Welcome

Congratulations on receiving your offer to study at the University of the Sunshine Coast (USC).

At USC, you will be welcomed by academic and support staff who are keen to help you succeed.

You will also discover the lifestyle benefits of the Sunshine Coast and Queensland.

This guide contains important information. Please read it carefully. If you need any further assistance, contact the staff at USC International.

We look forward to providing you with an exceptional education in an outstanding location.

Professor Robert Elliot
Pro Vice-Chancellor (International and Quality)

Contents

Understanding your letter of offer ............................................................... 1
How to accept your offer ............................................................................ 2
Overseas Student Health Cover (OSHC) .................................................... 3
Organising your visa .............................................................................. 4
Choosing courses and enrolling online .................................................... 5
Arriving in Australia ................................................................................ 7
Living in Australia .................................................................................. 8
Attending Orientation ............................................................................ 12
Academic calendar ................................................................................ 13
Student support services ........................................................................ 14
USC Sunshine Coast ................................................................................ 16
Arranging accommodation and airport transfers .................................... 17
Campus services and facilities .............................................................. 19
Clubs and sporting facilities .................................................................... 22
Important information ........................................................................... 23
Checklist ................................................................................................ 25

© Published by University of the Sunshine Coast. May 2019.
All information contained in this publication is correct at the time of going to press, however USC reserves the right to alter any course, procedure or fee. Prospective students should check for any amendments before submitting an application. For up-to-date information, visit usc.edu.au | University of the Sunshine Coast is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
Understanding your letter of offer

Your letter of offer and materials include essential information about accepting your offer, completing your enrolment, studying at USC and living in Australia.

Your letter of offer is a written agreement between you and USC. Your written agreement includes:

- International Student Application Form
- Letter of Offer
- Acceptance of Offer
- Important Information
- Important Links
- Important Refund Information
- Credit Transfer Advice (if applicable)

You should read all the information carefully before accepting your offer and entering into a written agreement with USC.

Below is an explanation of terms mentioned in your letter of offer:

**Program**
The program refers to the USC program for which you have applied and been made an offer.

**Commencement**
Commencement refers to the semester in which your program commences. You need to refer to the offer letter for the dates on which Orientation and classes commence.

**Estimated completion**
This is the estimated date by which you will have completed your program and received your results.

This date is based on the minimum number of courses required to complete the program.

**First semester/trimester tuition fee and estimated total tuition fees**
These are the estimated tuition fees you will pay for your program.

Tuition fees do not include the cost of books, materials, equipment or field trips.

Tuition fees are based on the minimum number of courses required to complete the program, within the standard program duration, and are reviewed each calendar year.

The fee you must pay for a given semester/trimester is that which has been approved by USC for the calendar year in which the semester/trimester commences.

Any increase in tuition fees from one calendar year to the next for your program of study will be no more than 7 percent. All fees are in Australian dollars ($A).

**Amount payable**
To confirm your enrolment, and apply for your Student visa, you need to accept your offer and pay the amount indicated here. This amount is usually your first semester/trimester tuition fee* and the cost of any Overseas Student Health Cover you have asked USC to arrange on your behalf.

If you are accepting a package of offers that commences with a USC English language, pathway or undergraduate program at USC, you will usually need to pay tuition fees towards all programs in the package to receive your Confirmations of Enrolment (CoE).

Refer to your letter of offer/s for the exact amounts payable towards each program.

* Payment arrangements may be different for those students whose tuition fees are paid by their home institution or as a scholarship.

---

There are two possible offer letter types you may receive from USC:

**UNCONDITIONAL OFFER**
You meet all the entry requirements for your chosen program of study. You can accept the offer and move to the next phase of the admission process. Refer to your offer for full details on what is required to progress to the next step.

**CONDITIONAL OFFER**
You do not yet meet all the entry requirements for your chosen program of study.

You will need to meet the conditions as outlined in your conditional offer. Conditions could include needing to meet USC’s academic, English language, or other program requirements.

You will not be able to move to the next phase of the admission process until you have met the conditions. Refer to your offer for full details on what is required.

The program refers to the USC program for which you have applied and been made an offer.

Commencement refers to the semester in which your program commences. You need to refer to the offer letter for the dates on which Orientation and classes commence.

Orientation is compulsory for international students and you must arrive in time to attend.

This is the estimated date by which you will have completed your program and received your results.

This date is based on the minimum number of courses required to complete the program.
How to accept your offer

This section will tell you what you need to do to accept your offer, pay fees and enter into a written agreement with USC. Students enrolling in packaged programs, eg English plus degree study, should also refer to the ‘Packaged program students’ section.

Packaged program students

The following information is for students who have been made a package of offers, eg you will be completing a USC English language or pathway program before progressing into a USC undergraduate or postgraduate degree.

Accepting your packaged offer

Your USC letter of offer and associated documentation is an agreement between you and USC. To accept your USC offer and the terms of the agreement, follow the steps on the ‘Acceptance of Offer’ pages on each of your USC offers.

Once the required payment has been received for each program included in your offer package, you will be given Confirmations of Enrolment (CoEs) for each program. You will need to provide all CoEs as part of your Student visa application. This will ensure that your Student visa is granted for the correct duration of your packaged program.

STEP 1:
Read all the information contained in your letter of offer carefully.

STEP 2:
If you received an **unconditional** offer proceed to step 3.
If you received a **conditional** offer you will need to meet your conditions as outlined in your offer before you can proceed.

STEP 3:
If you decide that you want to accept your offer and enter into a written agreement refer to the ‘Acceptance of Offer’ page in your letter of offer and follow the instructions.

**Before acceptance**

By accepting your offer, you are agreeing that you have read and understood the information provided to you in your letter of offer, including the information provided to you in the Important Information, Important Links, Important Refund Information and Credit Transfer Advice (if applicable).

**After acceptance**

On accepting your offer and on receipt of your payment* by USC, you have entered into a written agreement with USC.

After USC receives your acceptance, you will be sent confirmation of this written agreement by email.

If you are applying for a Student visa, you will be given a Confirmation of Enrolment (CoE) when you accept your offer and pay your fees. You will need the CoE for your Student visa application.

You will also receive your USC network username and password, so you can access the USC network and enrol in your courses online.

* Payment arrangements may be different for those students whose tuition fees are paid by their home institution or as a scholarship.
Overseas Student Health Cover (OSHC)

OSHC is health insurance to assist international students meet the costs of medical and hospital care that they may need while in Australia.

The Department of Home Affairs (DOHA) requires all students, who are studying in Australia on a Student visa, to maintain OSHC for the duration of that visa. Health insurance cover is also required for all family members residing in Australia on a dependent Student visa.

If you indicated on your application form that you would like us to arrange your OSHC, a quota was included in your letter of offer. The cost of your cover will depend on the type of cover and the duration of your studies.

USC arranges OSHC Essentials Cover with our preferred provider Allianz Global Assistance.

