

2009-2010 INTERNATIONAL STUDENT HANDBOOK

UNE

UNIVERSITY OF
NEW ENGLAND

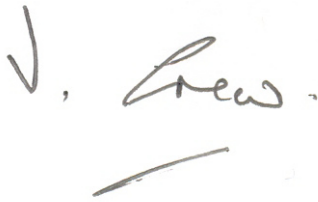
<http://www.une.edu.au/elis/brochures/>

WELCOME TO THE UNIVERSITY OF NEW ENGLAND, ARMIDALE, AUSTRALIA.

It gives me great pleasure to welcome you as new international students at the University of New England (UNE). UNE offers high academic standards, a stimulating learning environment, excellent resources and ongoing support for international students. Academic and administrative staff are highly qualified, friendly and experienced in supporting international students to achieve their goals. In its English Language Centre, UNE also offers quality accredited English language courses that focus on the individual learning needs of students.

UNE's main campus is located in the beautiful, historic city of Armidale in the New England region of northern New South Wales. The region in general and Armidale in particular are renowned for friendly communities, historic buildings, picturesque scenery, rich Australian culture, sporting facilities, entertainment venues, educational excellence and a wide variety of shopping outlets. Armidale has a relaxed atmosphere and a low cost of living, while still offering all the facilities students would expect of a much larger metropolitan area. In short, Armidale provides the ideal lifestyle and study environment!

I wish you a happy and rewarding time at UNE and look forward to seeing you graduate at the end of your studies.



Dr Vernon Crew
Director
English Language and International Services



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INTRODUCTION TO THE UNIVERSITY OF NEW ENGLAND



Orientation

Introduction to International Student Orientation

During International Orientation you will receive all the information you need to begin studying as a student at UNE. Attendance at all sessions of Orientation is compulsory in order to complete your enrolment - you will not officially be registered as a student of UNE if you do not enrol in your selected units. The main purpose of International Orientation is to introduce you to key people and services at UNE, and to give you the information you need to get started in your studies. International Orientation is specifically for International Students, and you must attend this day as well as the university-wide orientation for all students.

During University Orientation you will choose to attend a variety of welcome and information sessions, including:

- Official welcome to the University
- Academic Staff welcome to new students and course advice
- Academic Skills sessions to introduce you to UNE's teaching and learning environment
- Social events and student societies.

The University Orientation includes the academic program for new students and introductory lectures will be held in all Schools. These sessions will provide you with important information about the subjects offered by each School, and your lecturers will assume you have attended these sessions.

Enrolment

All the information you need about enrolment will be given to you during International Orientation, and there will be staff on hand to answer your questions. If at any time you are unsure about what you need to do, come to Reception in UNE International for advice. For more information about enrolment please consult the online enrolment guide for new students at : <http://www.une.edu.au/for/current-students/enrolment>

Subject Changes after Enrolment

If you find you have made a mistake, or decide that you want to change your subjects/units after you have enrolled, you will be able to do so online at 'myUNE', or you may want to go to the Student Centre for advice. You need to be sure that you understand the requirements for your degree, especially if you have a particular subject major you want to study. You can get information about the requirements of your degree from the course and unit catalogue (<http://www.une.edu.au/courses/>), from the Student Centre (<http://www.une.edu.au/studentcentre/>) or from your Faculty Office. If you are not sure about whom to talk to, come to UNE International for assistance. If you want to change subjects after the enrolment period, you need to be aware of certain administrative dates and the implications these have for changing subjects. These dates are listed online at <http://www.une.edu.au/for/current-students/> Please also visit <http://www.une.edu.au/studentcentre/> and follow the link to UNE Principal Dates.

Semesters

Starting out in a new education system can be confusing. The University of New England has three main teaching periods in the year called 'semesters'. The academic year runs from January to December and the semesters are as follows:

SEMESTER TWO 2009
23 July to 25 Nov

SUMMER SEMESTER
30 Nov to 29 Jan 2010

SEMESTER ONE 2010
8 Feb to 24 Jun 2010

Summer Semesters

Some students may accelerate their degree programs by taking additional units during summer Semester (November – January). Enrolments for Summer Semester begin before exam time in Semester Two, but please note that only selected units are available. If you intend to enrol in summer subjects, you need to seek course advice to plan your degree structure. The Student Centre can advise you.

The University Community

The University is a community with its own particular names, ranks and titles. The people who teach you at University are also actively involved in research. In many cases, the people who teach you will be world experts in their field. University staff are identified by a title which indicates their standing in the University community. Most of the staff who teach you will be referred to as one of the following:

Tutor

Lecturer / Associate Lecturer / Senior Lecturer

Associate Professor / Professor

These titles show the seniority of the staff member, and indicate different levels of responsibility. When they teach you however, they will all be involved in designing subjects, setting assignments, marking, lecturing and taking tutorial classes. In addition to teaching duties they will all be actively undertaking research in their fields of study. In Australia, it is not necessary to refer to teaching staff by their titles. Most staff will prefer to be called by their first name. Each staff member will tell you how you should refer to them.

It is also not necessary to give gifts to your teachers. If you appreciate the work they have done, you will get the opportunity to give feedback on the classes they have given by filling in the *Quality of Teaching Survey* at the end of the semester. Similarly, if you are critical about aspects of the subject or unit, you should take this opportunity to give the teacher feedback. The survey is confidential. If more serious issues arise, you should take advantage of the Grievance Procedure or make an appointment to talk to the International Services Manager for advice.

Starting Classes

As an undergraduate or postgraduate coursework student you will need to know what to expect when you start classes, and how to go about finding classrooms and lecture theatres. The following information will help you with these issues.

Research Students

Research students need to speak with Research Services staff and their supervisors about the expectations governing research students. Visit <http://www.une.edu.au/research-services/index.php>



Timetabling

In order to begin lectures and tutorials you will need to get the timetable for each of your subjects. You can get this online at: <http://www.une.edu.au/timetable/index.htm>. This site also provides campus and teaching room links to help you find your classes and become familiar with the buildings on the Campus. There are several different types of classes:

How do I find my classroom?

Lectures

These are large classes held in lecture theatres and usually run for one hour. Lecture theatres generally hold up to several hundred students at once, and they are designed to give information to a large group of students. Generally, there is no discussion in lectures. You are expected to attend, and to take notes. Some Lecturers provide supporting material on subject web pages; others might prepare handouts to be given out in lectures; some will do neither. It can be tempting to miss lectures, or ask a friend for notes, as attendance is not generally taken, but this means that **you miss information that is crucial to the successful completion of the course**, including material that may appear in exams. You should take notepaper and pens to your lectures, turn your mobile phone off, and not talk with other students while the Lecturer is speaking.

Tutorials

Tutorials are much smaller groups than lectures, and generally run for one hour. These provide a venue for students to carry out more intensive discussion, led by a Tutor. You will need to prepare for tutorials beforehand, by reading material specified in your subject guide, and perhaps preparing some notes or short answers. In some Schools students will be required to have worked on problems and bring the results to tutorials for discussion. Students are expected to discuss material during tutorials, and frequently there is a 'class participation' mark given to students, based on the level to which they participated in class discussion. Students will also be required to make tutorial presentations as part of their involvement in tutorials. Usually students are asked to do in-depth research on one particular aspect of the course, then give a short presentation to the rest of the group. On some occasions the tutorial group will be divided into smaller groups of two or three, and students will be asked to give group presentations or submit group assignments.

Seminars

In some subjects, particularly in more senior year classes, seminars will replace lectures and tutorials. Seminars are generally longer, usually about two hours. They provide an opportunity for a tutor and a class to work through problems and carry out more sustained (continued) discussion.

Laboratory Sessions

Laboratory sessions are classes held in the more applied disciplines (e.g. sciences) and involve students working in a laboratory (lab) for some of the class contact hours. These are generally referred to as practical classes or 'pracs', in which students learn by hands-on experience.

Web-Based Resources

The University of New England is increasingly using web-based teaching and learning resources. You should familiarise yourself with these resources. Your lecturers and tutors will tell you which electronic resources are used in each of the classes. In addition, you should be familiar with the Dixson Library website, which is at :

<http://www.une.edu.au/library/>
The University of New England uses many web-based systems for student administration.

The Student Centre website :

<http://www.une.edu.au/studentcentre/>

is the portal for most student administrative matters, and you will

find many forms online at this site. Schools and Faculties all have their own web pages :

<http://www.une.edu.au/faculties/faculty.htm>

containing useful information for students. To find contact details of teaching or administrative staff you can use the University Staff Directory online. See the top right-hand box on the University home page to retrieve staff phone numbers and email addresses. Throughout your studies you will be expected to use Information Technology (IT) resources and it is important that you are familiar with the IT system at UNE. See the IT website :

<http://www.une.edu.au/itd/>
for more information.

Classes begin on :

Semester Two 2009 :
27 July

Semester One 2010 :
8 February

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

Undergraduate and Postgraduate Coursework

If you need advice about enrolment, course sequences (chain), pre-requisite and co-requisite subjects (i.e. subjects you need to take in a certain order), credit for subjects completed elsewhere or other questions relating to your degree structure, staff at the Student Centre can help. See <http://www.une.edu.au/studentcentre> for contacts and opening hours.

Research Degrees

PhDs and Masters by Research degrees are administered by Research Services. If you have an enquiry regarding your research program (including enrolments), contact research@une.edu.au

Consulting Tutors and Lecturers

Teaching staff are also available to give you academic advice. If you are having difficulty understanding material in your course, or completing assignments on time, you need to contact your Lecturers. Teaching staff have consultation hours every week and will let you know what times they are available.

Remember: it is better to deal with a problem early on. If you leave it to the last minute it will be much harder to deal with.

Assessment

The University uses a number of different techniques (methods) to assess your knowledge and ability (skill) in different courses. The main types of assessment are as follows:

Class Work

May include essays, laboratory reports, spot tests, or field work set during the semester.

Continual Assessment

May involve completing regular small tests or quizzes, and handing in short essays, usually on a weekly basis during class.

Examinations

Exams may be held at mid semester or at the end of semester. Exams are generally written, and can be in a number of formats: short essays, multiple choice questions, short answers or a combination of all three. Teaching staff in your subjects/units will tell you what you need to do to prepare for exams.

Essays and Assignments

Essays and assignments will be required in all your subjects. These requirements are clearly outlined by teaching staff at the beginning of each unit. Failure to hand in an essay or assignment on the due date can lead to failure in the subject. If you are having difficulty with an assignment, seek assistance. Try talking the assignment over with your classmates, forming a study group, discussing it with your Tutor or Lecturer, or going to the **Academic Skills Office**. Do this well before the day the assignment is due. In some cases, teaching staff may grant you an extension, but this will be on the basis of circumstances beyond your control – e.g. illness. You will not usually get an extension because you have not left enough time to complete your assignment!

Exam Revision

You need to plan to revise for your exams. When you get your exam timetable, you should make a plan that allows you to revise properly, not in a rush the night before! If you need help to plan for exams, you should visit the Academic Skills Office website, or make an appointment for a consultation.

E-Submission & TurnItIn

In general, the University prefers that all assignments that can be, are submitted electronically via the University's e-Submission system. Individual unit coordinators will decide on the most appropriate submission method depending on the assignment task. The e-Submission system includes a number of features which the previous system did not, and integrates with TurnItIn, software which checks the originality of work submitted. For more information visit <http://www.une.edu.au/tlc/students/services/esub-tii.php>

Time Management

Planning your time becomes especially important in revising for exams. The following suggestions will

You need to plan your time effectively in order to keep up with your studies and assignments.

help you plan your time well. Your class contact hours are not the only time you need to spend on your studies. In some degrees you may have only twelve class contact hours per week. In courses such as these, you need to spend another three hours in private study per every hour of class contact time. A minimum of 36 hours of classes and private study per week is needed to make sure you do well in your degree. In degrees with higher class contact hours, you should ask your teachers what amount of private study they believe is necessary for you to do well. Sit down and make a plan for your week. Allocate time for classes, private study, chores (errands), paid work, social life, recreation (leisure/sport), and community commitments. Make sure the plan takes into account when your assignments and essays are due. If you follow the plan every week, you will not have to rush to get essays finished. One of the worst ways to study is to leave everything to the last minute. It means you will be constantly stressed and never be able to relax and enjoy time away from studying. If you need help to plan your time management contact Student Assist at <http://une.edu.au/student-assist>

Plagiarism

All students need to be aware of plagiarism as it can result in exclusion from your course. **'Plagiarism' is the term used to describe intentionally or unintentionally representing the work of other people as your own, without due acknowledgement.**

In summary, it is intellectual theft, and it applies to the words, images, research, and thinking of others. Plagiarism involves giving the impression that a student has thought, written or produced something that has, in fact, been taken from another person. You avoid plagiarism by adhering (keeping) to the University's referencing guides. If you learn how to reference your sources properly, you will not commit plagiarism inadvertently (accidentally). The referencing guide can be found at :

<http://www.une.edu.au/tlc/aso/students/publications/referencing.php>

If you consciously decide to present someone else's work as your own, you run the risk of being caught and excluded from your degree and having your visa cancelled. All students should read the University's policy on plagiarism. It is available at:

<http://www.une.edu.au/policies>

To avoid plagiarism you must always:

1: Cite your source - acknowledge the source of your ideas with correct references; and
2: Either paraphrase or use a direct quote - paraphrasing means putting ideas and information into your own words. A direct quote is the use of exact words or phrases from your source, and is fully acknowledged and referenced.



The University Handbook

The UNE Handbook outlines the conditions and rules for your degree. Rules for degrees can be difficult to understand, and rules that apply in one course may not necessarily apply to another.

Course information can be found in School Handbooks, although International students cannot always enrol in all listed units. See the International Services Manager or your Course Coordinator for further advice. The University Handbook can be viewed online at : <http://www.une.edu.au/studentcentre/handbook/>

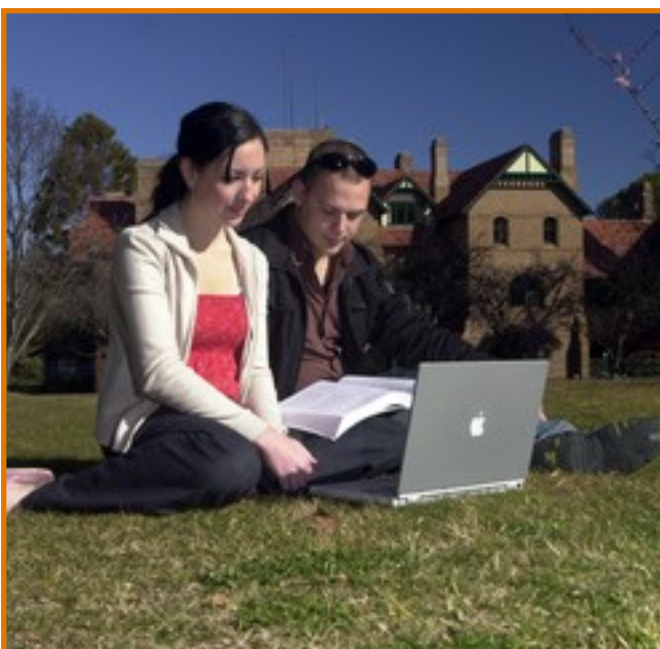
Academic Progress

The University requires International students to maintain a certain level of academic achievement in order to remain enrolled in their course and a student at the University. Currently, the rules may differ from Faculty to Faculty, and from course to course. Generally, students who fail one or more subjects in their first year are counselled and offered support. Students who continue to fail the majority of their subjects risk being 'excluded' from the University. This means that the University will end your enrolment, and report to DIAC that you have not maintained proper academic progression. If you want to know more about the particular requirements for your degree, you should ask for information at your Faculty Office, or look at the rules that govern your course in the University Handbook. If you have difficulty finding this information, contact the International Services (IS) staff to help you locate it.

