timeanddate.com

Visa questions
• Department of Home Affairs (DOHA) homeaffairs.gov.au
• Foreign embassies and consulates in Australia
• Department of Foreign Affairs and Trade dfat.gov.au

Interpreter service
A telephone interpreting service is available 24 hours a day, 7 days a week.
Tel: 13 14 50 (charges apply)
English Language Programs

Possible alternative pathways and required levels for English language requirements for USC entry

- **English for Academic Purposes (EAP) F**
  - Pre-intermediate academic English
    - Pass of 65% or more
  - IELTS 5.0
    - (minimum of 5.0 in all subtests)
  - English for Academic Purposes (EAP) 1

- **English for Academic Purposes (EAP) 1**
  - Intermediate academic English
    - Pass of 65% or more
  - IELTS 5.5
    - (minimum of 5.5 in all subtests)
  - English for Academic Purposes (EAP) 2

- **English for Academic Purposes (EAP) 2**
  - Upper intermediate academic English
    - Pass of 65% or more
  - IELTS 6.0
    - (minimum of 6.0 in all subtests)
  - Study Abroad
    - (1–2 semesters, undergraduate)
    - Most undergraduate programs

- **English for Academic Purposes (EAP) 2**
  - Upper intermediate academic English
    - Pass of 70% or more
  - IELTS 6.5
    - (minimum of 6.0 in all subtests)
  - English for Academic Purposes (EAP) 3
    - Study Abroad
      - (1–2 semesters or trimesters, postgraduate)
    - Honours programs
    - Most postgraduate coursework programs

- **English for Academic Purposes (EAP) 3**
  - Advanced academic English
    - Pass of 70% or more in each of the four sub-skills
  - IELTS 7
  - Most undergraduate and postgraduate programs
  - Some programs which have higher English language requirements*

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* Bachelor of Nursing Science, Bachelor of Nursing Science (Graduate Entry), Bachelor of Occupational Therapy (Honours) and Master of Social Work (Qualifying).
Helpful hints to remember

Listen to Australians talking. Talk to as many Australians as you can. Speak English with your classmates and friends. Practise new vocabulary and phrases with your host family, teachers and people you meet. Watch some television and listen to the radio. Read something in English every day. Find out what is happening at the weekend. Go to as many free, community activities as you can. Dance and chat with Australians at nightclubs and pubs. Browse around shops and art galleries. Ask questions. Explore the Sunshine Coast. Be the first to open up a conversation. Australians are friendly, but they may be shy too.

When you mix with people, talk to them, keep your ears, eyes and mind open, and your English will improve faster.

Make the most of your time inside and outside the classroom. This is a special period in your life and your education.

We hope you enjoy your time at USC!
Connect

Visit: USC International, First floor, Building J, USC (Sippy Downs)
(Request an appointment by emailing AskUSCI@usc.edu.au)
Call: +61 7 5430 2843
Email: international@usc.edu.au
Online: usc.edu.au/international
Facebook: facebook.com/USCInternational
YouTube: youtube.com/unisunshinecoast

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