If you have already made payment for your OSHC, this will be included in your Confirmation of Enrolment document used to apply for your Student visa. If USC did not organise OSHC cover for you, you will be required to show your cover to DOHA at the time of submitting your Student visa application.

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 accord with this condition.

You are individually responsible for ensuring your OSHC is current at all times and renewed as required. If your OSHC lapses, you are responsible for paying any medical costs incurred by you or your dependents.

OSHC is the minimum cover required by the Australian Government, however you may like to consider additional health and travel insurance at your own expense.

An OSHC Allianz Global Assistance representative is available on the USC Sunshine Coast campus two days a week during semester to assist with claims and provide support. Claims can also be submitted online.

For more information about OSHC, visit allianzassistancehealth.com.au

Health cover and travel insurance for non-Student visa holders

If you are arriving in Australia on a non-Student visa (such as the 417 Working Holiday visa), you are not eligible for OSHC. Please refer to a travel agent or search online to find suitable health and/or travel insurance to meet your personal needs.

* Belgian, Norwegian and some Swedish students are not required to purchase OSHC as part of their visa requirements and will be covered under their country’s Reciprocal Health Care Agreement (RHCA) with Australia.
The Department of Home Affairs (DOHA) requires each person, who intends to study in Australia, to hold a valid visa with study rights.

If you intend to study in a program that is longer than three months (12 weeks), you will normally need a Student visa.

Some students may be eligible for a Working Holiday visa, which will allow study for a maximum of one semester.

For further information regarding visa options and the visa application process, please refer to the DOHA website, [homeaffairs.gov.au](http://homeaffairs.gov.au).

### Student visa conditions

It is important that you are aware of any conditions attached to your Student visa. For a full explanation of the conditions, visit [homeaffairs.gov.au](http://homeaffairs.gov.au).

**8105:** You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course).

You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider.

**8202:** You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa.

You must maintain satisfactory course progress and complete your program within the standard duration.

**8501:** You must maintain adequate arrangements for health insurance during your stay in Australia in the form of Overseas Student Health Cover (OSHC).

**8516:** You must continue to satisfy the requirements for the granting of your Student visa. This means, for example, you must continue to have sufficient financial capacity to support your study and stay in Australia.

**8517:** You must maintain adequate schooling arrangements for your school-age dependants who joined you in Australia for more than three months as part of your Student visa application.

**8533:** You must tell USC:
- the address where you live in Australia within seven days of arriving in Australia;
- if you change the address where you live within seven days of the change;
- if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate (CoE) or evidence of enrolment.

### Working Holiday visa

There are two sub-classes of Working Holiday (WH) visas and they are only available to applicants from certain countries.

If you are granted a WH visa, you can study at USC for up to four months (the equivalent of one semester).


### Extending your stay in Australia

You can only extend your stay, if you do not have a ‘no further stay’ condition on your current Student visa. Refer to DOHA for visa extension options.

For further information, visit [homeaffairs.gov.au](http://homeaffairs.gov.au).
Choosing courses and enrolling online

Once you have accepted your offer, paid your fees and received your login details, you can choose your courses and begin the enrolment process. Please read the following before enrolling in your courses. Follow the Getting Started steps to complete your compulsory tasks, enrol in/view your courses and prepare for your studies: usc.edu.au/start

Getting started at USC

**STEP 1:** Log on to USC Central using your personal username and password.

**STEP 2:** Complete the compulsory task items, if any appear.

**STEP 3:** Plan your study before you enrol.

**STEP 4:** Enrol in your courses.

**STEP 5:** Access your student email and Blackboard.

For more information, visit usc.edu.au/start

USC Central

USC Central is the online system you use to manage your enrolment and personal details. This includes completing your compulsory task items, planning your study and timetable, enrolling in courses and/or viewing your enrolment; updating your personal details and viewing your financial details, grades and exam timetables.

You must log-in to USC Central and complete the compulsory task items before you will be able to enrol in your classes.

You can view a USC Central guide for new international students, which explains how to complete these steps: usc.edu.au/usccentralguide

Degree program students

Planning your enrolment is an important start to your university life. It is an exciting time where you explore your options and plan your courses for your upcoming study periods.

To help choose your courses go to your program page and refer to the ‘What will I study?’ tab. This is where your program requirements are listed. You must follow these requirements in order to successfully complete your study program. Visit usc.edu.au/programs

From your program page, select the ‘Plan your study’ tab to view your study plan. This will show all courses you need to enrol in (core courses), when they are offered and which choices you have for any elective courses.

The standard full-time enrolment is four courses per semester/trimester. You can enrol in fewer than four courses per semester/trimester if your study plan allows and you have approval from Student Central.

If you are unsure about what courses you should enrol in or have problems enrolling via USC Central, contact Student Central for advice:

**Student Central**
Tel: +61 7 5430 2890
Email: studentcentral@usc.edu.au

* Payment arrangements may be different for those students whose tuition fees are paid by their home institution or as a scholarship.

Updating your address details on USC Central

Check and update your Australian residential address and contact details on USC Central within a week of starting your studies. Any change of address must be notified within seven (7) days.

Your Australian residential address is your ‘mailing address’ in USC Central.

The address that you should record as your ‘permanent address’ in USC Central must be your overseas address.

Your Australian address and phone number details must be kept current.

Failure to keep these details current constitutes a breach of Student visa condition 8533.

There is a USC Central guide to help you with this—Update a mailing address (international students only): usc.edu.au/usccentralguide

1 Plan your study
Students with Credit Transfer**

If you have been offered Credit Transfer, you will need to select your courses carefully to ensure you meet all program requirements and can graduate with your intended degree/major.

If you have not already been provided with a study plan, you may need to speak to a Program Adviser at Student Central to help you choose your courses.

Make sure you have accepted your credit before trying to register/enrol online.

If you have not accepted your credit, you may have difficulty enrolling in advanced level courses that have prerequisites.

Study Abroad and Exchange students

There are USC Central guides available to help you select your courses, find your Study Plan and enrol in your courses on USC Central: usc.edu.au/usccentralguide

You will need to submit your course choices to USC International for approval before online course registration.

When selecting courses, make sure you choose from the correct semester and pay attention to any prerequisites.

For a full list of courses, visit usc.edu.au/SACourses

The course list is presented by semester and divided into two sections.

The first section is for courses 'preapproved' by USC.

The second section is for courses that have prerequisites and require assessment to determine eligibility for enrolment.

If choosing advanced level courses with prerequisites, consider whether you have undertaken studies comparable to the prerequisite courses.

USC assesses eligibility for advanced level courses. If you are unsure whether you meet the prerequisites, we can confirm this for you.

If you need to transfer credits to your home institution for studies undertaken at USC, make sure your course choices are approved by your home institution, regardless of whether your choices appear on the USC 'pre-approved' or 'approval required' course lists.