If you do fail subjects, you should take proper steps to get assistance. If you are not sure what to do, see the IS staff, or arrange an appointment at the Academic Skills Office. If you are in this situation, you will be notified by your Faculty by letter, and be asked to 'show cause'. This means that you will be asked to formally write a letter to your Faculty explaining why you failed, and what steps you are going to take to fix the situation. The Faculty will then decide what action it will take, and advise you of the decision. In some cases the Faculty may decide to exclude you from the University. If you are excluded from the University it will be for a set time and you will be informed of this in a letter from the University. Students who are excluded may apply to re-enrol and the case will be heard by the Admissions Committee. If this committee rejects the application to re-enrol, the International Services Manager can advise further.

Failing units affects your 'course progression'. It may mean that you need to spend longer than you had planned to finish your degree, so that you will need to extend your visa and pay more fees. If you fail compulsory units you can only repeat them a restricted number of times. If you fail them repeatedly you may not be able to complete your degree. If you are concerned about failing units, seek advice from your Lecturers, the Academic Skills Office, or the International Services staff.

The situation is quite different for students in research degrees. These students should seek advice from their supervisor, or Research Services.



Steps to managing your enrolment

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

- understanding the requirements of your course (course = degree)
- planning appropriate units you will enrol in for each year (units = subjects studied in a course)
- enrolling online at the times specified by the University and checking the class timetables for chosen unit clashes
- assessing the impact that varying your enrolment will have at different stages throughout your studies
- checking that you are on track to meet the overall requirements of your course so you can graduate

The implications of not managing your enrolment can include not completing your course in the minimum period of time and not graduating when you expect to, or undertaking units which may not count towards your course and incurring additional fees associated with these excess units. This will also result in you needing to extend your Student Visa. International Services will NOT create a new CoE for visa extension purposes for students that do not manage their enrolments properly. It is important therefore that you actively manage your own enrolment and use the resources the University makes available to you in the most effective way. Following are the basic steps to managing your enrolment.

1. Understanding the requirements of your course

Each course offered by UNE has its own requirements which students must undertake or comply with in order to successfully complete that course – and can include:

- The total number of credit points which need to be completed
- The units which must be studied and whether these are core units or elective units
- Majors (or sequences or units) which must be included or studied as part of the course
- Any restrictions to the number of units you can study of a certain type or at a certain level or in any one subject area
- Practical experience requirements which may have to be taken at specific times or in conjunction with certain units

The requirements for each course are contained in the online Course and Unit Catalogue at :

<http://une.edu.au/courses/>

The first step in managing your enrolment is to access the rules of your course and work your way through them in order to plan just what units you need to study.

Some courses are strict as to what units students must study, or what major(s) they need to do - often these courses are the ones which can lead to professional recognition or accreditation.

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International students must have a full-time load as part of their Student Visa conditions. Any exceptions to this rule must be approved by the International Services Manager.

2. Planning the units you will enrol in for each semester

The second step in managing your enrolment is to plan which units you have to enrol in or would like to do each semester over the duration of your studies. In planning your enrolment take into account:

Does your course have a suggested course plan? If so, this plan has been worked out by UNE staff to guide you as to a sequence of units or where best to study units towards your major (or majors), and we would expect you to follow these plans when you enrol.

Are you applying for or have you received advanced standing (also called credit) on the basis of previous studies you have completed?

If you have received advanced standing for certain units, you will need to take this into account when planning your enrolment.

Have you looked at whether the unit(s) you want to enrol in has pre-requisites and co-requisites?

You will need to check the units you want to study to see if they have their own requirements which you need to factor in when planning your enrolment. If you are unsure as to what certain terms such as pre-requisite co-requisite mean, then you can access this information through AskUNE – this is UNE's online knowledge database.

When are the units offered and are they offered as on-campus, off-campus or as online units?

Each year when you enrol you will need to check the offering of a unit – is it offered in the semester in which you want to enrol, is it offered in the mode in which you want to study it (mode refers to on-campus, off-campus or online). Units do change over time, so you may need to re-think your study plan. Remember you can only take up to 25% of your units in the off-campus mode during your degree

Are there timetabling restrictions to what you want to study?

When enrolling in on campus units you must check to see if the activities of the units (eg lectures, tutorials, laboratory work etc) clash with your other units.

3. Enrolling online at the times specified by the University

Students at UNE enrol online via our student portal which is called myUNE. There are specified times throughout the year when you can enrol:

- As a new student you will enrol during Orientation. If you have been admitted to start studying in Semester 1, then you will be expected to enrol online for a full year – that is both Semester 1 and Semester 2 units. If you have been admitted to start mid-year, you will only need to enrol online for Semester 2 units.
- Once you have started studying you will be required to re-enrol for the following academic year at the end of each year. Again you will be expected to enrol in your nominated units for both Semester 1 and Semester 2.

When choosing units for Semester 2, you should assume that you will pass any units in Semester 1, which are co- or pre-requisites for Semester 2. If you do not pass the co- or pre-requisite units in Semester 1 you will have a chance to change (vary) your Semester 2 enrolment before Semester 2 starts.



4. Assessing what impact varying your enrolment will have at different stages throughout your studies

Once you've enrolled in your units for a year you may want to vary your enrolment for a whole range of different reasons. This can involve dropping certain units, adding other units, changing majors, etc.

The fourth step to managing your enrolment is monitoring the impact that changing your enrolment has on your study plans and checking what options you have available at the time with regard to varying your enrolment, as these options will change throughout the year. If you do want to vary your enrolment, be aware of the following and check the UNE Principal Dates at : <http://une.edu.au/dates/2009/>

Enrolment Deadlines

UNE has deadlines by which you can add units to your enrolment – you must check if you are within these deadlines.

Census Dates

Each semester has a Census date. This means that although you can withdraw after the census date, you will still incur the cost of studying that unit.

Withdrawal Dates

As well as Census Dates there are also dates specified by UNE as to when you can withdraw with or without academic penalty. When it comes to reassessing your study plans to take into account the variation you make to your enrolment you need to re-think your overall plan. Things to keep in mind include:

- What impact will varying your enrolment have on your expected completion date for your course?
- Does this mean you are adding time to your overall period of study?
- Can you still do the same sequence of units that you worked out?
- Do you still have a full-time study load (i.e. 4 units per semester)?

For example, dropping a unit in Semester 1 which is a pre-requisite for a unit you were enrolled for in Semester 2 will mean you'll have to drop that unit as well. How might this affect the units you planned to study the following year?

Majors

If the course you are studying has majors, can you still do a major in the area you were intending? If you change majors part way through your studies, have you assessed what additional units you might need to pick up to meet requirements of the new major?

Important Note:
If the changes you make to your enrolment mean you are changing to off-campus or online units, or will have less than a full-time load (4 units per semester), please check with International Services to have your changes approved.

5. Checking that you are on track to meet the overall requirements of your course so that you can graduate

Finally the main component of managing your enrolment is keeping track of what units you've successfully completed, what units you're currently studying and what units you plan to do in the future. Depending on the rules of your course, you may also need to keep track of the major (or majors) that you want to graduate with; or make sure that you undertake the practical experience requirements if these are part of the rules of your course. To assist new students, UNE has a number of course rules available online which will help you check whether the units you have completed and/or are enrolled in contribute towards you meeting the requirements of your course.

Easy Steps to Enrolling Online

Step 1 Register for your UNE username and password

To enrol online, you will need to have a UNE username and password. If you have not already registered for your UNE username and password, go to <http://my.une.edu.au> and select 'Register your UNE username'. This will take you through the registration steps. Once you have registered, log onto myUNE.

Step 2 Select the myEnrol or myInfo tab

Click on the 'Enrolment & Enrolment Variation' link. Select the course you are enrolling in for 2009.

Step 3 Click on the Disclaimer

The disclaimer outlines the conditions of use of myUNE. Read the disclaimer, click 'I Agree'.

Step 4 Personal Profile

Once you have checked that your personal details are correct click on 'Confirm / Submit'.

Step 5 My Addresses

You must make sure that your address details are correct. You should include any home and emergency contacts. If your details are correct and you do not need to make any changes, click on 'Confirm'. If you do update the information, first click on UPDATE or ADD as required and after entering your new details click on SUBMIT to save changes, then 'Confirm' followed by 'Continue'.

Step 6 Government Statistics

Read through each of these questions and update your government statistics and disability information as required. Click on 'Confirm / Submit'.

Step 7 Course

You MUST tick the box to accept your offer and enrol in your course. Review the other information about your course, some of which can be updated such as your exam location and the completion period displayed on the screen. Click on 'Submit'.

Step 8 Units

This is where you select the units you want to enrol in for 2009. First you need to search for each unit and check the 'mode' of study. You do this by clicking ADD to select the unit, then ADD at the bottom of the screen to include the unit in your enrolment. Once you have selected your units for 2009 ensure you have checked the timetable for unit clashes before clicking on 'Save Unit/s and View Transaction', then click on 'Continue'.

Note : Units that have co- or pre-requisites that you do not meet, or require permission from the Head of School, will appear as INVALID under the unit status. This means you are NOT enrolled in those units. The first thing you need to do is submit the relevant online form to seek permission to enrol in the unit(s), then you must, REMOVE the unit(s) from your enrolment. If permission is granted, Student Centre staff will enrol you in the unit(s).

Step 9 Majors

Does your course require you to do a Major(s)? If so, this is where you can nominate your major(s). If you do not need to nominate a major, click on 'Continue'. If you need to nominate a major, first click on 'Select New Major' to search for your major(s). As with units, you first need to click ADD to select the major, then ADD again to include the major in your enrolment. Then click 'Continue'.

Step 10 Declaration

The declaration summarises the conditions under which you enrol as a student of the University of New England. Read the declaration, then click 'I Agree'. Please read the Enrolment Final Check details, then click on 'Finish'.

Registering for Your UNE Internet Account

To obtain your UNE username and password, you will need to register via our online registration form at

<https://login.une.edu.au/register>

You will need your student number and will be asked to enter your details and pick a password. Do not write your password down or share it with anybody. We suggest that you pick a password that is easy to remember but difficult for others to guess. If you have forgotten your password or you think that another person may know it, you can reset the password by re-registering by going to the online registration page. Please change your password at regular intervals, especially if you suspect your password is known to other students.

Online Services for Students

Your account will give you access to a number of online facilities. These include:

myUNE - <https://my.une.edu.au>

WebCT - <https://online.une.edu.au>

Webmail - <https://mail.une.edu.au/>

Library - <http://www.une.edu.au/library>

Computer Access

The Information Technology Directorate (ITD) provides two computing labs at the university, located on level 2 of the IT building. The labs contain 20 computers each that run both Windows and Mac operating systems. The Dixon Library also provides computers for public use on the first floor; these computers provide internet access and the use of Microsoft Office to assist you in your studies. Faculties on campus also run their own computer labs. Please consult your Faculty regarding access time and what programmes are available.

Printing

Printing in labs requires that you place money on a UNE card; machines capable of doing this can be found in the ITD labs and in the Dixon Library (second floor).

Internet Quota

Students at UNE have an internet quota (listed below). If you exceed the quota you will be blocked from accessing the internet until you pay for the excess or purchase more storage space.

3GB/month - undergraduate and postgraduate (coursework) students

5GB/month - postgraduate (research) students

1GB/month - Additional (College residents)

How do I get a UNE e-mail account?



How to Select a Password

When you are setting up your internet registration you will need to create a password. The password needs to have quite a few different components. These include:

- 6 to 8 characters long
- Not a word found in the dictionary
- Not a keyboard sequence (e.g. qwerty)
- You need to have at least one UPPERCASE letter (e.g. ABC)
- You need to have at least one lowercase letter (e.g. abc)
- You need to have at least one number (e.g. 123)
- Include at least one non-character symbol (e.g. !\$#)

A few suggestions are:

- Use your initials
- Use your parents initials
- Use your country initial
- Use your postcode
- Use your date of birth

The IT Building is open from 8:30am - 5:00pm Monday - Friday, however you can access the computer labs 24 hours a day by swiping your Student ID card. If you have any questions about your internet account, please email :
servicedesk@une.edu.au

Your Student ID Card displays your photo and your Student Number. It is proof of your enrolment.

You must have it to:

- Borrow books from the University libraries
- Access computing labs after hours including the IT building
- Sit for an examination (without photo ID you cannot sit for your exams)
- Photocopy
- Access College Facilities

Student ID Cards can be obtained from the Safety and Security Office. Applications for a Student ID Card cannot be made by email or facsimile.

To obtain your card:

- Complete the Student ID Card form (located as an insert in the back of this book).
- Bring the completed form, original passport photo and 100 points of identification (see panel on right of this page) to the Safety and Security Office.
- Cards can be collected 48 hours from the date of submission from the Safety and Security Office if you have completed enrolment.

Replacement of Lost or Damaged Cards

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

The Replacement ID Card Application can only be accessed by “Enrolled” students at UNE who have access to the Student Portal. This application allows students to apply for a Replacement Student ID Card via a secure web site using a credit card.

If you are experiencing difficulties accessing the application on myUNE please contact the IT Helpdesk on (02) 6773 5000 or email : servicedesk@une.edu.au

If you are unable to use the on-line application to obtain a Replacement Student ID Card, please forward a request in writing with an original passport photo, 100 points of identification and a cheque/money order* for \$10.00 made payable to the University of New England to:

Safety and Security
University of New England
ARMIDALE NSW 2351

* Please note the replacement fee is subject to change

Passport Photo Requirements

You must attach a **current original** passport photograph, with your UNE student number written on the back of the photograph. The passport needs to meet the following criteria:

- Colour Only
- Frontal Aspect, head and shoulders only
- A clear view of face (no hats, sunglasses or other obstructions)
- Neutral background (no trees, designs or other people etc)
- No computer generated copies or other formats of photographs will be accepted

100 Point Identification Requirements

70 Points

- Passport
- Birth Certificate

40 Points

- Student ID Card that has been issued by an educational institution.
- IELTS Results

35 Points

- Letter from current employer (must be on official company letterhead and contain both the employer and employee's signatures and the name and address of the employee).

25 Points

- Credit Card
- Financial Institution Cash Card or Passbook
- Electricity, Gas or Telephone Bill
- Foreign Driver's Licence
- Membership Card (e.g. club, union, trade/professional body, library, video)
- Rental Receipt or Statement from Landlord, Real Estate Agent or University College
- Marriage Certificate
- Divorce Decree
- National Identity Card (Verified by UNE International)

PARKING ON CAMPUS

Traffic and parking rules are in force on campus and apply to all members of the University community and others. Essentially the Rules require that persons who seek to bring a motor vehicle, including motor bikes, onto the campus must apply for a Vehicle Parking Permit and pay the appropriate vehicle entry fee. In so doing, applicants undertake to abide by the UNE Traffic and Parking Rules and are subject to prescribed penalties for infringements.

The NSW Police Service processes parking infringements issued on the University campus on behalf of the University and penalties applied are those provided for under the NSW Road Transport (General) Act 1999 (as amended from time to time). It is important to understand that the issue of a Vehicle Permit does not carry with it an automatic right to park on the campus.

It should be understood that in times of peak demand there may be insufficient car parking spaces on the campus in close proximity to major buildings. The issue of a parking permit entitles a member of the University community to park in a properly designated and formal car park bay only, to the extent that such space is available. It is important that vehicles are not parked on grassed areas, footpaths, roadways, car park access roads and the like, for the protection of the University's landscape environment and for the safety of staff, students and visitors.

Students are urged to consider alternatives, such as public transport, car pooling and greater use of bicycles to take advantage of the cycleways servicing the University. It is in the interests of all members of the University community, and the development and maintenance of the bushland setting of the campus to reduce the number of private vehicles travelling to the site, as well as assisting with the broader issues of air pollution, traffic congestion etc.

Bicycles are a fast, cheap and easy way to travel. Cycling is great for your fitness and good for the environment.

Places to avoid parking

You must never park in the following places, no matter how attractive or convenient they may appear:

- 'No Stopping' areas
- Yellow Edge Lines
- Grassed areas
- 'No Parking' areas
- Footpaths
- Reserved areas
- Yellow railings
- Pedestrian crossings
- Service Vehicle areas
- Yellow kerbs
- Wheelchair ramps
- Disabled parking areas
- Facing approaching traffic



Inspections

Regular patrols of the campus are undertaken by our Safety and Security Officers to ensure that vehicles are properly parked. Parking infringements (fines) are issued when:

- the appropriate parking permit is not displayed;
- the appropriate parking permit is not displayed correctly;
- the parking permit/coupon has expired;
- vehicles are parked in places they should avoid;
- vehicles are parked outside the marked parking bays;
- out-of-date day permits or pay & display tickets are displayed;
- loading zone time limits have been exceeded; or
- other breaches are committed.

Student Rights

As a University student, you have the right to expect the following from an Australian tertiary environment:

- Students have the right to expect that admission, selection criteria, policy and procedures are valid, explicit, fair and reliable.
- Students have the right to expect that changes to courses, subjects or administration of their enrolment will be made with the appropriate notice, and will not disadvantage currently enrolled students.
- Students have a right to expect protection of their legitimate share of intellectual property rights.
- Students have the right to expect that grievance and complaints are dealt with quickly and satisfactorily through a clear set of procedures.
- Students have the right to expect a safe physical environment in which Occupational Health and Safety standards are maintained and security issues addressed.
- Students have the right to expect that the University will comply with all legislation governing the provision of education to students. In particular students have a right to expect that their information will be treated under the provisions of the Privacy Act, and that they will have access to that information under the Freedom of Information Act.
- Students have a right to expect that statements of objectives, goals, and assessment details of every subject will be made clear and offered at the commencement of that subject.
- Students must have access to correct and clear information about financial costs and available support services to enable them to make informed choices.
- Students must have access to timely and accurate information about subjects and courses, including objectives, course content, assessment, workloads and attendance requirements.
- Students have the right to expect that results will be disseminated within a reasonable time of completion of subjects, and to get feedback on those results from teaching staff.
- Students have the right to expect a teaching environment in which they are able to engage in rational debate and freely express alternative points of view.
- Students have the right to expect reasonable access to academic and other teaching staff for the purposes of consultation, support and guidance.
- Students have the right to expect that they are provided with opportunities to give considered feedback on their teaching and learning experience.
- Students have a right to expect student representation on decision-making bodies.
- Students have a right to expect a teaching and learning environment in which they do not encounter discriminatory behaviour on the basis of religious views, political outlook, gender, sexual orientation, cultural background, disability or marital status. If International students have a complaint that arises in their dealings with UNE International staff they should make an appointment with an Equity Officer, in the Equity Office (6773 3591), who will advise and support them through the grievance procedure.

Grievance Procedures (See also Complaints and Appeals)

We hope that your time at the University of New England will be fun and trouble-free, but we recognise that this may not always be the case. There are steps you can take if you feel that you are being treated unfairly, or being discriminated against, or if you believe you are being sexually harassed. The University has a grievance procedure that all students and staff can use at such times. If you have a problem with an individual, or the policy of a Faculty, School or Centre at the University, you are entitled to make a formal complaint. If matters cannot be resolved at the Faculty, School or Centre level, then students are able to lodge a formal complaint with the University's Service Quality Unit. You should make an appointment to see the International Services Manager (6773 3192) who will advise you and help you through the process. Students are encouraged to read the University's Grievance Procedure so that they know their rights. This procedure is available at :

<http://www.une.edu.au/eoo/complaints/information.php>.

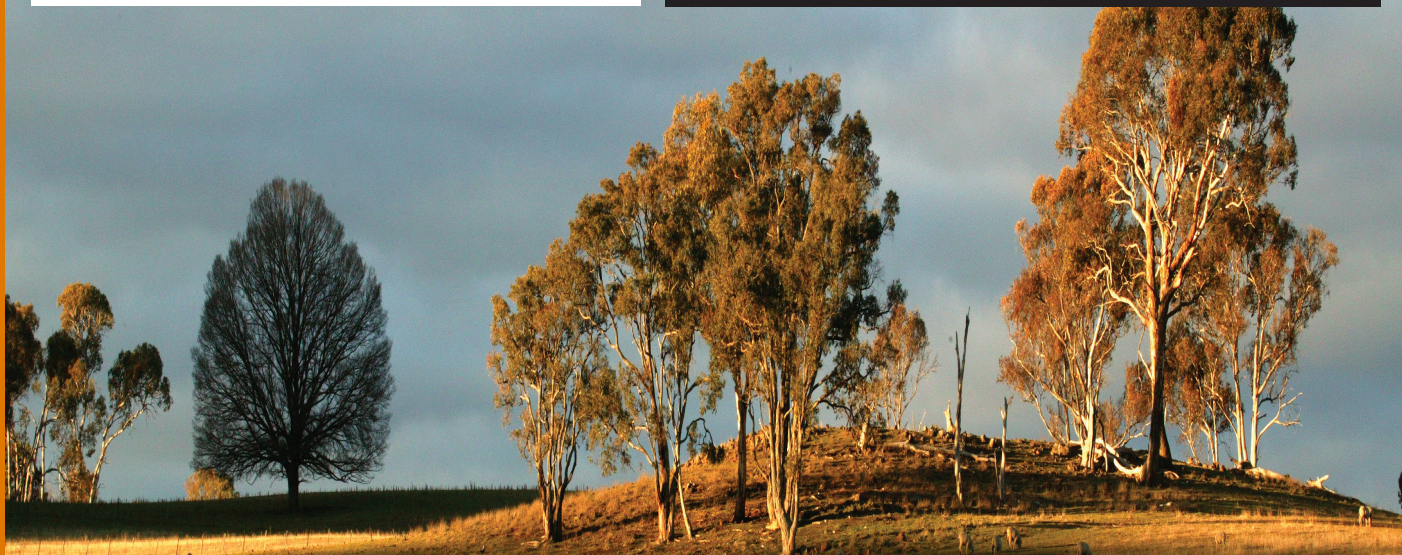
Student Equity

The Student Equity Office at the University can assist you if you believe you are being harassed or unfairly treated. Racial vilification and sexual harassment are illegal in Australia and the Equity Office can inform you of your rights and responsibilities in this regard.

email : studentequity@une.edu.au

or visit : <http://www.une.edu.au/eoo>

The Australian government has established a Student Hotline 1300 363 079 where you can anonymously raise concerns which will be collated and published on www.studyinaustralia.gov.au so that all students can benefit from the information gathered.



Finding Your Way

There are many other things that you might need to know about life on campus. Most of the links students need can be found online at :

<http://www.une.edu.au/for/current-students/>

If you need to know about something and can't find it, visit International Services for help.

Being in a new town and country and starting University in a different language can be a complex and confusing experience. It is important that you know where to go for help if you need it. All International Students can come to International Services at any time, with any problem. The staff in International Services will talk to you about what you need, and if they can't assist will then refer you to a University or community service that can assist you. There are many issues that you will be able to take care of yourself, once you know the right person to go to. Below is a list of some of the most important services and their contact details.



International Services

International Services provides support for International students enrolled at The University of New England and are located in the UNE International (Building E21) on Booloominbah Drive, on the Armidale campus. International Services provides students with a link between the administrative and academic functions of the University during their enrolment. It also assists students to access academic support and pastoral care services offered by the University. There are three staff members in IS who are available to assist International Students. International Students should go to International Services for advice about visa conditions and changes to enrolment in particular, but IS staff can also assist with most matters. International students are encouraged to come to International Services about any issue at any time during their time at UNE.

Ph: 6773 3192

e-mail: ioserv@une.edu.au

website: <http://www.une.edu.au/elis/>

Student Centre

The Student Centre takes care of the administration of your degree. You should consult Student Centre staff for course advice, changes to your enrolment, information about course requirements and any other matters relating to your study at UNE. You will find the Student Centre in the TC Lamble Building (photo on right) on campus at:

Ph: 6773 4444

e-mail: <http://www.une.edu.au/askune/>

website: <http://www.une.edu.au/studentcentre/>



English Language Centre

The English Language Centre is located in UNE International. English Language instructors are available to speak with you and you can also ask the International Services staff about English language programs available to you. The English Language Centre offers a variety of short English language programs and workshops throughout the year, which are open to all international students.

Ph: 6773 3192 e-mail: elc@une.edu.au

The English Language Centre is also an accredited IELTS testing centre, see separate entry in this Handbook.

For all IELTS enquiries: ielts@une.edu.au website: <http://www.une.edu.au/elc/ielts>

Academic Skills Office

The Academic Skills Office provides a program of workshops and seminars available to all students of the University. The Academic Skills office webpage has a lot of information about how to study. In addition, Academic Skills advisors offer individual consultations to all students at the University.

Ph: 6773 3600

e-mail: asohelp@une.edu.au

website: <http://www.une.edu.au/tlc/asohelp>





University Medical Centre

The University has a Medical Centre located in Claude Street, close to Wright Village, staffed by doctors and nurses. Services include primary health care for acute and ongoing medical problems, preventative health care, sexual health and contraceptive advice, travel advice and immunisation, specialist referral if required and health education. All appointments are confidential.

Ph: 6773 2916 Website: <http://www.une.edu.au/finance/mc2.htm>

Child Care

Students who come to UNE with their families may need to access child care. There is a child care facility on campus called Yarm Gwanga (photo at right). To learn more about the services available and costs involved see the website at <http://www.une.edu.au/campus/yarmgwanga/>

Yarm Gwanga operates from 8.30am to 5.30pm, Monday to Friday. It is closed for 2 weeks over the Christmas holiday break. International students who need child care should make an appointment to talk with the International Services staff for more information.



Bookshops

There are two bookshops on campus. The United Campus Bookshop (<http://www.ucb.net.au>) sells many of the text books and subject readers you will need for your classes. The other bookshop is the 'second hand' bookshop <http://www.servicesune.com.au/support/bookshop.htm> This provides the opportunity for students to sell books they no longer need, particularly textbooks from classes they have finished, and to buy the books they need at a cheaper price.

Library

The University Library offers access to electronic resources, loans, advice on searching for information and a range of other services. Dixon Library opening hours are:

• Normal Hours (Academic Semesters)

Monday - Thursday	Friday	Weekends	Public Holidays
8:30am – 9:00pm	8:30am – 5:00pm	1:00pm – 5:00pm	Closed

• January/February Residential Hours

Monday – Friday	Weekends	Public Holidays
8:30am – 6:00pm	1:00pm – 5:00pm	Closed

• Residential Hours (courses are held for External students during vacation time)

Monday – Thursday	Friday	Weekends
8:30am - 9:00pm	8:30am – 6:00pm	10:00am – 6:00pm

• Vacation Hours

Monday – Friday	Weekends	Public Holidays
9:00am – 5:00pm	Closed	Closed



Research Services

Research Services facilitates and supports the University's research effort through provision of administrative services and support to manage, develop and promote research, research training, knowledge transfer and innovation. Research Services administers all aspects of the University's research activities including: research degree candidature, research student supervision, postgraduate scholarships, research grants, consultancies, intellectual property protection, commercialisation of research outcomes, monitoring and approvals for the ethical conduct of research, research publication data collection and reporting, as well as preparation for the Research Quality Framework exercise.

Ph: 6773 3745

email: hdr@une.edu.au website : <http://www.une.edu.au/research-services/index.php>





Safety and Security

The University maintains a Security Office, and frequently students will see Security Officers on campus. If you are in an accident, suffer a theft, or see something dangerous on campus, you can go to the Safety and Security Office for emergency help or contact them on 6773 2099. It is not advisable to walk alone at night around the campus. Take care with personal possessions while on campus. Valuables should not be left unattended.

website: <http://www.une.edu.au/fms/campus-services/security/>

Night Ride Service

Safety & Security provide a Night Ride Service that picks up students from the academic area of the campus in the evenings and transports them to the residential colleges. The Night Ride bus carries 7 people and is driven by a Safety & Security Officer.

Pick-up Locations and Times

The Night Ride Service operates during the internal academic terms. Pick up locations are from the Dixon Library and the Law Library. Departure times are as follows:

Departs Dixon Library at 7.00pm, 8.00pm, 9.00pm & 10.00pm

Departs Law Library at 7.05pm, 8.05pm, 9.05pm & 10.05pm arriving at the residential colleges shortly thereafter.



The 8.00pm service travels into Armidale City Centre, arrives at the Post Office in Faulkner Street and returns directly to campus. The Night Ride Service is not a taxi and the driver will not divert from the route into town. The route into town leaves campus via Queen Elizabeth Drive until turning right into Faulkner Street, then along Faulkner Street until arriving at the Post Office. The route back to campus is the same. To request a pick up by the Night Ride Service outside the hours listed above call Safety & Security on Ext 2099 from any of the help phones on campus.