To request course choice approval, send an email with your course selection to Study@usc.edu.au

Submission of your course choices to USC, and approval of your eligibility, does not constitute enrolment. You must enrol in your approved courses online via USC Central.

For more information, visit usc.edu.au/studyabroad

Higher Degree by Research (HDR) students

Your enrolment in your HDR course/s is completed by Student Central based on the information provided on your Acceptance of Offer form.

For more information, visit usc.edu.au/start

Enrol in your classes

Now that you have planned your study, you must enrol in your courses in USC Central.

Most courses have two components: a lecture and a tutorial or practical workshop session.

You can enrol in courses for the full year, Study periods 1 and 2. This gives you the opportunity to plan your study well in advance.

If you enrol in your courses on time you have the advantage of selecting your class times earlier than those who don’t.

Check the academic calendar for the timetable release date for each study period. Once the timetable has been released you can use the Timetable Planner to plan your class times.

You will be notified via email when class selection opens for the relevant study period and provided with instructions on how to select your class times.

You can find timetables at usc.edu.au/timetables or via USC Central.

Timetables are subject to change, so check them for changes before classes start.

**Credit transfer and the two-year Australian Study Requirement for the Temporary Graduate visa (subclass 485). Students have the option to accept all, part or none of the credit transfer awarded. If you want to satisfy the two-year Australian Study Requirement for the Post Study Work visa, you may not want to accept all of your credit, if that credit reduces your study to less than two years. If you are uncertain about how your credit transfer might affect your eligibility for the Australian Study Requirement, contact USC International. For more information about the Temporary Graduate visa (subclass 485), visit the Australian Department of Home Affairs’ website homeaffairs.gov.au

Student email

Once you are enrolled, all University communication will be sent to your student email. It is important to check your student email regularly to stay informed.

Your course lecturers and tutors will contact you via your student email and important student notifications will be sent here.

From the USC home page header menu select USC Services > Email and log in using your USC network login details.

Blackboard

After you have received your USC network login details you will have access to Blackboard, the learning management system you will use to access:

• online study materials for lectures and tutorials
• student announcements and notifications
• information resources including library catalogue and databases
• discussion boards and forums (eg buysell, study, chat)

You can attend the Blackboard workshops held during Orientation to understand how it works.

Your course materials will be made available by your course coordinator the week before classes commence.

You can download the Blackboard Mobile app from your App Store (select University of the Sunshine Coast).

NOTE: Your password is confidential and should not be disclosed to anyone.

Disclosure of your password to others may result in a breach of security and will not be considered a valid excuse for any unintended changes to your record.
Arriving in Australia

Suggested arrival dates
If you plan to join enabling or transition programs before Orientation, you should arrive earlier.

<table>
<thead>
<tr>
<th>Your start semester</th>
<th>Suggested arrival date</th>
<th>Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 2, 2019</td>
<td>Friday, 12 July 2019</td>
<td>15–19 July 2019</td>
</tr>
<tr>
<td>Semester 1, 2020</td>
<td>Friday, 14 February 2020</td>
<td>17–21 February 2020</td>
</tr>
<tr>
<td>Semester 2, 2020</td>
<td>Friday, 10 July 2020</td>
<td>13–17 July 2020</td>
</tr>
</tbody>
</table>

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 $A420 on the spot
- you could be prosecuted, fined more than $A420,000 and imprisoned for up to 10 years and a get criminal record.

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.

To find out more about what you cannot bring or mail into Australia, visit agriculture.gov.au/biosecurity
Living in Australia

Course-related costs
As a general guide, allow $A400 per semester for new textbooks.
Second-hand textbooks are often available at reduced prices.
Some courses require additional materials, for example laboratory coats (from $A28) or art supplies.
Students taking design courses should allow an additional $A60 to $A100 per semester for materials and printing costs.
English language program students are loaned textbooks for the duration of their course.

Living costs
You’ll need around $A390 per week to live comfortably on the Sunshine Coast.
This does not include airfares to Australia, visa applications, health cover and tuition fees. Allow more if you have a spouse or dependant(s) accompanying you.
For more information, visit usc.edu.au/living-costs or studyinaustralia.gov.au

Education for school-aged children
Students with school-aged children have numerous education options. For more information, visit:
• Public schools education.qld.gov.au/schools-educators
• Private schools isq.qld.edu.au
Fees apply at private and public (government) schools. Allow at least $A8,000 per year per child for school fees.

Living expenses guide

<table>
<thead>
<tr>
<th>General living costs</th>
<th>Cost per week ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private share accommodation</td>
<td>$85–$215</td>
</tr>
<tr>
<td>Homestay accommodation</td>
<td>$235–$325</td>
</tr>
<tr>
<td>(includes some meals)</td>
<td></td>
</tr>
<tr>
<td>Groceries and eating out</td>
<td>$80–$280</td>
</tr>
<tr>
<td>Gas, electricity</td>
<td>$35–$140</td>
</tr>
<tr>
<td>Phone and internet</td>
<td>$20–$55</td>
</tr>
<tr>
<td>Public transport</td>
<td>$15–$55</td>
</tr>
<tr>
<td>Car (after purchase)</td>
<td>$150–$260</td>
</tr>
<tr>
<td>Entertainment</td>
<td>$80–$150</td>
</tr>
</tbody>
</table>

* Indicative costs. This information is taken from studyinaustralia.gov.au and should be used as a guide only.

Students living in student accommodation at Varsity Apartments or UniCentral do not pay for electricity. Major expenses such as buying and running a car, purchasing a computer, television or stereo, holiday travel, or travelling to and from the home country have not been considered in this estimate of living expenses.

Amounts are in Australian dollars and are Goods and Services Tax (GST) inclusive.
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. When making an appointment, always state the cover you have (for example, Allianz OSHC cover). Some doctors charge a gap fee. You can confirm any gap fees with the doctor when making an appointment.
You can claim part of this fee back from your Overseas Student Health Cover (OSHC) or other insurance provider.

If you have an OSHC policy with Allianz Global Assistance, you get access to the network of doctors and medical centres all around Australia. Using their network of providers makes it easier for you to claim when you visit a doctor. All you need to do is provide your valid membership card and the provider will bill Allianz Global Assistance directly for the covered amount of your bill.
For a list of doctors who can direct bill, visit allianzassistancehealth.com.au/en/find-doctor

Telephone numbers and addresses of medical centres and hospitals can also be found in local telephone directories or online.

An OSHC Allianz Global Assistance representative is available on campus two days a week during semester to assist with claims and provide support.

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, use a phone to call 000. For more information about emergency call services, visit triplezero.gov.au

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 $A80.
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 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 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 tga.gov.au
Driving

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 Home Affairs (DOHA) 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 tmrqld.gov.au or telephone 132 380.

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.

Australia uses a three-pin power plug.

If you bring any devices from home, you will need to use an adaptor. If you buy a converter or adaptor before you arrive, make sure it is suitable for Australian power sockets.