Sport UNE

Sport UNE facilities are considered amongst the best at Australian universities and include a state-of-the-art gym, a 25m indoor heated pool and extensive outdoor fields. They cater for the needs of a range of UNE sporting clubs including indoor soccer, badminton, squash, basketball, outdoor adventure and rugby union. Whether its group fitness classes, team sports or getting together with your friends for a social game of tennis, table tennis or badminton – Sport UNE has something for all health and fitness levels. Contact 6773 3856 to discuss membership options or call in and check out what Sport UNE has to offer you.



Opening Hours	Gym and Courts	Swimming Pool (Members)	Swimming Pool (Non-Members)
Monday	6:00am - 9:00pm	7:00am - 6:30pm	7:00am - 9:00am, 3:00pm - 4:00pm
Tuesday	6:00am - 9:00pm	7:00am - 6:30pm	7:00am - 9:00am, 3:00pm - 4:00pm
Wednesday	6:00am - 9:00pm	7:00am - 9:00pm	7:00am - 9:00am, 3:00pm - 4:00pm
Thursday	6:00am - 9:00pm	7:00am - 9:00pm	7:00am - 9:00am, 3:00pm - 4:00pm
Friday	6:00am - 9:00pm	7:00am - 6:30pm	7:00am - 9:00am, 3:00pm - 4:00pm, 5:00pm - 6:30pm
Saturday	8:00am - 6:00pm	8:00am - 6:00pm	2:00pm - 5:00pm
Sunday	12:00pm - 6:00pm	12:00pm - 6:00pm	1:00pm - 3:30pm

Student Assist

All students of UNE are entitled to use the services offered through Student Assist. This is an integrated service with staff who work together to ensure that you have as smooth a passage as possible through your degree and into future employment. The services offered include those listed below and we encourage you to use them.

Counselling Services

Your academic success is related to your personal and social wellbeing. While you are at university you are likely to have many new experiences, relationships, disruptions, challenges or stresses. It can be a peak time of personal change and development. Some of the reasons you may want to talk to a counsellor include time management, exam anxiety, presentation anxiety, support for special exams, special consideration or special examination time, relationship concerns, anxiety, depression, low self-esteem, stress management, home sickness, bereavement, problem solving or decision making or dealing with a sudden crisis. To speak with a counsellor, make an appointment between 8am and 4.30pm. Ph: 6773 2897

e-mail: counselling.service@une.edu.au

website: <http://www.une.edu.au/counselling>



Career Development

To enable UNE students to become 'Career Ready' the unit provides free services including career planning, graduate recruitment including employer visits to campus, resume and application assistance, interview and assessment centre preparation, workshops, and Job Blog - a UNE job search database. Staff are available to work with you throughout your time at UNE, to help you make the transition from study to a fulfilling career.

Ph: 02 6773 2897

email: careers.service@une.edu.au

website: <http://www.une.edu.au/careers/>



Service Quality Unit

The Service Quality Unit acts as a body for complaints that can't be solved in the administrative unit concerned. If after consulting the administrative unit no agreement has been reached for your complaint please contact the Service Quality Unit. Before making a complaint please be aware of the following:

Disagreements: Your objection to or disagreement with a particular University process or decision does not automatically mean that it is unreasonable, unfair or discriminatory. You may find that while you have the right to disagree, this does not always mean you can have a decision changed even after completing an appeal process.

Resources: Resource considerations may affect the feasibility of complaint resolutions. For example, your desire for individualised services (beyond those provided for students with Special Needs) may simply be beyond the resources of the University to provide. For example, slowness of service during peak periods cannot be avoided and a valid complaint only arises when slowness is beyond what is normal or imperils some aspect of your study.

The Complaints Process: Please make yourself aware of the Complaints Process which is also downloadable in PDF and Word format from <http://www.une.edu.au/service-quality/complaints.php>. The process outlines what to expect from the Service Quality Unit after submitting your complaint form.

Services UNE

Services UNE is an Information Centre on campus offering directions, maps, university and local community information to students and visitors to UNE.



STA Agent

Services UNE is an agent for the STA International Student Identity Card. The card costs \$25 and entitles the holder to many discounts on both international and domestic travel, accommodation and car hire. Any full-time student is eligible. To obtain your ISIC, get a form from Services UNE, have it signed and return it with a passport size photo. For more information on ISIC and the benefits available visit the ISIC website at <http://www.statravel.com.au/isic>.

Accommodation Information

Accommodation information is available from Services UNE for students who are seeking off-campus housing in a variety of accommodation. Housing is available in Private Board, Share, Furnished/Unfurnished Houses and Furnished/Unfurnished Flats. Students and the local community are encouraged to advertise with Services UNE any available housing. Visit <http://www.servicesune.com.au> for more details.



Employment Assistance & Tax Help

Services UNE has contact information for many employment positions in and around Armidale. If you are looking for work they can help. You can also have your Tax Return done for free. Services UNE, in conjunction with the Australian Taxation Office (ATO) - www.ato.gov.au/youth - run the Volunteer Tax Help Program each year. Services UNE recruits volunteers from the student body who are trained to offer basic taxation assistance. If you need assistance with your annual tax returns, Tax Help Volunteers are available July to October each year.

Clubs & Societies

Clubs & Societies are formed by Members of Services UNE to get people together with similar interests and ideas. Clubs & Societies have access to Services UNE facilities and expertise along with funding and grants through the Cultural Activities Committee.

Meet your friends over a free coffee at The Breather

The Breather

The Breather is a space situated upstairs on the Mezzanine level of the Bistro where students can have a free drink, relax, read the newspapers, meet class mates etc. The Breather has a fridge and microwave so you can save money and bring your own lunch or refreshments. The Breather has several noticeboards with plenty of information regarding a range of topics that may be of interest to you. All students are encouraged to make use of the Breather – it is YOUR space.

The Breather is open from 9am-4pm Monday to Friday.



The New England Award (NEA)

The NEA is an award which recognises your involvement in the full UNE experience and the many opportunities available to develop life skills through:

- participation in social, cultural and sporting events
- training undertaken in addition to your degree
- committee membership
- event organisation
- casual paid and voluntary work

The NEA will add value to your CV, and provide evidence of your commitment to developing the UNE Graduate Attributes and preparing yourself for graduate employment. For more information visit :

<http://www.une.edu.au/nea/>

UNE IELTS Test Centre



The English Language Centre at the University of New England is an accredited IELTS Testing Centre. Please note that:

- We usually only accept applicants from NSW and ACT.
- Places in our IELTS tests are limited and subject to availability.
- You must contact the IELTS Officer prior to sending your application to ensure places are available, especially if it is close to the closing date. Please also email to notify us that you have sent your application.
- Test results are available for collection 13 days after each test, or they will be posted out at 2 pm on that day.

IELTS Officer contact details

Our IELTS Officer, Ms Joy Bowles, is available for enquiries on Tuesdays and Fridays, 9:30am-4:45pm.

Email: ielts@une.edu.au

Phone: +61 2 6773 3388 (information line).

If the IELTS Officer is unavailable, you can leave a message on voicemail.

Available 2009 Test Dates

General & Academic Test Dates

N.B. If you are sending your application less than a week before the closing date, please check availability with the IELTS Officer first.

Saturday **22 August** - closing date Friday 17 July

Saturday **26 September** - closing date Friday 21 August

Saturday **7 November** - closing date Friday 2 October

Saturday **5 December** - closing date Friday 30 October

Application Steps

Download the application form from the IELTS Australia website www.ielts.org.au or pick one up at Reception, UNE International. Fill in the application form and make sure you SIGN the last page. You must include a current email, mailing address and telephone number as we will be sending a confirmation email and letter, and may need to contact you by phone regarding your application. Please only send pages numbered 1, 2, 3 and 4, not pages i, ii, iii and iv.

Also enclose the following with the application form:

- two passport-sized photos (taken within the last 6 months). Please make sure your head fills most of the space.
- a photocopy of your passport front page (with photo, name and place of issue). The photocopy should be good enough so that your photo is clearly visible (i.e. NOT a photocopy of a photocopy). Please note, it is your responsibility to ensure that you have a valid visa on the test date.
- a postal money order from Australia Post or a bank cheque, for A\$310.00 made out to 'University of New England'. Credit card payments can be made by phone or by including your card type, card number, name on card and expiry date with your application.

Personal cheques, credit card and cash payments can also be made when applying in person at the University. Drop your form off at Reception at UNE International or send your application to:

IELTS Officer
UNE International, Building E21
University of New England
ARMIDALE NSW 2351

STUDENT EVENTS

Below are examples of some student events you may enjoy during the year.

An email will be sent to you to let you know when these trips are on.

Mayor's Welcome

At the beginning of each academic year, the Armidale Dumaresq Council, together with UNE International Services, holds a civic welcome for all new international students studying in Armidale. This includes students of the University of New England, The Armidale School, the New England Girls School, and the Presbyterian Ladies College. A reception is held at the end of the formal proceedings during which time photos will be taken of students by country groups.



Looking at Australian Wildlife at Night

Join a member of the UNE Zoology Department on a spotlighting excursion along the footslopes of Mt Duval to see possums, gliders, and possibly koalas, as they come out to feed at night. Be early for this one as it's very popular!

Star Gazing

Look at the planets and their moons and learn about the stars visible in the southern sky with members of the local Astronomy Club at the UNE Observatory.



Sheep Shearing

See Merino sheep being shorn, and their wool being classed on one of Australia's most renowned fine wool properties. You may even have a go at shearing a sheep yourself!

Trip to Inverell

A town of about 10,000 people, located 150km north of Armidale. Inverell is the centre of sapphire mining in NSW, so you will visit a Gem Centre to see sapphires and other gems and gemstone cutting. You will also visit an olive farm, and learn about and taste olives and olive oil produced. Spend the afternoon fossicking for sapphires - keep what you find!



Trip to Hillgrove

Visit a gold mine at Hillgrove, east of Armidale. Hillgrove became a major world producer of gold, antimony and tungsten. You will be shown over the processing and extraction plant. Following the mine you will visit Long Point for a BBQ/picnic, after which several bushwalks are possible.

Aboriginal Culture

At the end of Semester you will have an opportunity to learn about Aboriginal culture at Mt Yarrowyck. You will see rock paintings, throw boomerangs, experience Aboriginal music and learn how to paint in the traditional fashion. In the afternoon there is a BBQ where you will have the opportunity to try kangaroo and emu meat.



Bushdancing

At the end of Semester you can participate in a traditional Australian bushdance. There is a live band, dancing, BBQ and a bonfire. No experience is necessary, as you will learn on the night.



Principal Dates Semester 2 2009

JULY

Sunday	6	Jul	Intensive schools start
Monday	20	Jul	Intensive schools end
Thursday	23	Jul	Mid-Year Orientation starts - Semester two
Friday	24	Jul	Mid-Year Orientation ends
Monday	27	Jul	Lectures start Last day for examination results to be made available to students

AUGUST

Monday	3	Aug	Last day to add second semester units to an existing on-campus enrolment
Monday	17	Aug	Trimester 2 examinations start (GSB)
Friday	21	Aug	Trimester 2 examinations end (GSB)
Monday	31	Aug	Census Day (Semester 2 units): Last day to withdraw without financial penalty Census Day (Semester 2 units): Last day to pay Sem 2 fees Last day to withdraw from whole-year units without failure Trimester 3 starts (GSB)

SEPTEMBER

Friday	4	Sept	Open Day
Friday	11	Sept	Lectures end
Sunday	13	Sept	Intensive schools start
Sunday	27	Sept	Intensive schools end
Monday	28	Sept	Lectures recommence

OCTOBER

Monday	5	Oct	Labour Day Last day to withdraw from second semester units without failure
Friday	9	Oct	Graduation Day - Arts and Sciences Awards
Saturday	10	Oct	Graduation Day - The Professions Awards

NOVEMBER

Friday	6	Nov	Lectures end
Wednesday	11	Nov	Examinations start
Wednesday	25	Nov	Examinations end - Semester two ends
Monday	30	Nov	Summer semester starts

DECEMBER

Monday	7	Dec	Trimester 3 examinations start (GSB)
Friday	11	Dec	Trimester 3 examinations end (GSB)

Principal Dates Semester 1 2010

JANUARY

Monday	11	Jan	Intensive schools start
Monday	18	Jan	Special examinations start GSB First trimester starts
Friday	22	Jan	Special examinations end
Monday	25	Jan	Summer semester examinations start
Tuesday	26	Jan	AUSTRALIA DAY
Friday	29	Jan	Summer Semester examinations end Intensive Schools end

FEBRUARY

Monday	8	Feb	New students' orientation starts: Semester one starts
Thursday	11	Feb	New students' introductory academic program
Friday	12	Feb	GSB only Census Date: Final date for enrolment cancellation and variation without financial penalty - no fees refundable after this date
Monday	15	Feb	Lectures start
Wednesday	22	Feb	Last day to add full-year/first semester units to an existing on-campus (internal) enrolment

MARCH

Friday	12	Mar	GSB only Last date for withdrawal without academic penalty from trimester GSB units
Wednesday	31	Mar	Census Day (Semester 1 units): Last day to withdraw from units without financial penalty Census Day (Semester 1 units): Last day to pay Sem1 fees

APRIL

Thursday	1	Apr	Lectures end
Friday	2	Apr	GOOD FRIDAY
Sunday	4	Apr	EASTER SUNDAY
Monday	5	Apr	EASTER MONDAY
Wednesday	7	Apr	Intensive Schools start
Friday	9	Apr	Graduation Day - Arts, Humanities and Social Sciences Awards
Saturday	10	Apr	Graduation Day - Economics, Business and Law Awards
Friday	16	Apr	Graduation Day - Education and Professional Studies Awards
Saturday	17	Apr	Graduation Day - Sciences, Health and Medicine Awards
Wednesday	21	Apr	Intensive schools end
Sunday	25	Apr	ANZAC DAY
Monday	26	Apr	PUBLIC HOLIDAY
Tuesday	27	Apr	Lectures restart
Wednesday	30	Apr	Census Day (Year-Long units): Last day to withdraw without financial penalty Census Day (Year-Long units): Last day to pay year long fees GSB Trimester 1 ends / GSB Examinations end

MAY

Friday	7	May	Last day to withdraw from first semester units without failure UNE Open Day
Monday	10	May	GSB Trimester 2 starts

JUNE

Friday	4	Jun	Lectures end GSB Census date: Final date for enrolment cancellation and variation without financial penalty
Wednesday	9	Jun	Examinations start
Monday	14	Jun	QUEEN'S BIRTHDAY
Thursday	24	Jun	Examinations end - Semester One ends

SAFETY INFORMATION



Occupational Health and Safety (OH&S) at UNE

All staff and students are bound by the OHS Act 2000 and OHS Regulation 2001 as per the UNE OH&S Policy <http://www.une.edu.au/policies/pdf/occupationalhealth&safety.pdf>. Ultimately, OHS is everyone's responsibility, therefore all persons in the University have a duty of care to ensure the safety of themselves and others. As a student if you are unsure regarding safety or need to report something you feel is 'unsafe' please speak with your Lecturer or Supervisor or contact the UNE OHS Officer at ohs@une.edu.au for advice.