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 auspost.com.au

The nearest Australia Post branch to the USC Sunshine Coast campus is at Chancellor Park Marketplace. There are other local branches at Buderim, Sunshine Plaza at Maroochydore, Mooloolaba and Kawana Shoppingworld.

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 agriculture.gov.au/biosecurity

Postbillpay

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

Continuing USC students may pay semester/trimester tuition fees via this service.

It should not be used for payment when accepting your offer. Postbillpay can be accessed via USC Central. For information, visit postbillpay.com.au

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 legalaid.qld.gov.au

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 rta.qld.gov.au

Religion

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

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). For more information, visit tisnational.gov.au
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:

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

Banking

Opening an Australian bank account allows you easy access to your money.

The financial institution you choose will generally allow you to operate your bank account from almost anywhere in Australia.

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.

For more information about banking services, contact your preferred Australian bank.

Accessing your funds

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.

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

Shopping

Most grocery and retail stores are open seven days a week from 9am to 5pm weekdays, and from 10am to 4pm at weekends. Some stores offer late-night shopping until 9pm on Thursdays.

Most stores accept cash, credit cards and debit (savings) cards.

Australia has one of the most concentrated grocery markets in the world. Woolworths and Coles account for almost 70 percent of supermarket sales. They stock fresh fruit, vegetables, meat, dairy, poultry, general food and household items. Aldi and IGA are also widely spread through Australia.

Some of the biggest retail stores in Australia are Myer, David Jones, BigW, Kmart, Target and JB Hi-Fi.
International Welcome Day

International students are also invited to attend the International Welcome Day. This is held on the weekend prior to Orientation week at USC Sunshine Coast. The day includes a bus tour to local areas, guided walks with current USC students and an Aussie BBQ on campus.

Student Success Network

To help you get settled into your studies, you can connect with current students through the Student Success Network. This Network is made up of trained students who are involved in a range of activities from academic and social connections to program specific support. They respect your privacy and maintain confidentiality and can:

• meet with you on campus during your first few weeks to answer any questions and see how you’re settling in
• be a familiar face on campus and someone to talk to when you’re not sure who to ask
• answer questions and refer you to various services
• connect you to social or study groups relevant to your discipline
• provide a supportive environment where students can connect with other students to share ideas, experiences, challenges and advice

Connect with the Student Success Network at usc.edu.au/studentsuccess
2019/2020 academic calendar

Undergraduate award, Study Abroad, Exchange, Tertiary Preparation Pathway and most postgraduate coursework and research programs normally run from February to November, with the year divided into two semesters.

Semester 2, 2019  22 July–15 November
Orientation  15–19 July
Semester 2 begins  22 July
Census date  16 August
Mid-semester break  30 September–7 October
Exam preparation  28 October–1 November
Exams  4–15 November
Semester 2 ends  15 November
Inter-semester break  22 June–21 July

Semester 1, 2020  24 February–19 June
Orientation  17–21 February
Semester 2 begins  24 February
Census date  16 March
Mid-semester break  13–17 April
Exam preparation  1–5 June
Exams  8–19 June
Semester 2 ends  19 June

Semester 2, 2020  20 July–13 November
Orientation  13–17 July
Semester 2 begins  20 July
Census date  10 August
Mid-semester break  28 September–2 October
Exam preparation  26–30 October
Exams  2–13 November
Semester 2 ends  13 November

Trimester-based programs

Some postgraduate coursework programs* operate on a trimester basis, with the year divided into three trimesters. Orientation is organised in the week prior to the commencement of each trimester.

Second trimester, 2019  22 July–25 October 2019
First trimester, 2020  17 February–29 May 2020
Second trimester, 2020  13 July–23 October 2020
Third trimester, 2020/2021  26 October 2020–19 February 2021

* eg Master of International Business, Graduate Certificate in Management, Master of Business Administration.
Student support services

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 support services may vary across USC campuses. Check individual study locations for more information in this guide and at usc.edu.au/explore/usc-locations

For more information on all student support services, visit usc.edu.au/studentsupport

USC International

USC International is here to assist you with your application to USC and help you through the application process, answering any questions you have about:

- assisting you to obtain credit transfer towards your studies
- Student visa matters
- Overseas Student Health Cover (OSHC)

For more information, visit usc.edu.au/international

'Like' us on Facebook

USC International uses Facebook to connect you with:

- important information
- other international students
- events on and off campus
- student clubs

Visit facebook.com/USCinternational and 'like' us.

Student Central

Student Central offices are located at each USC campus and are your first point of contact for anything student related. Staff at Student Central can offer help and advice about most facilities, services and procedures or put you in touch with the relevant service.

Services includes:

- enrolment advice
- program advice
- student finance
- scholarships
- student leadership opportunities
- academic skills support
- progression
- exams

For more information, visit usc.edu.au/studentcentral

Career Development

Career Development offer a range of services to support the career development of USC students. They can assist in preparing you for your future career, gaining part-time work or getting some work experience.

Services for students include:

- individual career counselling, guidance and planning
- assistance with resumes and job applications
- Career Hub, an online site for students of USC

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

Student Wellbeing

Studying in a new country can be challenging. Student Wellbeing staff are ready to help during your study. They can provide timely assistance with any problems that may be affecting your studies and provide a range of support and services for academic and personal issues.

Services includes:

- Counselling service
- AccessAbility services (disability support)
- Equal Opportunity (EO) Online for Students
- Equity Information
- Health and wellbeing
- LGBTQ Ally Network
- Social activities and clubs
- Widening participation in higher education

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

Tenancy and welfare services

The Welfare and Advocacy Officer at the Student Guild can assist you to understand your rights and responsibilities under the Residential Tenancies and Rooming Accommodation Act (2008). They can also provide information, resources, advice and referral in areas such as:

- Residential Tenancies Authority (RTA) legislation – the ‘RTA’ is the state government statutory body for Queensland’s residential rental sector
- Budgeting
- Dispute resolution
- Referral to free legal services
- Referral to Emergency and/or crisis accommodation only

To book an appointment with the Welfare and Advocacy Officer email welfarestudentguild@usc.edu.au or call 07 5456 3742.
IT services

A range of Information and Communication Technology (ICT) services are available to you. ICT help is available — on campus, by telephone or via email.

For more information, visit usc.edu.au/itsupport

Student IT Help Desk

The Student IT Help Desk provides students with assistance to access the USC network and troubleshoot problems with logins, passwords, and access to USC information technology systems including email and WiFi.

Computers on campus

Computers are available 24 hours a day unless otherwise specified and scheduled classes always have priority access. You will need your student card to access the room. Quick access computers are available in the Library’s Information Commons and Building T, Level 1. These computers are only for checking email, accessing files and printing study materials.

Visit Find A PC to locate an available PC on this campus or for locations, visit usc.edu.au/maps

USC account

Use this account to access USC systems including student email, USC Central, Blackboard, wireless internet and computers on campus.

If you have accepted your offer and not yet received your username and password, please contact USC International.