Fire Safety

Be Prepared for an Emergency

- Make sure your room/house has a smoke alarm
- Keep Yourself Safe - Plan your escape
- Test your smoke alarm (only possible if there is a test button)
- This sound can save your life. It tells you there is danger from a fire in your room. Never prevent your smoke alarm from working.
- Too many people living in the one house is unsafe
- Do not use double adaptors or plug too many appliances into the one outlet

In Case of Fire, know :

- Where your nearest fire exit is
- How to use a fire extinguisher or hose reel
- Where your evacuation meeting place is
- The evacuation (escape) plan for your building
- Do not use the lift/elevator except where there is a sign "May be used in an emergency"

In a Fire :

- Get down on the floor
- Crawl to the door
- Get out of your room
- Close the door – This prevents smoke and fire from spreading
- Alert others and when outside STAY out
- You must do what a Fire Warden tells you during a fire alarm, and if told not to enter a building you must stay outside until the building is said to be safe.

Personal Safety and Crime Prevention Tips for Students

Call 000 (or if in College or at UNE 0 000)

- Be alert, assertive and confident
- Try and walk with other people rather than by yourself
- Carry only the money you need for the day
- Keep your money and wallet in your front pocket and keep your bag in front of you
- Be aware of things around you, avoid long talks on your mobile or SMS'ing while walking
- At night stay in well lit areas, where there are lots of people
- If you feel like you are being followed or threatened, cross the street, change direction, vary your pace and enter a shop or occupied house.

If you are being robbed :

- Give them what they ask for
- Try and remember what they look like
- Report all crimes to Police (interpreter services are available)

In any city or country you should always try to stay safe.

Hold on to your valuables – your wallet, handbag and mobile phone. Don't put things down and walk away. Don't leave items that can be seen in your car – or they'll be gone in a flash (stolen).

Bushwalking Tips

Before going, ask about local conditions, tracks, creek or river water levels and fire danger.

Make sure all those in a group are able to do each activity you try.

Watch for weather changes. Be prepared for heat, rain, thick mist, icy winds and even sleet and snow.

Keep to tracks and stay behind safety fences.

Watch for fallen branches and rocks, uneven or slippery surfaces and cliff edges.

Don't feed or touch native animals.

Watch for snakes and spiders and where you put your feet and hands.

Make sure you take the following with you :

- Maps
- Plastic bags for rubbish
- Plenty of water
- Food
- Torch
- First Aid Kit

And remember parks have only limited mobile phone coverage so tell someone where you are going and when you intend to return.

Swimming

At the Beach

- Swim between the red and yellow flags, they mark the safest place to swim
- Look at the safety signs to see if there are any dangers
- Always swim with a friend so you can look out for each other
- If you get into trouble in the water, stay calm and put your hand up for help – try and float while you wait for someone to come – Don't swim against a current or rip
- Never swim at unpatrolled beaches
- Never swim at night or before dawn
- Never swim under the influence of alcohol or drugs
- Never run and dive into the water
- Never swim directly after a meal

Always swim between the red and yellow flags, and read the safety signs on the beach. If you get in trouble, raise your hand.

Rivers or Lakes

- Check the water depth and temperature first and NEVER dive or jump into the water
- Be careful of hidden rocks and logs, and floating branches and other debris

Beware of Too Much Sun

Armidale is almost 1000 metres above sea level so you will become sun burnt within a very short period of time.



“BE SUN SAFE AT ALL TIMES” : Put on a hat and shirt while not swimming, wear sunglasses and always put on sunscreen.



Home Security

House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house left open or unlocked where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.

Contents Insurance

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

Internet Safety & Security

Internet Access on Arrival

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
- Regularly download and install the latest security patches for your computer software, including your web-browser. Use automatic software security updates where possible.
- Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
- Delete suspect emails immediately. Don't open these emails.
- Don't click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
- Only open an attachment to an email where the sender and the contents of the attachment are known to you.
- Don't download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
- Use long and random passwords for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
- Use a limited permission account for browsing the web, creating documents, reading email, and playing games. If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

Road Safety Tips

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

The major causes of serious road trauma are speeding, alcohol, driving when tired and not wearing a seat belt.

Insurance & Registration

- Your vehicle must be registered with the RTA and have a "green slip", which is third party personal insurance. This covers physical injury to another person. **It is a very good idea to take out third party or comprehensive vehicle insurance**, which can cover the other person's vehicle, medical costs, your own medical or vehicle expenses in an accident. Make sure you speak to your insurance company to discuss options.

Speeding

- Speeding is not just driving faster than the speed limit, it is also driving too fast to suit the road, traffic, visibility or the weather conditions.

When driving watch for :

- Poor road conditions eg potholes and gravel edges
- Poor visibility – fog, rain, smoke, oncoming headlights and the sun in your eyes
- Give way to pedestrians and watch for cyclists – don't squeeze them off the road and watch when you open your car door

Alcohol and drugs

- No one can drink alcohol and/or take drugs and drive safely
- Drivers with a full licence (not on 'P' or 'L' plates) commit an offence to drive/attempt to drive, with a Blood alcohol concentration (BAC) that equals or exceeds 0.05%.

Seat Belts

- The Driver is legally responsible for ensuring that everyone, including the driver, uses a seat belt

Pedestrians

- Do not walk out in front of a car as it will not stop. Make sure there is no traffic before you cross the road, and always use traffic lights or pedestrian crossings (white lines across the road) if available.

Roundabouts

- The roundabout sign means Slow Down, prepare to Give Way and if necessary stop to avoid a collision. So, as you're approaching a roundabout, you must get into the correct lane, indicate if turning, and give way to traffic already on the roundabout. Enter the roundabout when there is a safe gap in the traffic.
- Giving way : Slow down as you approach a roundabout. You must give way to traffic already on the roundabout if there is a risk of collision. Enter the roundabout when there is a safe gap in the traffic.
- Indicating : When approaching a roundabout, if you are turning left or right, you must indicate left or right. When exiting a roundabout, whether you are turning left, right or even going straight ahead, you must always indicate a left turn just before you exit.

**Don't Drink and Drive! If you're going to drink, don't drive.
If you're the lucky driver, look after your friends.**

EMERGENCY CONTACT LIST FOR INTERNATIONAL STUDENTS

If any International Student needs help in an emergency, they should contact the following people at UNE:

Critical Incident Coordinator:

Bronwyn Gilson

International Services Manager

UNE International

Phone: 6773 3361 or 040 085 2226 (after hours)

Alternate

Ashleigh Dempster

Senior International Services Assistant

UNE International

Phone: 6773 2232 or 0402 456 779 (after hours)

or

Vernon Crew

Director, ELIS

UNE International

Phone: 6773 4277 or 0458 009 577 (after hours)

UNE International Reception:

James White

International Services Assistant

UNE International

Phone: 6773 3192

After Hours Emergency (on-campus): **UNE Safety and Security**

Phone: 6773 2099

Armidale Police:

Armidale Police Station

General Enquiries

Faulkner Street

Phone: 6771 0699

**Remember in a life threatening emergency always call 000 first for
Fire, Police or Ambulance**

VISA CONDITIONS AND LEGAL REQUIREMENTS



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

- You must notify the University of your current Australian address and contact details within 7 days of your arrival. If you have not already informed the University of your address in Armidale, then you must do so as soon as possible. This can be done online through myUNE. Please also complete the International Student Contact Details form and return it to UNE International.
- You must remain enrolled in a full-time program, normally four units per semester, and attend classes in accordance with the University's attendance policy, which will be explained to you by your lecturers and tutors.
- If you have Permission to Work attached to your Student Visa, you can only work a maximum of 20 hours per week during semester. During vacations/holidays you may work unlimited hours.
- You have to achieve satisfactory academic results. Should you fail subjects in your first semester, it is unlikely that you would be reported to DIAC for unsatisfactory academic progress. However you may be required to seek assistance from areas including the Academic Skills Office, or the English Language Centre. If you continue to fail subjects, your Faculty might judge that you are not making satisfactory academic progress and you will be asked to 'show cause'. If you continue to fail subjects after this, your Faculty might judge you to have not made satisfactory academic progress, and you may then be reported to DIAC. DIAC will usually require you to attend an interview to explain these failures. Students who are concerned about failing subjects should seek assistance from the Academic Skills Office, their Unit/Course Coordinator, supervisor or UNE International as soon as possible.
- The information DIAC has about what course you are studying must be accurate at all times. If you change your course, make sure you inform UNE International so that this information can be passed on to DIAC.
- If you wish to change institutions you must discuss this with the International Services Manager. Visa Condition 8206 states that students may not change education providers in the first six months, except in a few exceptional circumstances. In most cases, you will be required to complete six months of study in your original degree before you can transfer.
- You must maintain adequate Overseas Student Health Cover (OSHC) throughout the term of your student visa. After the completion of your first year of study, it is your responsibility to maintain your Health Cover and to notify the provider if you change your address.
- You must satisfy the requirements of the visa you were granted, including sufficient financial capacity to support yourself and any dependents during your period of study.
- If you have school age children, they must attend school and you must pay the relevant school fees in full. Any dependents who travel with you must not leave Australia after you.
- You cannot change your course, thesis or research topic unless the University has granted approval.
- If you are not sure about the conditions that govern your visa, consult the DIAC website : <http://www.immi.gov.au> or visit UNE International for advice.

Mandatory Conditions

The following table describes the mandatory conditions that are attached to all Student visas in the following subclasses.

No.	Subclasses	Description
8105	All Mandatory only where Student visa granted on or after 26 April 2008 Discretionary where Student visa granted before 26 April 2008	You cannot work more than 20 hours per week* when your course is in session (other than work which has been registered as a part of the course). Note: No work limits apply during recognised periods of vacation offered by your education provider. You cannot undertake work until you have commenced your course in Australia. *A week begins on a Monday and ends on the following Sunday.
8202	All	You must remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). Note: a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
8501	All	You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).
8516	All	You must continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.
8517	All	You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia on a student dependent visa for more than 3 months.
8532	All (except 576)	If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia. To maintain adequate arrangements for welfare you must stay in Australia with: <ul style="list-style-type: none"> • your parent or legal custodian or • a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or • accommodation, support and general welfare arrangements that have been approved by your education provider. Note: You must not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.
8533	All	You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change. You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.
8534	<ul style="list-style-type: none"> • 570 • 572 • 573 • 574 • 575 Assessment Level 3 and 4 applicants only, where the course duration is 10 months or less.	You are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none"> • a Student visa with Permission to Work. Note: if you apply for and are granted Permission to Work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8534 <ul style="list-style-type: none"> • a further Student Guardian visa or • a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees.
8535	576	You are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none"> • a Student visa with permission to work Note: if you apply for and are granted permission to work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8535 <ul style="list-style-type: none"> • a Student visa that is supported by the sponsoring government agency or • a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.

Discretionary Conditions

The following table describes the discretionary conditions relating to each subclass that may be attached to a Student visa.

No.	Subclasses	Description
8101	All	You cannot work in Australia. Note: You may apply for a new Student visa with Permission to Work when you have arrived in Australia and commenced your course.
8203	<ul style="list-style-type: none"> 573 574 576 	You must not change your course, or your thesis or research topic, unless the department has granted approval.
8204	<ul style="list-style-type: none"> 570 571 572 575 	<p>You must not undertake or change a course, or a thesis or research topic for a:</p> <ul style="list-style-type: none"> graduate certificate graduate diploma masters degree doctorate, or a bridging course required as a prerequisite to a course of study or research for a master degree or a doctorate. <p>unless the department has granted approval.</p>
8303	All	You must not become involved in any activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.
8523	All	Your family unit members must not leave Australia later than you.
8534	All (except 576)	<p>You are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> a Student visa with Permission to Work <p>Note: if you apply for and are granted Permission to Work, this will change only the work conditions on your student visa, all other conditions will remain the same including 8534</p> <ul style="list-style-type: none"> a Graduate-Skilled (subclass 497) visa a further Student Guardian visa, or a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>
8535	All (except 576)	<p>You are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> a Student visa with permission to work <p>Note: if you apply for and are granted permission to work, this will change only the work conditions on your student visa, all other conditions will remain the same including 8535</p> <ul style="list-style-type: none"> a Student visa that is supported by the sponsoring government agency, or a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>

Please note : Visas are subject to updates and changes. Please refer to <http://www.immi.gov.au> for the latest information

National Code

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

- full-time study requirements
- transferring providers
- leave of absence
- deferring, suspending or cancelling your enrolment
- course credit
- on-line and distance study allowances
- student support services
- complaints and appeals
- monitoring of course progress and the early intervention strategy
- younger students

For more information on the National Code visit <http://www.une.edu.au/elis/services/policies.php>

Transferring providers

Students are restricted from transferring to another Australian education provider if they have not yet completed 6 calendar months of study in their principal program. (If you are here to study a single program, that program is the principal program. If you are here to study more than one program, the principal program is the final program of a packaged offer.)

Students who wish to transfer before they have completed 6 calendar months of study in their principal program, must apply in writing to International Services for a Release Letter. The grounds for a Release Letter are as follows:

- UNE has cancelled/ceased to offer the program (letter from UNE required)
- Government sponsor considers the change to be in the student's best interest (letter from sponsor required)
- Unable to meet academic requirements for entry into program
- Exceptional circumstances (documentation required)

Students who wish to transfer after they have completed 6 calendar months of study in their principal program, can do so freely and do not need to apply for a Release Letter. However, they still need to notify International Services.

Online & Distance Study Allowances

International students can enrol in online/distance study modes, when such modes are offered as part of CRICOS-registered programs. However, there are limitations:

- Online and distance courses can only make up 25% of your total program; and
- In each compulsory semester, you must be enrolled in at least one unit that is delivered face-to-face each semester.

In a non-compulsory semester (i.e. summer school), you may enrol full-time in online/distance courses. However, these will be counted towards your 25% limit.

Full-Time Study Requirements

International Students are required to complete their study within the expected program duration. The expected duration is given on your eCoE (Electronic Confirmation of Enrolment).

To complete your program in the expected duration, you will need to be enrolled in a 100% load each semester. There are now situations, however, where you can enrol in a less than full-time load:

- as part of a documented intervention strategy
- when you have compassionate or compelling circumstances
- you only have a few units left to complete and these do not constitute a full-time load.

Complaints and Appeals

Informal Complaints and Appeals

Your complaint or appeal is informal if you don't want the University to keep records of your complaint or appeal, the process of investigating it and the outcome. Informal complaints or appeals should first be raised with the person you feel is responsible for the problem. If you're not sure who this is, or you don't want to approach that person yourself, contact the UNE International Services Manager (6773 3361).

Formal Complaints and Appeals

- Your complaint is formal if you want the University to keep records of your complaint or appeal, the process of investigating it and the outcome. You should register a formal complaint by going to <http://www.une.edu.au/service-quality> and completing the online form. You need to know that:
- Your identity will not be revealed without your permission
- If you need to appeal against a decision made by the University, you have 20 working days from the date of the decision to decide whether or not you wish to make an appeal. Appeals must be in writing.
- The University will begin to investigate your complaint as soon as possible, but always within 10 days after you've submitted it.
- Processing the complaint or appeal will be at minimal or no cost to you.
- You'll have the opportunity to present your case personally and you can be accompanied by a friend or advisor when doing so.
- If your complaint or appeal results in a decision in your favour, the University will immediately take whatever action is needed to put things right.
- If you're not satisfied with the result of the complaint process you can appeal against the decision. A further complaints investigation process will then take place at a higher level in the University. If you've taken your complaint through all the University's internal complaints processes you can still appeal to the University Ombudsman or externally to the NSW Ombudsman.
- While your appeal is being processed, the University will maintain your enrolment at UNE. You will still need to attend classes, submit assignments, pay tuition fees etc., but provided you do all this, your enrolment won't be suspended or withdrawn.

If needed, you can obtain free legal advice from North & North-West Legal Service (tel: 1800 687 687) or from Northern Settlement Services (email: mrccarm@bigpond.com or nsstam@bigpond.com)

Leave of absence

To apply for a Leave of Absence, you must show that you have 'compassionate or compelling' circumstances. Your Leave will need to be approved by your Head of School, Research Services (for postgraduate research students) and authorised by International Services.

Please note: if you are granted Leave of Absence, you must leave Australia within 28 days. If you are away for more than six months, your visa may be cancelled. Please contact DIAC for information about your visa before submitting a Leave of Absence application. Examples of acceptable "compassionate or compelling" circumstances include:

- serious illness or injury (supported by medical certificate which states the student was unable to attend classes)
- bereavement of close family members such as parents or grandparents (supporting documentation required)
- major political upheaval or natural disaster in the home country requiring emergency travel, which has impacted on the student's studies (supporting documentation required)
- a traumatic experience eg, involvement in, or witnessing a serious accident, witnessing or being the victim of a serious crime (supported by police or psychologists' reports)
- UNE was unable to offer a prerequisite unit or courses needed to meet award requirements
- delay in receiving a student visa (supported by relevant, dated visa documentation).

For further information contact the UNE International Services Manager at 6773 3361, UNE Student Assist at 6773 2987 or go to the UNE Service Quality Unit website at : <http://www.une.edu.au/service-quality/>



ACCOMMODATION





On-Campus Accommodation

There are two different types of accommodation available on the UNE campus; Residential Collegiate Accommodation, and independent living accommodation.

Residential Collegiate Accommodation

The University of New England offers seven residential colleges on campus. All colleges are fully catered, with breakfast, lunch and dinner provided every day, as well as regular cleaning and linen services. There are always college staff members available to help you out, and each college also assigns senior students to look after and support you during your time at college.

College accommodation options available on-campus are:

- Austin College
- Drummond & Smith College
- Duval College
- Earle Page College
- Mary White College
- Robb College
- St Alberts College

Independent Living

The University of New England offers independent living through its 47 Wright Village flats. Wright Village offers on-campus accommodation in the form of 4, 6 or 8 bedroom units in which students each have their own bedroom, but share communal living space, kitchen, bathroom and laundry facilities with flatmates. Accommodation is self catered, which means students buy their own groceries and cook their own food. Residents of Wright Village need to supply their own linen, towels, iron, cooking utensils, crockery and cutlery.

Please see the following pages for more information on the different accommodation options available on-campus.



ACCOMMODATION

Austin College

About Austin College

Austin is a community where independent thinking is valued and academic success is strongly supported. Each Faculty is represented by an academic senior, who provides support throughout the year. The seniors also hold workshops, which are aimed at developing skills in essay and report writing, referencing, studying and time management.

There is a large focus in the beginning of the year on meeting other students within your course, both first and later year students, which provides students with further academic support.



Social Life

The Austin College Club (ACC) is the association of students, Resident Fellows and Fellows of the college. Membership of the ACC is obligatory for all residents of the College and an annual subscription of \$100 (first year students) or \$85 (later year students) must be paid with your acceptance of a place in College. The subscription goes toward paying for services and facilities for all College members.

Facilities

- Single rooms with telephone, TV and internet connections & central heating.
- Fully licensed bar, with open fire-place, dart board and cable TV
- Pool room, music room, study room and computer room
- Access to a photocopier, projector and digital camera
- Two barbeque areas
- Up to two common rooms in each block, with kitchenette, microwaves and ironing facilities



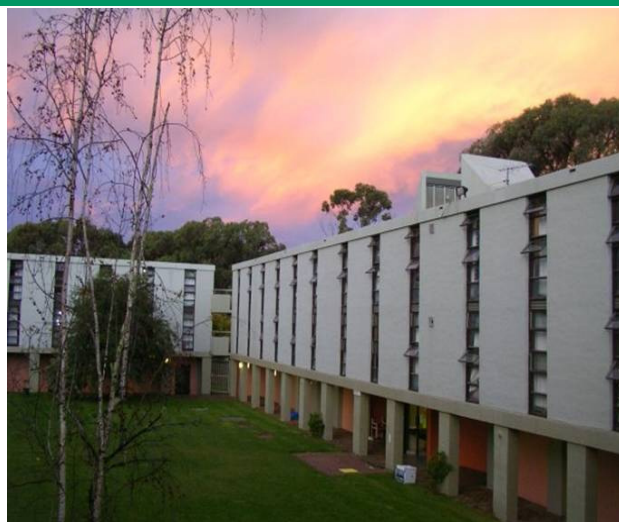
For more information about Austin College
including costs and details of how to apply visit :
www.une.edu.au/campus/austin/

ACCOMMODATION

Drummond & Smith College

About Drummond & Smith College

Drummond & Smith College offers every resident the opportunity to make lifelong friends, have great fun and succeed in all aspects of University life. Each floor has a Resident Fellow; a senior student trained to ensure that every resident is comfortable and feels at home. Resident Fellows help with study problems, proof-read assignments, give information about the University and Armidale and are always available for advice. The Drummond & Smith Residents Association (DSRA) organise sporting, social and cultural activities in the college.



Social Life

The college offers a well-balanced social, sporting and cultural program that ensures everyone has the opportunity to have fun and gain more from their University experience. Residents regularly congregate in the huge, central courtyard for a game of volleyball, touch football or cricket. The college also has three pianos and a music practise room with a drum kit and electric organ.



Facilities

- Single rooms with central heating, telephone, internet access, desk, chair, wardrobe, full-length and large window.
- Common Room on each floor with TV and Kitchenette
- 24-hour-a-day computer access and free laser printing.
- A central recreation room with lounges, TV, stereo, VCR, dart board, table tennis and pool table.
- Tutorial rooms
- A College Library



For more information about Drummond & Smith College including costs and details of how to apply visit :
www.une.edu.au/campus/drummond-smith

Duval College

About Duval College

The College emphasises a balance between academic, cultural, sporting and a healthy social life, where students can come together in a non-threatening environment and where there is help and support as required. Residents live in 'Staircase' grouping with only 6 to 8 other residents on the floor. There are Resident Fellows that will help students with any difficulties, and Academic mentors who hold regular sessions to assist students with their studies. The college also engages a Technical Officer to assist students with computer related problems.



Social Life

The college arranges many social events throughout the year including; formal dinners, semi-formal dinners, themed charity fundraisers, a College Ball, sporting events, a talent night, cultural events, college barbeques and movie nights. The college also owns 12 double and 2 single kayaks.



Facilities

- Bedrooms are centrally heated, furnished and centred around two main courtyards.
- Access to a colour printer, DVD writer and digital camera
- A college gym
- Tutorial rooms and an air-conditioned computer centre
- A music room with pianos, keyboard and drums; a billiard/games room; stereo facilities; two large common rooms, one with a wide-screen TV, video and DVD; sewing machines and a photographic darkroom.



For more information about Duval College
including costs and details of how to apply visit :
www.une.edu.au/campus/duval/

Earle Page College

About Earle Page College

The College provides an environment where students are encouraged to achieve to the best of their abilities in their studies. The College provides its own tutorial program through its Academic Assistants, with emphasis on study skill techniques, essay writing, scientific/mathematic literacy and examination preparation. Earle Page prides itself on its strong sporting spirit, with teams across a broad range of sports. The college also has a rich tradition of drama, music and choir.



Social Life

Many sporting activities take place during the year, including soccer, volleyball, rugby, baseball, cricket, Australian Rules, touch football, ultimate frisbee, hockey, swimming, netball, tennis, water polo, basketball and badminton. Earle Page also has a College Choir, and holds an annual musical. Social activities throughout the year include a black-tie College Ball, block parties and relaxed barbeques.

Facilities

- Bedrooms are centrally heated, with desk, cupboard, chair, bookshelves, telephone, internet connection and built-in wardrobe
- There is a common Room on each floor with TV, DVD player, ironing board and iron, lounges and a coffee table, and a kitchenette with a microwave, full-sized fridge and a mini-boil for instant hot water,
- Undercover barbeque area,
- College Library,
- Junior and Senior Common Room with TV, DVD player and pool table.



For more information about Earle Page College including costs and details of how to apply visit :
<http://www.une.edu.au/campus/earle-page/>

ACCOMMODATION

Mary White College

About Mary White College

Mary White College aims to provide an environment where the individuality of residents is respected. An area is set aside for mature age residents, another block is an all female block and there is a designated alcohol free zone. Each block has a Resident Fellow appointed to oversee the day-to-day functioning of the block, and provide practical advice to the residents. As well as the Resident Fellows, the college appoints a number of Academic Mentors to assist residents with their studies.



Social Life

The college has an active social program that includes a series of formal dinners, each with a specific theme or focus. The college also has an environmental group that raises awareness of environmental matters both on-campus and in the wider community. Events include volunteer gardening at the local National Trust property "Saumarez", the ancestral home of Mary White.



Facilities

- Bedrooms are centrally heated, with a telephone with voicemail, internet connection, lamp, chair, wardrobe, bookshelf and notice board
- Shared bathroom on each (a small number of rooms have their own ensuite bathrooms)
- Common Room with an open fireplace, piano, pool table, TV and DVD
- Smaller Common Room with a dart board and piano
- Kitchenette with fridge and microwave, a TV room, a common area with lounges, per block



For more information about Mary White College including costs and details of how to apply visit :
www.une.edu.au/mary-white/

Robb College

About Robb College

Robb College encourages each resident to have the best experience possible and make a positive contribution towards College life. There are a number of opportunities to participate, with many sporting, social and cultural events on the calendar. The Resident Fellows provide an academic programme throughout the year, both formally in academic workshops, and informally, and are selected for approachability as well as academic excellence.



Social Life

Social events throughout the College calendar include Beach Day to raise funds for the Rugby Club, the formal Robb Ball, the Annual Charity Project and regular formal and semi-formal dinners. Robb College also arranges many sporting activities, predominately its Rugby Club. Other sports include soccer, netball and hockey. There is also an Art & Craft Exhibition, and a College Drama/Musical Production.



Facilities

- Bedrooms are centrally heated and include a desk, lamp, chair, phone with voicemail internet access
- A computer room with PC's, printers, and fax machine and internet access
- Rooms and Study Rooms
- Dining Hall with open fire



For more information about Robb College
including costs and details of how to apply visit :
<http://www.une.edu.au/campus/robb/>

St Albert's College

About St Albert's College

St Albert's College is a Catholic community of learners without being exclusive; it is therefore open to people of all faiths. The mission of St Albert's College is to enhance the personal and academic development of the individual, foster excellence in all university activities and foster independence of thought and service to the community. St Albert's provides pastoral care and academic support, along with social, cultural and educational activities within the college.



Social Life

Social activities include formal dinners, theme nights and dances. The College also celebrates its sporting achievements, and encourages residents to lend a hand to raise money for charities. Vince's Café, run by College residents, is open at night serving hot and cold drinks and snacks. Residents also have access to Albie J's which has bar facilities and a satellite TV.



Facilities

- Centrally heated bedrooms with lamp, desk, chair, hand basin, bookshelf, wardrobe, internet access and telephone with voicemail
- Junior and senior Common Rooms with TV ,VCR and DVD, bar facilities, pool table, table tennis and vending machines
- Large barbeque area
- Tutorial rooms located in each block
- Vinses Café and Albie J's
- TV rooms located on the top floor of each block
- Computer room with internet access, printers and scanners
- Common Rooms with TVs and VCRs, tables and chairs
- Music room
- Vending machines



For more information about St Albert's College
including costs and details of how to apply visit
www.une.edu.au/campus/st-alberts

Wright Village

About Wright Village

Wright Village is comprised of 47 flats of 4, 6 or 8 bedrooms set out in a 'block' style. The 4 bedroom flats are set out with 2 flats per block separated by a shared laundry. The 6 and 8 bedroom flats are set out with 4 flats and a laundry per block. Resident Leaders are appointed to every block of flats to oversee the day-to-day functioning of the block, to provide practical advice about being a student of the university and a resident of Wright Village, as well as pastoral care and academic support.



Social Life

Wright Village has an active social program that includes a series of barbeques, inter-flat sporting activities, theme dinners, formal dinners and the annual ball. Wright Village also has an air-conditioned Common Room, a barbeque area, volleyball court, and a piano in a self-contained piano room.

Facilities

- Each bedroom is equipped with a telephone with voicemail, an internet port, desk, lamp, chair, wardrobe and bookshelves
- Each flat has a shared bathroom and a communal kitchen
- Laundry facilities include coin operated washing machines and coin operated dryers in the 6 and 8 bedroom flats
- Barbeque area
- Air-conditioned Common Room with lounge, table, table tennis, satellite TV and DVD
- Piano room
- Photocopier access



For more information about Wright Village
including costs and details of how to apply visit
www.une.edu.au/campus/flats/

Off-Campus Accommodation

HOMESTAY

Homestay provides the opportunity for students to live with an Australian family while they study.

Fees : The homestay fee is AUD\$30.00 per night (subject to change) plus AUD\$20 per week (subject to change) for transport to and from UNE and is payable directly to the homestay family. The homestay placement fee is AUD\$105.00 (non-refundable) and is payable directly to The University of New England.

Payment : You need to organise payment directly with your homestay family immediately after your arrival. It is your responsibility to make the payment and to obtain a receipt. To avoid misunderstandings, keep a record of all payments you make.

Period of Homestay : You must undertake to stay in homestay for a minimum of 4 weeks and advise in your homestay application form of the date you would like to finish homestay. If you want to change the finish date, then you must give at least one week written notice to ELIS.