WIFI networks

USC students generally use the University’s eduroam network to access the internet. USC Central, Blackboard, wireless internet and computers on campus.

This means that when you are on campus this will allow you to connect to the wireless eduroam network using your USC credentials.

USC Email

Every USC student is provided a University email account provided by the Microsoft Office 365 for Education system. You can access your email and calendar using Microsoft’s Outlook Web Application (Email), via the Login link in the USC website’s header or via Microsoft Outlook.

All University communications will be sent to your student email. It is important to check your student email regularly to stay informed. Electronic communication is considered official communication from USC.

USC Central

This is one of the most important online services you need to become familiar with. USC Central is the online system you use to manage your enrolment and personal details.

This includes:
- Completing task items
- Planning your timetable
- Enrolling in courses and classes
- Updating your personal details
- Viewing your financial details
- Viewing grades
- Generating an unofficial academic transcript
- Viewing your class and exam timetables

Blackboard

Your one-stop-shop for study materials. Find course outlines, study resources, access student forums, and submit assessments. Through Blackboard you can also access the Train Station which connects you to free online training tools (including Lynda.com) covering a range of topics.

Copyright

Australian copyright laws are strict. As a USC student, you must comply with copyright laws and with the USC Copyright Policy.

Please observe the copyright notices around campus, including at copiers and print stations in the library, and in computer labs. You will also see a copyright notice when you log in to the USC Network.

USC’s Copyright Policy can be viewed at usc.edu.au/Copyright

Transport

USC Express shuttle

The USC Express shuttle service connects some USC study locations and major transport hubs. It’s a FREE service for all students and staff who hold a current University identification card.

The shuttle service operates during teaching weeks from Monday to Friday in Semester 1 and 2 only and does not run during University breaks, including the Easter intra-semester break, the study break, Orientation week and exam period or on public holidays.

For more information and timetables visit usc.edu.au/express

TransLink ‘Go Card’

TransLink’s ‘Go Card’ provides a quick and easy way for you to travel on public transport. Simply touch your Go Card on at the beginning and touch off at the end of your journey across all TransLink bus, train and ferry services. The correct fare is automatically deducted from your balance.

When you use a Go Card, fares are approximately 30 percent cheaper than the cost of a single paper ticket. To be eligible for a concession Go Card with student fares, you will need to be an award student and carry your USC full-time student identification card when travelling on any TransLink services.

Go Cards can be purchased from the Co-op book store (USC Sunshine Coast campus, Ground floor, ICT Centre, Building J), train stations, by telephone on 13 12 30, from the TransLink website and many other locations around Queensland.

You will find more information about Go Cards at translink.com.au
USC Sunshine Coast
90 Sippy Downs Drive, Sippy Downs QLD | usc.edu.au/maps

USC Sunshine Coast is home to some of the most innovative learning and visualisation facilities in Australia.

Campus facilities include a $37m Engineering Learning Hub with 3D CAVE2TM visualisation studio, simulated nursing and paramedic labs, specialised computer, science, manufacturing and design labs, nationally accredited sport science labs, and a range of interactive digital learning spaces.

Students have access to the award-winning USC Library and Art Gallery, modern teaching and study spaces, a community garden, the Co-op Bookshop, and a space for multi-faith prayer and quiet reflection.

USC Sunshine Coast also includes a high-performance sport precinct with Olympic-standard swimming pool, fully equipped gym and the 2000-seat USC Stadium, which is home to the Sunshine Coast Lightning netball team.

Getting around the Sunshine Coast
USC’s bus interchange provides services to Sunshine Coast communities and connects with trains to Brisbane and other inland towns.

Bus services operate to and from USC Sunshine Coast seven days a week. However, services are limited at weekends and on public holidays.

The average cost of a one-way, full-time student award, on-peak bus fare from USC to Maroochydore is approximately $A2.40 (paper ticket concession) or $A1.63 (’Go Card’ concession). Timetables are available from Student Central — Ground floor, Building C.

For more information, visit translink.com.au or call 131 220.

The USC Express shuttle service connects some USC study locations and major transport hubs. For more information and timetables visit usc.edu.au/express

Travelling times on the Sunshine Coast

<table>
<thead>
<tr>
<th>Mode</th>
<th>Destination</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>Campus to Kawana</td>
<td>25 minutes</td>
</tr>
<tr>
<td></td>
<td>Campus to Mooloolaba</td>
<td>10 minutes</td>
</tr>
<tr>
<td></td>
<td>Campus to Maroochydore or Nambour</td>
<td>30 minutes</td>
</tr>
<tr>
<td></td>
<td>Campus to Landsborough Railway Station</td>
<td>20 minutes</td>
</tr>
<tr>
<td></td>
<td>Maroochydore to Noosa or Caloundra</td>
<td>55 minutes</td>
</tr>
<tr>
<td></td>
<td>USC Campus to Brisbane (bus and train link)</td>
<td>2 hours, 30 minutes</td>
</tr>
<tr>
<td>Car</td>
<td>Campus to Mooloolaba</td>
<td>10 minutes</td>
</tr>
<tr>
<td></td>
<td>Campus to Kawana</td>
<td>15 minutes</td>
</tr>
<tr>
<td></td>
<td>Campus to Maroochydore, Caloundra or Nambour</td>
<td>20 minutes</td>
</tr>
<tr>
<td></td>
<td>Campus to Noosa</td>
<td>40 minutes</td>
</tr>
<tr>
<td></td>
<td>Campus to Brisbane</td>
<td>1 hour</td>
</tr>
<tr>
<td>Train</td>
<td>USC Campus to Brisbane (bus and train link)</td>
<td>2 hours, 30 minutes</td>
</tr>
<tr>
<td></td>
<td>Landsborough to Brisbane</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td></td>
<td>Nambour to Brisbane</td>
<td>1 hour, 45 minutes</td>
</tr>
<tr>
<td>Bicycle</td>
<td>Bicycle track between USC and Mooloolaba</td>
<td>30 minutes</td>
</tr>
</tbody>
</table>

Weather

The Sunshine Coast climate suits the outdoor lifestyle and leisure activities enjoyed here.

While the area does live up to its name, the Sunshine Coast also has its share of rain and the Australian summer months are usually the wettest. If you are coming in winter, you should bring warm clothes.

Sunshine Coast climate

<table>
<thead>
<tr>
<th>Month</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>19</td>
<td>19</td>
<td>18</td>
<td>15</td>
<td>11</td>
<td>9</td>
<td>7</td>
<td>8</td>
<td>10</td>
<td>14</td>
<td>16</td>
<td>18</td>
</tr>
<tr>
<td>Average minimum temperature (ºC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average maximum temperature (ºC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>28</td>
<td>27</td>
<td>26</td>
<td>23</td>
<td>21</td>
<td>21</td>
<td>22</td>
<td>24</td>
<td>26</td>
<td>27</td>
<td>28</td>
</tr>
</tbody>
</table>
Arranging accommodation and airport transfers

Private accommodation providers

Many international and Australian students live in one of the three privately-owned, fully-furnished accommodation complexes that are conveniently located next to the University.