What do I get? Your host family will provide you with the following :

- Your own room with a bed and study facilities
- Access to a bathroom
- Access to a laundry
- 3 meals a day
- Adequate heating
- Inclusion in family activities
- Advice and assistance in transport other than to and from the ELC
- Informal help with your English proficiency

For more information about Homestay accommodation, email homestay@une.edu.au or phone 6773 3149.





Smith House

Smith House is centrally located in the city of Armidale. It caters for long and short term residents and has a sauna, tennis and squash courts. Residents can choose from a variety of room options, with standard features in all rooms including individual phones, individual phone numbers, free broadband internet access, built-in wardrobes, bed (double and single beds available), desk and chair, bar fridge, television, tea & coffee making facilities, linen, optional room cleaning/fresh linen for additional cost per week. Residents on each floor in Smith House share kitchen and cooking facilities, bathrooms and common living areas; coin operated washing machines and dryers are also provided for residents' use. Accommodation at Smith House costs between \$120 and \$140 per week. Smith House provides an optional continental breakfast (7 days a week) to residents for AUD\$30 per week.

For more information about Smith House email :
office@smithhouse.com.au

Rental Accommodation

There are always houses and units for rent in Armidale, though students need to be aware that during the 4-6 weeks before semester commencement there is a much higher demand for housing and they need to take into account the extra time it may take to find suitable accommodation. When deciding to rent a house or unit, students need to consider whether they will live on their own or with other people, and the cost of setting up a house, which will include a bond (usually 4 weeks rent), furniture, electricity connection, phone connection and other setup costs.

Approximate rental costs in Armidale :	AU\$ per week
Room in a share house	\$65 – \$110
1 bedroom unit	\$110 – \$160
2 bedroom house	\$140 – \$200
3+ bedroom house	\$160 – \$360

Properties for rent can be located through Armidale Real Estate Agents.

See the Property Guide website www.une.edu.au/recruit/app_infor/realestate.htm or visit www.une.edu.au/imp. Contact details for individual Real Estate Agents in Armidale are listed in the 'Living in Armidale' section of this book.

How to Avoid Problems

The following may assist you in avoiding problems:

If you receive a notice of a Tribunal hearing, you should always attend

Make sure you have read and understood the tenancy agreement before you sign it

Take good care of the premises

Do not interfere with the peace, comfort or privacy of the neighbours

Confirm anything you agree to in writing and send your landlord or agent a copy

Keep paying the rent even if you are having a dispute with the landlord. Contact Fair Trading or an advisory service for help to resolve the dispute

Guide to Renting in NSW

When you rent a house or unit in NSW you have rights and responsibilities. Below outlines your basic rights and responsibilities as a tenant.

Beginning the Tenancy

Under law your landlord or agent must give you a tenancy agreement. This agreement must be in **writing**. Once you sign the agreement you must receive a copy of it and of The Renting Guide.

The tenancy agreement comes in two parts:

- **Part 1 - The terms of the agreement.** This sets out what you and your landlord agree to do during the tenancy.
- **Part 2 - A condition report.** This describes the condition of the premises at the time you move in.

If you believe the condition report is not accurate because it fails to include things (e.g. a cracked shower screen) you should make a note of this and anything else that is missing from the report. Return it to your landlord or agent within 7 days. Make sure you keep a copy. The condition report is important if a dispute arises over the condition of the premises at the end of the tenancy. Taking photos of your house or unit when you first move in can also help when proving the condition of things.

It is important that you understand what you are agreeing to before you sign the term of the agreement. If you have difficulty with English, you will need to ask someone who speaks your language to interpret the agreement for you.

IMPORTANT : Always check the condition report very carefully. If you don't you may have to pay for damage that existed before you moved in.

Fixed Term Agreement

The fixed-term agreement is a defined period of the tenancy which is written into your lease. This is usually 6 or 12 months but the parties can agree to have a tenancy agreement for any length of time. When the fixed-term period ends the tenancy agreement does not end unless it is terminated by the tenant or the landlord.

Entry Costs

You will usually be required to pay rent in advance from the first day of your tenancy :

- up to 2 weeks rent in advance if the weekly rent is \$300 or less, or
- up to 1 calendar month's rent in advance if the weekly rent is more than \$300

In addition, you will usually be asked to pay a rental bond. This is a form of security for the landlord in the case you owe money for rent or damage to the premises at the end of the tenancy.

For unfurnished premises the bond is a maximum 4 weeks rent. Make sure you get a written receipt if you pay a bond. Your landlord or agent must lodge the bond money with Fair Trading within 7 days. You will receive an advice of lodgement from Fair Trading. Contact Fair Trading if you do not receive a rental bond receipt. The amount of the bond should be written on the tenancy agreement. You may also be asked to pay half the cost of preparing the Residential Tenancy Agreement. An amount of up to \$15, inclusive of GST, may be charged.

Rent

You and your landlord should agree on the rent you will pay and the method of payment before you move in. Make sure these arrangements are written into your tenancy agreement. The landlord or agent must always give you a receipt for your rent unless you deposit the money into a bank account. The landlord or agent must give you at least **60 days written notice** if they want to increase the rent outside of the fixed-term of the tenancy agreement.

IMPORTANT

Before agreeing to pay your rent through a 'rent collection' service, be aware that you may be charged a fee.

During the Tenancy

Non-urgent repairs and maintenance

The landlord or agent must make sure the premises are reasonably clean and fit to live in when you move in. The landlord or agent must maintain the premises to a reasonable standard by carrying out repairs if needed. From 1 May 2006, when the Environmental Planning and Assessment Amendment (Smoke Alarms) Regulation 2006 came into effect, the landlord is responsible for fitting a smoke alarm to the premises. The landlord has the right of access to fit the required alarm/s but must give at least 2 days notice. The landlord must fit a new battery (if the alarm has a replaceable battery) at the beginning of the tenancy. During the tenancy you are responsible for replacing batteries unless physically unable, in which case you must advise the landlord that the battery needs to be replaced.

You must not attach any fixture or make any renovation, alteration or addition to the premises without written permission from the landlord or agent.

You must not intentionally or negligently damage the premises. You are responsible for any damage caused by other occupants of the premises or any person you allow on the premises.

You must notify the landlord or agent of any damage to the premises as soon as possible, regardless of who or what caused the damage. It is a good idea to put it in writing.

IMPORTANT

Before doing urgent repairs, make certain they are really urgent. If you are unsure, contact Fair Trading

Urgent Repairs

An urgent repair is when something breaks that may make the premises unfit to live in or cause a potential risk or interrupt access to water, gas or electricity supplies. If the premises need urgent repairs, tell the landlord or agent immediately. Urgent repairs are listed in your tenancy agreement. The landlord or agent is obliged to organise urgent repairs as soon as reasonably possible. If they do not do this within a reasonable period, you can arrange to have the repair fixed and spend up to \$1000 doing so. Your tenancy agreement may have tradespeople listed that you could use. The landlord or agent must repay you the money you spent within 14 days after receiving written notice from you, so long as the amount was reasonable.

Ending the Tenancy

The Consumer, Trader and Tenancy Tribunal (CTTT)

The Consumer, Trader and Tenancy Tribunal provides a quick and low cost dispute resolution service for tenants, landlords, traders and consumers.

Application forms are available online at www.cttt.nsw.gov.au and at Fair Trading Centres. You can lodge your completed form online, at Fair Trading Centres, at Tribunal registries or your Local Court

Written notice must be given by either landlord or tenant if a tenancy agreement is to be ended. The notice can be posted or given personally. A notice cannot be stuck to or put under a door by the person sending the notice.

Notice Periods

In the last 14 days of the fixed-term period of the agreement, either party can give **14 days notice** to end the tenancy. This notice can be served up to and including the last day of the fixed term.

Once the fixed-term period has ended you are required to give at least **21 days notice**. The landlord or agent must give you at least **60 days notice**.

If there is a breach of the tenancy agreement, a notice period of **14 days** applies. If the landlord wants to sell the premises, you may be asked to vacate the premises by the time the sale is finalised. The landlord must give you at least **30 days written notice** (after the contracts of sale have been entered into). This only applies **after** the fixed term has ended.

Breaking the Tenancy Agreement Early

If you want to end the tenancy agreement early you should give as much notice as possible, preferably in writing. Keep a copy of this letter. Breaking an agreement can be costly to you. A landlord can claim compensation for any loss suffered as a result of you ending the tenancy agreement early, so try and come to an agreement with the landlord/agent.

Leaving the Premises

It is your responsibility to leave the premises as near as possible in the same condition, fair wear and tear excepted, as set out in the original condition report.

Bond Refunds

At the end of the tenancy, after the final inspection, a Claim for Refund of Bond Money form must be submitted to Fair Trading before the bond money can be refunded. You should not sign the form if it is blank or incomplete. The landlord or agent may want to claim some or all of the bond for themselves if they believe you have damaged the premises, breached your agreement or owe rent. If you and your landlord cannot agree about how the bond is to be paid out, you can make a claim yourself. Tell Fair Trading your new address so they can advise you if the landlord claims your bond.

Landlord Defaults on Loan

If your landlord is unable to pay back their loan on the property you are renting, the mortgagee will usually want possession.

This may mean you have to move out, even during a fixed-term agreement. Contact Fair Trading for information.

You can get more information about your renting rights and responsibilities from the NSW Office of Fair Trading website at www.fairtrading.gov.au where you can order or print any of their publications online. Alternatively you can phone them on 13 32 20

Choosing a Flat Mate

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

Bills & Expenses:

Do you and your flat mates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone? If you are answering an advertisement for a roommate, what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

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

Food:

Do you and your flat mates expect to share the costs of buying food and share in the preparation? Do you have specific food needs (allergies, preparation needs)? If your needs are for halal and your flat mates are not, can you agree on respecting and upholding each other's needs?

Cleaning:

Who will clean what? How often? Decide exactly what "clean and tidy" means to you. Will you hire a cleaning company to keep things under control?

Personal Habits & Individual Needs:

How much privacy do you need? What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking & Drugs:

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

Is a smoker alright as long as they smoke outside the residence? (Many rental agreements will forbid smoking inside the premises). Clarify your stance (feelings) on the use of alcohol and/or illicit (illegal) substances.

Music & Television: What are your musical likes and dislikes? Do you watch TV everyday or just once in a while?

Do you like to study with or without music/TV?

Personality Traits & Communication:

How do you perceive (think of) yourself? How do others perceive you? Do you enjoy being around a lot of people - or just a few friends? Are you more comfortable by yourself? What about overnight visitors? When conflicts arise, how do you go about resolving them? How do you behave when you're happy - angry? What are the things that bother you most?

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

Inspecting a Potential Property

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

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

RENTING

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you, these are the responsibility of each individual and are a sign of personal independence and becoming an adult. Most Australians believe it is **very important** for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully. Always remember to turn off appliances when not in use.

Refrigerators

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

Disposal of Rubbish

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

Cleaning Kitchens

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

SMOKE ALARMS

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



ONLY WORKING SMOKE ALARMS SAVE LIVES!

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

RENTING

Housekeeping

Cleaning the Bathroom

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

Cleaning Floors

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

Cleaning Products

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

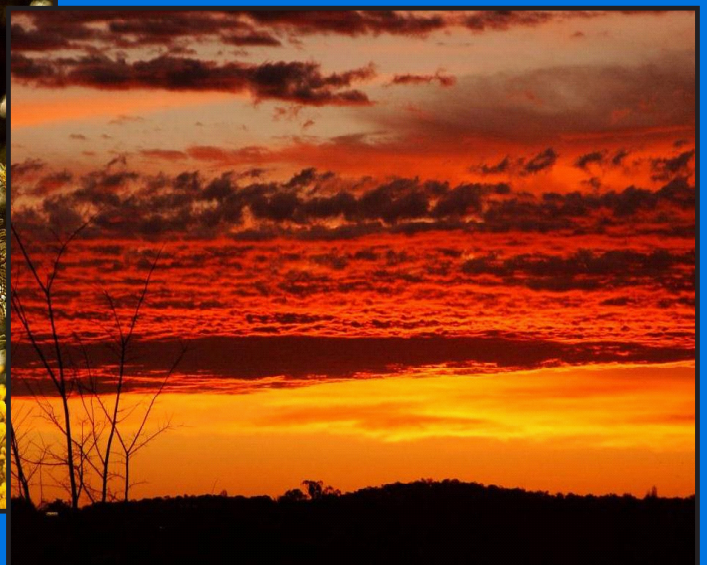
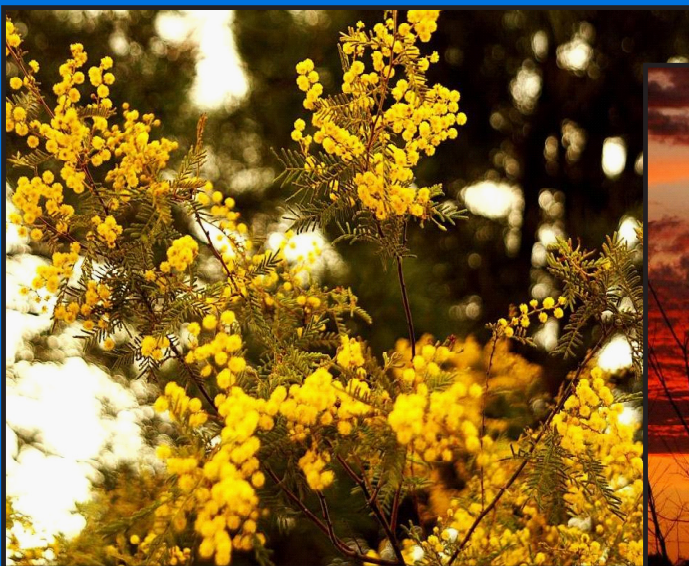
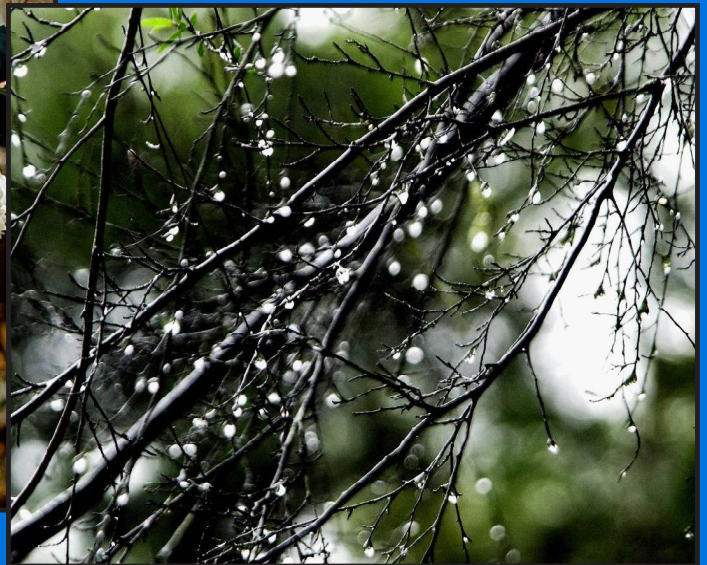
Maintenance & Fixtures & Fittings

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





LIVING IN ARMIDALE



History of Armidale

Traditionally, the land around Armidale was owned by the Anaiwan indigenous people, however other tribal groups also occupied different parts of the region. Territory was defined by kinships and geographical features such as rivers and mountain ranges. First settled by Europeans in 1839, Armidale took its name from the Scottish ancestral home of George James McDonald who was the Commissioner of Crown Lands at the time. Before long, the land had been cleared of trees and the first pastoral stations established. In the 1850's gold was discovered and so begun the heady days of rapid development and wealth.