UniCentral, Varsity Apartments and The Village all offer modern self-contained accommodation in resort-style complexes and are all linked by a pathway to the campus, which is an easy three-minute walk away.

You can book directly through the private accommodation providers’ websites. Once you have signed a lease, it can be difficult and expensive to change your accommodation, so it is important you understand the terms and conditions of your lease arrangement.

On departure, you will have to pay for any damage to your room/apartment, and you risk eviction if you do not follow the accommodation provider’s rules.

If you have any problems with your accommodation, ask the managers for assistance.

The Village
Tel: +61 7 5430 2500
thevillage.net.au

The Village offers two and three bedroom share villas, some with private garages attached.

Each apartment is furnished and has a shared living room, kitchen and laundry facilities.

Each private bedroom includes a double bed, some with a private bathroom, telephone, study desk and chair, internet connection and a free intercom system.

Facilities include:
• three pools including a four-lane 25-metre lap pool
• a flood-lit tennis court / basketball court
• outdoor recreational areas and barbecues
• secure gated complex with on-site managers and night security
UniCentral
Tel: +61 7 5373 0000
unicentral.net.au
UniCentral offers four-share accommodation
in modern, self-contained apartments.
Each unit has a shared lounge, kitchen and
laundry facilities, and a courtyard or balcony.
Each private bedroom includes a double bed,
bathroom, telephone, study desk and chair,
internet connection, free USC intranet, and an
intercom system.
Facilities include:
• six-lane, 25-metre swimming pool
• flood-lit tennis/basketball court
• outdoor recreational area and barbecues
• recreational pavilion with pool tables, table
tennis, cable TV, DVD, stereo and more
• on-site managers and night security

Varsity Apartments
Tel: +61 7 5450 2000
varsityapartments.com.au
Varsity Apartments is a four-star, resort-style
property. All apartments are self-contained
with shared lounge and cooking facilities.
Each bedroom has a private bathroom, double
bed, telephone line and internet access. The
apartments are fully furnished. The complex
has on-site managers.
Facilities include:
• complimentary satellite television
• lap pool and resort-style swimming pool
with spa
• beach volleyball, basketball and
tennis courts
• gymnasium
• barbecue areas
• coin-operated laundry and linen hire
Varsity apartments also offers short-term
accommodation for students for a minimum
of two night stays at competitive rates (subject
to availability).

Other accommodation
USC is close to suburbs and towns where
off-campus accommodation is easy to find.
If you would like to rent your own house,
apartment, townhouse or flat, real estate
agents and private providers advertise on the
following websites:
• domain.com.au
• realestate.com.au
• easyroommate.com.au
• flatmates.com
• share-accommodation.net
The USC Student Guild frequently updates
the off-campus Accommodation Register with
a list of private rooms for rent. For more
information, visit uscstudentguild.org.au
Finding the right place could take some
time, so you should book temporary
accommodation before arriving.

Airport transfers
There are frequent international flights direct
to Brisbane International Airport, which is the
closest international airport to the Sunshine
Coast.
You can fly direct to Brisbane, or fly into
Sydney or Melbourne, and take a connecting
flight to Brisbane or the Sunshine Coast.
There are daily domestic flights from Sydney
and Melbourne to Maroochydore (Sunshine
Coast) Airport, which is only a 20-minute drive
from the USC campus.
You can book airport transfers online
at con-x-ion.com or USC International
can make bookings for you (a $150
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.

Homestay accommodation
Living with an Australian family gives you the
opportunity to experience Australian culture
and speak English on a daily basis.
The Australian Homestay Network offers
standards-based accommodation, with
specially trained hosts, as an introduction to
living in Australia.
For details, costs and applications, visit
homestaynetwork.org
Campus security

Personal safety on campus is a priority at USC. SafeUSC Community Officers (Security Officers) are available 24 hours a day, 7 days a week. All security officers are qualified Senior First Aid Officers.

You should carry your student ID card with you at all times on campus. Security may ask you to present your ID, to prove you are a current student. Security officers can escort you to student accommodation (Varsity Apartments or UniCentral), your car or the USC bus stop, if required.

The security office is located in the Asset Management Services office behind Building D. Emergency Call Points (ECPs) are located around campus to allow immediate communication with SafeUSC Officers.

In the event of an emergency dial emergency services on 000 (or 0-0-00).

To contact security
Tel: +61 7 5430 1168 (external or mobile telephone) or extension 1168 (internal campus telephone)

Student Central
Ground floor, Building C
Email: studentcentral@usc.edu.au
Tel: +61 7 5430 2890
usc.edu.au/studentcentral

Student Wellbeing
Ground floor, Building E
Email: studentwellbeing@usc.edu.au
Tel: +61 7 5430 1226
usc.edu.au/studentwellbeing

Student IT Help Desk
First floor, Library
Tel: +61 7 5459 4455
Email: StudentITHelp@usc.edu.au

Computers on campus
Computers are available 24 hours a day unless otherwise specified and scheduled classes always have priority access. You will need your student card to access the room. Quick access computers are available in the Library’s Information Commons and Building T, Level 1. These computers are only for checking email, accessing files and printing study materials.

Visit Find A PC to locate an available PC on this campus or for locations, visit usc.edu.au/maps

Printing, copying and scanning
You can print and photocopy at minimal costs using your USC student ID card.
Scanning is free. The library’s Print and Photocopying Help Desk can assist you.

For more information and printer locations, visit usc.edu.au/library

Library
USC Sunshine Coast library offers traditional library collections, including books, DVDs and maps as well as online resources. It also provides computer access.

The library’s Print and Photocopying Help Desk offers binding, laminating, photocopying, transparencies and network printing at minimal costs. Scanning is free.

Your student ID card is also your library card. You must present it to borrow items.

Many library services, including access to journals, online tutorials, and electronic databases, are also available online at usc.edu.au/library

For more information, visit libguides.usc.edu.au/usclib

To contact the library:
Email: LibraryHelp@usc.edu.au
Tel: +61 7 5430 2804
usc.edu.au/library

Student Guild
The Student Guild at USC Sunshine Coast runs a community kitchen, has a second-hand textbook hub, keeps an accommodation register, organises events and trips, provides sports equipment free of charge and funding for USC student clubs and societies. The Guild is run by student volunteers, with the aim of contributing to student life across USC.

To find out more, visit uscstudentguild.org.au
Co-op book store

USC's nationally awarded Co-op book store — Ground floor, ICT Centre, Building J — is open Monday to Friday from 9am to 5pm and extended hours during the first two weeks of each semester.

The book store stocks textbooks, fiction and non-fiction books, academic software, phone cards, postage stamps, science laboratory coats, stationery, accessories, USC clothing, gift lines, travel items and some lifestyle products.

Book lists for all courses are displayed on the windows of the book store during Orientation.

In the lead up to semester, course outlines, for each course you are enrolled in, will be available on the Student Portal, and will clearly list all books needed for the course.

Buying all textbooks on your course outline can be expensive. Wait until your first lecture to find out which textbooks are essential. Second-hand books are often available.

The library will hold at least one copy of any textbook listed in a course outline.

You can become a lifetime member of the Co-op book store for $A25 and receive special member pricing at any Co-op book store in Australia.

FOR FURTHER INFORMATION:
Tel: +61 7 5430 1205
Email: USC@coop.com.au
coop.com.au

Automatic Teller Machines (ATMs)

On-campus ATMs are located on the ground floor of Building B and inside the Brasserie, Building I.

Food services

Microwave ovens for student use are located in the Brasserie, at Café C and at the Uni Club.

Brasserie and Cafés

USC’s Brasserie and cafés serve a selection of meals, snacks and refreshments.

Off-campus options

Chancellor Park Shopping Centre, only a short walk from USC, has take-away food stores, a bakery and a small convenience store.

Chancellor Park Marketplace, only a 20-minute walk from USC, has take-away food stores, cafés, a bakery and a large supermarket.

Across the road from the Resources Building on Sippy Downs Drive there are take-away food stores, a bakery café and a large supermarket.

Chancellor Village Tavern, also a 20-minute walk from USC, offers bistro meals.

Art Gallery

The USC Gallery hosts a range of exhibitions throughout the year, including work by nationally and internationally renowned artists, local artists and students.

The Gallery also presents talks, workshops and public events. It is open Monday to Saturday from 10am to 4pm. Entry is free.

For exhibition details, visit usc.edu.au/gallery

Childcare

There are many childcare services in University’s surrounding areas and suburbs. Use the Australian Government My Child website to find a child care service in your local area. You may also call the Child Care Access Hotline on 1800 670 305 (within Australia).

The AEIOU Foundation runs a childcare facility on USC’s Sunshine Coast campus and offers traditional childcare for all children as well as best practice care for children with autism. There are 66 places for children aged six weeks up to five years.

The AEIOU Foundation is a non-profit organisation that provides early intervention for children with autism to help them reach their full potential.

For more information, or to enrol, telephone +61 7 5452 0300 or visit aeiou.org.au
Parking

USC Sunshine Coast is a regulated parking area Monday–Friday, 8am–6pm all year (excluding public holidays). All other times are free. Regulated parking applies to all USC students, staff and visitors, without exception.

Digital displays are located at the campus entrance to identify where empty spaces are located.

Payment options are available to USC students and staff, campus tenants and visitors:

- Six-month and 12-month parking ePermits are available to purchase online.
- Daily eTickets are available at Ticketless Parking Meters (pay by coins, Mastercard or Visa) around the campus and online.

Motorcycles must park in designated motorcycle parking bays, with a valid ePermit or eTicket. Infringement notices may be issued for motorcycles parked in general vehicle bays.

Paid parking at USC is a ticketless system. Payment is cross-checked against your vehicle’s registration number when on campus, so there is no need to print or display a ticket or permit.

Sunshine Coast Council parking inspectors enforce parking regulations on campus and in the surrounding streets, and issue infringement notices.

Free parking is available at car park 15 (P15), off Claymore Road (refer to the parking map). P15 has capacity for 565 cars and is less than a kilometre from the centre of campus—approximately a 15-minute walk.

The Claymore Road car park is linked to campus by lit pathways and is equipped with Emergency Call Points, as are all car parks on campus. You can keep your bike overnight in the secure bike facilities within P15 to make your commute to the main campus even quicker.

Bicycle facilities

The USC Sunshine Coast campus has a selection of bicycle racks and end-of-trip facilities. The USC Bike Hub is a dedicated end-of-trip facility for use by students and staff. Located adjacent to carpark 5, 150m from Buildings C and D, the Bike Hub offers parking and lockers for bikes, gear lockers, showers and toilet facilities.

Bike stations

The USC Bike Stations are located adjacent to the Brasserie / Bus Interchange and at the Sport Stadium. These secure facilities are monitored by CCTV cameras and provide parking and locking facilities for bicycles. Access is by swipe card and is available to all staff and students with a current University identification card.

Bike repair stations

Keep your bike moving at one of our self-service Bicycle Repair Stations. Located at the Bike Hub and The Transit Centre Bike Station alongside a bike pump, each Station is equipped with bike tyre levers, a wheel nut spanner bike tool, a plain screwdriver, a shifting spanner and a multi-purpose bike tool.
Clubs and sporting facilities

USC Sport

USC Sport provides first-class facilities, programs and services for students.

Sport facilities
• an Olympic-standard 50m 10-lane heated swimming pool
• a gym with modern equipment and classes including yoga, Zumba and boxfit
• a $10 million indoor sports stadium, which accommodates more than 2,000 spectators and has multiple sports fields including netball, basketball, volleyball, badminton and futsal
• an international-standard athletics track, plus athletics equipment for hire
• multipurpose playing fields, for rugby, soccer and AFL

Social sport
If you don’t want to join a sports team, but enjoy playing team sports, USC sport organises social sport programs. You can turn up and get involved in sports like futsal, dodgeball, basketball or soccer.

A range of Sunshine Coast sporting groups also use USC facilities for training and fixtures, which could include athletics, basketball, rugby, volleyball, futsal, netball, wheelchair basketball and roller derby.

usc.edu.au/sport/sport-and-fitness/social-sport

Intervarsity sport
Intervarsity sport events provide a great opportunity to represent your university and meet people from all over Australia. USC Sport selects individuals and teams to represent USC throughout the various national events, run by Unisport Australia. Teams representing the University compete as the USC Spartans. To be eligible you must be an enrolled student.

usc.edu.au/intervarsity-sport

USC Activate

USC Activate is an outdoor activity and adventure sports club for USC students. The club is involved in activities like hiking, surfing, paddle boarding, SCUBA diving, mountain biking, rock climbing and canoeing. The club is open to all USC students, and prides itself on openness, acceptance and friendship.

uscactivate.org.au

Enactus

Enactus University of the Sunshine Coast (USC) is a non-profit community-based organisation that uses the power of entrepreneurship to create a positive change in the local and international community. Whether you are studying business, arts, science, history, sports or anything in between you can get involved with Enactus USC.

Other clubs
There are other clubs based on campus, including the USC Chorale and USC Singers (choir), the USC Quidditch league, USC Boardgamers, Mooloolaba Knights’ Lacrosse team and USC Spartan Touch (touch football).

usc.edu.au/clubs-and-societies
Important information

All students must abide by USC by-laws and rules, and are subject to all USC regulations. Please familiarise yourself with USC policies regarding fees and refunds, grievance handling procedures and academic progress.

For details, refer to usc.edu.au/international-student-rules

**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 internationaleducation.gov.au/regulatory-information

**Deferring or cancelling your enrolment prior to study commencement**

If you have, or plan to apply for a Student visa, you have the option to apply for deferral of your start date in exceptional circumstances and before the start date shown on your Confirmation of Enrolment (CoE). In order for your application for deferral to be considered, you must be able to demonstrate compassionate and compelling circumstances. 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).

If you cancel your enrolment prior to commencement, your CoE will also be cancelled and the change to your enrolment status will be reported to DOHA.

**Deferring, suspending or cancelling student enrolment after study commencement**

There are limited circumstances where a student visa holder’s studies may be deferred or temporarily suspended.

These are outlined in the National Code of Practice 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 accesses the appeals process, the enrolment will not be suspended or cancelled until the internal appeals process is completed.

**Student Fees and Charges — Governing Policy and Student Fees, Charges and Refunds — Procedures**

USC’s Student Fees and Charges — Governing Policy and related procedures can be found at usc.edu.au/fee-procedures

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 refunds.

International students should read and understand USC’s Student Fees and Charges Policy and related procedures before entering into a written agreement by accepting their offer.

**Student Grievance Resolution — Governing Policy**

USC's student complaints and grievances policies can be found at 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.

**Contact hours and study commitment**

Each course* studied normally requires three to four hours of class contact per week in the form of lectures and tutorials/laboratory work.

As a guide, students should also allow an average of an additional six to seven hours per course per week for self-directed study, research, readings and assignments.

A standard full-time workload per semester/trimester for most programs is four courses.

Refer to your chosen program information page on the USC website for detailed information about your program sequence and study loads.

**Academic progress**

All students must maintain satisfactory progress in each study period (semester/trimester/session).

Students who do not maintain satisfactory progress may be identified as being ‘at risk’ or be excluded from the University.

USC’s Academic Progress and Exclusion policy and procedures can be found at usc.edu.au/academic-progress

Students studying on a Student visa are reminded of Student visa condition 8202 regarding satisfaction of attendance/academic requirements.

USC must notify the Department of Home Affairs (DOHA) of any breaches of Student visa conditions, including unsatisfactory performance, which may impact on the validity of your visa.

You will be notified in writing, via electronic communication, if there is an intention to report to DOHA.

Academic progress for HDR students is outlined in the HDR Candidature — Procedure: usc.edu.au/explore/policies-and-procedures/higher-degrees-by-research-candidature-procedures

* For undergraduate and postgraduate study only.
Program tuition fees
Semester tuition fees are based on the current year’s tuition fees and a standard full-time enrolment in a semester of 48 units. The enrolment load for individual programs may vary. Students pay fees based on their enrolment load in a USC teaching period. Check individual program pages for study load details.

Tuition fees are reviewed each calendar year. The fee you must pay for a given teaching period (eg semester/trimester) is that which has been approved by USC for the calendar year in which the teaching period commences. Any increase in tuition fees from one calendar year to the next will be no more than 7 percent.

All prices quoted are in Australian dollars (A$).

Refer to the Student Fees and Charges — Governing Policy and associated procedure:
usc.edu.au/internationalprograms
usc.edu.au/fee procedures

Payment of future semester/trimester fees
You will not be emailed or posted an invoice for your future semester/trimester fees.

You are required to obtain your invoice from your USC Central online account and to pay fees for future semesters/trimesters by the published fee due dates of the relevant teaching period, which can be found on the Academic calendar at usc.edu.au/calendars

Consequences of not paying fees
Once you have commenced studying you will be invoiced by the University per teaching period of your enrolment for any fees or charges incurred.

If you do not make payment by the fees due date, you will be subject to a late payment fee and your enrolment may be cancelled.

USC will notify you that you have 20 working days to access USC’s internal appeals process.

A student whose enrolment is cancelled for non-payment of fees remains liable for those fees. You will not be able to enrol again unless the debt is paid.

Cancellation of enrolment may also affect your Student visa.

Transfer between providers
You must remain enrolled at USC for the first six months of your principal program of study (the main course of study being undertaken) or for the duration of your program if it is less than six months.

Once you have completed six months in your principle program at USC you can transfer to another provider. It is important that you remain compliant with your visa conditions and you should contact DOHA to discuss your study intentions.

If you wish to be released from your studies at USC prior to completing six months, you can submit an ‘Application for release’.

All requests for release will be considered in accordance with the USC Transfer of Student Visa Students between Registered Providers — Managerial Policy and Procedures: usc.edu.au/policy

Withdrawing from studies
Prior to considering withdrawal from USC, you should contact Student Wellbeing and Student Central to discuss your options. Often, alternative arrangements can be made that will allow you to continue your studies at USC.

Withdrawal from courses after certain dates within a study period may incur financial and/ or academic penalty. You are required to check important dates on the academic calendar and refer to the Student Fees and Charges — Governing Policy and related procedures at usc.edu.au/fee procedures prior to submitting your withdrawal request.

Once your withdrawal is processed, DOHA will notify you of the change to your enrolment and this may affect the validity of your Student visa.

Students with school-aged dependants
If you have school-aged dependants (children) accompanying you to Australia, you will be required to pay full fees if your dependants are enrolled in either a government or non-government school.

You should allow at least $A8,000 per year for the cost of each child’s schooling.

For more information, visit education.qld.gov.au

Professional recognition of USC programs
Some of USC’s programs are accredited or recognised by professional bodies in Australia.

Professional recognition may afford graduates automatic membership of a professional body or allow graduates to apply for membership.

In some cases, membership of a professional body requires meeting criteria in addition to a higher education qualification. For example, you may need to demonstrate a specific level of English language proficiency or hours of work experience.

To practice in certain professions, membership of the relevant professional body is required.

Some key things to keep in mind are:
- You should investigate the requirements for membership of professional bodies relevant to your degree program.
- You should confirm with any relevant overseas (or Australian) professional body that your USC qualification will entitle you to work in your intended profession, and what other criteria you might be required to meet.

You can find information about USC degrees and professional recognition on individual program information pages at usc.edu.au
Checklist

Please use the following checklist to make sure you have made all necessary arrangements to start your studies at USC. Where applicable, please also follow the advice of your agent or home institution.

<table>
<thead>
<tr>
<th></th>
<th>Task Description</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Received an unconditional offer from USC (ie all conditions have been met)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Accepted your offer and made payment</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Received your CoE from USC if studying on a Student visa</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Applied for and received your Student visa from DOHA</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Received your USC Central username and password from USC</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Completed your online enrolment using USC Central and confirmed your timetable</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Booked your flight to Brisbane or Maroochydore (Sunshine Coast) Airport</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Arranged accommodation and airport transfer</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Attended Orientation activities in the week prior to the commencement of classes</td>
<td></td>
</tr>
</tbody>
</table>
Established: 1996
Type of institution: Public university
Student population: 17,800+ (90 percent Australian students)
Location: Sippy Downs, Sunshine Coast, Australia
Sunshine Coast population: 312,000+