Armidale Facts and Figures

Location

475 kilometres from Sydney via Gloucester and Walcha

567 kilometres from Sydney via the New England Highway

467 kilometres from Brisbane via the New England Highway

256 kilometres from Port Macquarie via the Oxley Highway and Thunderbolts Way

191 kilometres from Coffs Harbour along the Waterfall Way

Population

Armidale's population is approximately 26,000, which includes approximately 5,000 internal students studying at the University of New England

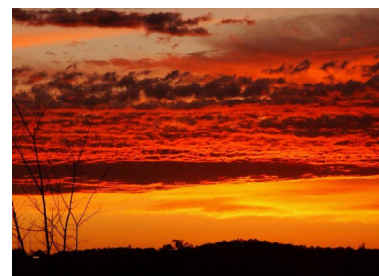
Temperatures

Average winter temperatures – max 13.1°C, min 0.0°C

Average summer temperatures – max 25.5°C, min 12°C

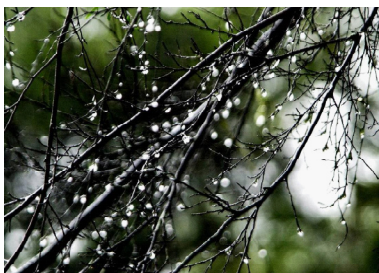
Average autumn temperatures – max 19.9°C, min 6.7°C

Average spring temperatures – max 20.1°C, min 5.5°C

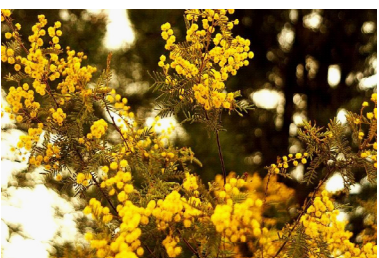


The Seasons

Summers are characterised by warm to very warm days followed usually by cool, some times cold nights. Thunderstorms often produce heavy falls of rain and occasionally hail in the afternoons and early evening; this can also bring a sudden drop in temperature to provide relief after a hot summer's day. Unlike nearby coastal areas, Armidale does not usually experience high humidity levels, making most of the summer days quite comfortable. Temperatures exceed 30°C on average 13 days per year, but rarely reach higher than 35°C.



Autumn is described by many as the best time of year in Armidale. As the leaves turn yellow and fall, day temperatures are mostly still warm, particularly in March and April. Days are sunny, the thunderstorm season is over, and rain becomes more sporadic. Nights become colder, and residents often awake to a thick fog blanketing the Armidale valley, but by 9am, the fog has cleared to be followed by a bright sunny day. The first frosts of the year usually occur in April, but are not particularly severe.



Winters are cold and bracing. Overnight temperatures often drop below -5°C with a thick white frost on the ground, and occasionally as low as -10°C. These cold frosty mornings are usually followed by sunny days, but beware of the wind. Day temperatures may make it as high as 16°C, but sometimes may not climb beyond 10°C. These are the true New England winter days with biting westerly winds, bleak grey clouds, and showers of rain and occasionally snow. Rainfalls during the winter months are usually light.

Spring temperatures are milder, although early morning frosts continue well into October. September is usually a cool windy month, and by late October, the thunderstorm season is starting with increasing rainfalls. The spring months produce the most variable weather of the year. A week of warm sunny weather can be followed by several cold days with temperatures right back at winter levels before gradually warming up again. This cycle often repeats itself many times right through until the start of summer.



History and Heritage

Saumarez Homestead National Trust Property

New England Highway (Entrance via Armidale Airport)

Guided tours through the homestead are available Saturday, Sunday and Public Holidays from September to mid June. The homestead closes during winter months each year. Self guided tours of the farm and gardens are available during opening hours. Call into the Visitors Centre for tour times and brochures. Ph: (02) 6772 3616



Aboriginal Cultural Centre and Keeping Place

Kentucky Street (next to NERAM)

Discover local aboriginal culture. View paintings and sculptures by local and travelling artists, browse through the souvenir shop, with many local craft products. Open Monday to Friday. Ph: (02) 6771 3606



Armidale City Heritage Tour

A leisurely 2 ½ hour guided tour departing from the Visitor Information Centre 10:00am daily. Guides give an historical background of the city and point out significant heritage buildings, cultural places, special gardens, and UNE. Ph: (02) 6772 4655



Armidale City Library

Faulkner Street holds a small local history collection in the reference section. Open weekdays 10:00am - 6:00pm and Saturdays 11:00am - 1:00pm. Closed Sundays. Ph: (02) 6772 4711

Booloominbah

Elm Avenue, UNE

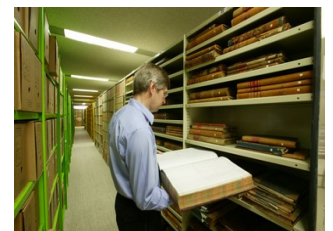
Booloominbah was built between 1886 - 1888. Today it houses the principle administration offices and meeting rooms of the University of New England.



Dixon Library, UNE

The Family History Room is situated in the basement, which houses the NSW State Archives Kit. Other local & family history resources are situated throughout the library, which also has

Government Gazettes, newspaper collections on microfilm, parliamentary papers, electoral rolls etc. See Dixon Library opening hours in this Handbook. Ph: (02) 6773 2458



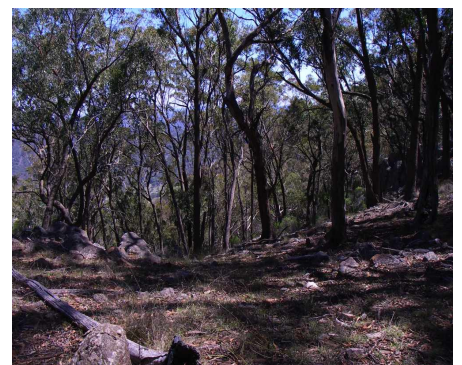
Outdoor Activities

Dangars Gorge

Home to the beautiful 120m Dangars Falls and the starting point for several great walks. Located 21kms southeast of Armidale along the Dangarsleigh Road, Dangars Gorge is part of the Oxley Wild Rivers National Park. It is a great location for picnics, camping and bushwalking.

Mount Yarrowyck Nature Reserve and Rock Art Site

Located in the traditional territory of the main Aboriginal tribe of the New England Tablelands, the Anwaiwan Tribe. The reserve is situated 27kms west of Armidale on the Budarra Road. A 3km loop walk accesses the rock art site, a significant landmark of Aboriginal cultural heritage.



Wollomombi Gorge

A magnificent gorge that houses two waterfalls, the Wollomombi Falls, one of Australia's highest falls, and the Chandler Falls. A great opportunity to enjoy spectacular scenery, a picnic, a stroll along one of the gorge rim trails or hikes to the gorge riverbed. Facilities include drinking water, pit toilets, shelter shed, fireplace and camp camping. Located 40km east of Armidale on the Waterfall Way.



Gara Gorge Located 16kms from Armidale along Castledoye Road. Gara Gorge is a popular picnic and barbecue spot. It is also the site of Australia's first commercial Hydroelectric Scheme. The remains of this historic hydro scheme can be seen today via the Threlfall Historic Walk. No camping is permitted at Gara Gorge.

Ebor Falls

Spectacular two-tier falls, located in the Guy Fawkes National Park, 80kms east of Armidale, along the Waterfall Way. Ebor Falls are where the Guy Fawkes River takes its first spectacular plunge off the tablelands. The falls continue to flow, even in dry periods. Facilities include picnic tables, pit toilets, barbecues, and information display and lookout platforms with easy access.

New England National Park

Located 70kms east of Armidale along the Waterfall Way and another 15kms east off the main road. This is a World Heritage Park consisting of 29,985ha, a haven for bush walkers, sightseers and campers to enjoy. Majestic views and walking tracks range from half a day to full day treks. At 1564 metres above sea-level, Point Lookout provides spectacular views of the near-vertical escarpment and magnificent panorama to the north, east and south from the viewing platforms. Bush camping and accommodation facilities are both available within the park. For more information or bookings of park cabins phone the National Parks and Wildlife Service in Dorrigo, (02) 9585 6444

Cathedral Rock National Park

This National Park is located 75kms east of Armidale along the Waterfall Way. The park provides many opportunities for bushwalking, bird watching and camping. The 360 degree view from the top of the rock is magnificent and well worth the climb. Camping and picnic facilities are located at Barokee and Native Dog Creek rest areas within the park.



Remember : If you visit one of these Parks, go prepared. Let someone know your plans, wear suitable shoes, and take a First Aid kit. Refer to the Bushwalking Tips in this Handbook.

Emergency Services **(Dial 000 in an emergency)**

Ambulance Station	197 Barney Street	Ph: 13 12 33
Police Station	Crn Moore & Faulkner Streets	Ph: (02) 6771 0699
NSW Fire Brigade	66 Barney Street	Ph: (02) 6772 5067
State Emergency Service	203 Mann Street	Ph: (02) 6771 1100
Rural Fire Service	Armidale Dumaresq Fire Control Service, Mann Street	Ph: (02) 6771 2400

Council Services

Town Pool	Dumaresq Street	Ph: (02) 6770 3531
Town Library	122 Faulkner Street	Ph: (02) 6772 4711
Armidale Airport	New England Highway	Ph: (02) 6772 4140
Armidale Dumaresq Council	135 Rusden Street	Ph: (02) 6770 3600

Essential Services

Roads & Traffic Authority	167 Rusden Street	Ph: 13 22 13 www.rta.nsw.gov.au
Country Energy (Electricity & Gas Supplier)	Galloway Street	Ph: 13 23 56 www.countryenergy.com.au
ELGAS – Gas Supplier Pete's Gas & Plumbing	31 Inces Road	Ph: 0412 484 846 www.elgas.com.au
TELSTRA (Telecommunications)	91 – 95 Dangar Street	Ph: (02) 6771 5300 or 13 22 00 www.telstra.com
Water Connection	(Armidale Dumaresq Council) Rusden Street	Ph: 6770 3600

Law & Justice

Armidale Courthouse	Beardy Street Mall	Ph: (02) 6772 2415
New England & Northwest Legal Service	PO Box 857 Armidale	Ph: (02) 6772 8100 or 1800 687 687

Solicitors

Abbott Pardy & Jenkins	97 – 101 Faulkner Street	Ph: (02) 6771 3255
Michael Dennis	Suite 10, 188-192 Beardy Street	Ph: (02) 6771 5200
Moin & Associates	Suite 5, 128 Dangar Street	Ph: (02) 6772 9844
Piper Lawyers	85 Marsh Street	Ph: (02) 6772 0711
AW Simpson & Co	121 Faulkner Street	Ph: (02) 6772 1322
Watson, McNamara & Watt	156 Beardy Street	Ph: (02) 6772 5244
Rice, More & Gibson	149 Beardy Street	Ph: (02) 6771 5788
Rugendyke Lawyers	1st Floor, Hannah's Arcade	Ph: (02) 6772 2979
S.K. & Associates	1st Floor, 149 Beardy Street	Ph: (02) 6772 9728

Shopping Centres

The Armidale Plaza	Beardy Street	Ph: 0418 614 508
Centro	Beardy Street	Ph: 0408 411 400
Coles Complex	Marsh Street	Ph: (02) 6772 1277
Hanna's Arcade	126 Beardy Street	Ph: (02) 6772 2323
Girraween Shopping Centre	Queen Elizabeth Drive	Ph: (02) 6772 1277

Medical Services

Hospitals

Hunter New England Health	Armidale Rural Referral Hospital Rusden Street	Ph: (02) 6776 9500
Emergency ward	Rusden Street	Ph: (02) 6776 9622
Armidale Private Hospital	Rusden Street	Ph: (02) 6771 4000

Medical Services

St John's Ambulance		Ph: (02) 6772 4319
Armidale Allergy Clinic	126 Markham Street	Ph: (02) 6772 1844
Armidale New England Counselling Services	172 Brown Street	Ph: (02) 6772 0532
Armidale Counselling Therapy & Psychological Services	218 Rusden Street	Ph: (02) 6772 3366 A/H: (02) 6772 9339, 0413845681
Anglican Counselling Services	Crn Rusden and Faulkner Streets	Ph: (02) 6772 9753
Community Health	Cnr Butler and Rusden Streets	Ph: (02) 6776 9500

Doctors

Barney Street Medical Practice	78 Barney Street	Ph: (02) 6772 2233
North Hill Medical Practice	18 Rockvale Road	Ph: (02) 6772 5877
Rusden Street Medical Practice	Crn Rusden and Markham Streets	Ph: (02) 6772 2291
Westarm Medical Practise	298 Beardy Street	Ph: (02) 6772 5410
Dangar Street Medical Practice	150 Dangar Street	Ph: (02) 6772 5022
Faulkner Street Medical Practice	145 Faulkner Street	Ph: (02) 6772 2355
Jessie Street Medical Practice	Jessie Street	Ph: (02) 6772 5999

Health and Fitness

Feel Good Fitness Works Gym	93 Rusden Street	Ph: (02) 6772 9711
Mick & Cols Personal Training	Crn Marsh and Dumaresq Streets	Ph: 0408 699 917
Satyananda Yoga		Ph: (02) 6775 2131
KAMS Health & Fitness	8 Rockvale Road	Ph: 0412 651 440
Curves	113 Faulkner Street	Ph: (02) 6772 9273

Driving Schools

Armidale Driving School	7 Hillview Rd, Armidale	Ph: (02) 6771 2358
Mitchell's Driver Training	13 MacDonald Drive, Armidale	Ph: (02) 6772 1222
Partridge Driving School	10 Long Swamp Rd, Armidale	Ph: (02) 6771 1651

Dental Practitioners

Halina Wojno	161 Rusden Street	Ph: (02) 6772 1102
Robert Dewhurst	175 Rusden Street	Ph: (02) 6772 3522
Geoff Henzel & Richard Bean	188 Dangar Street	Ph: (02) 6771 2283
Chris Cole	138 Marsh Street	Ph: (02) 6772 9386
Markham Street Dental	123 Markham Street	Ph: (02) 6772 6554
Armidale Dental Clinic	Rusden Street	Ph: (02) 6776 4726
Colin Pateman	164 Beardy Street	Ph: (02) 6772 3309
New England Dental Group	188 Dangar Street	Ph: (02) 6771 2283

Chiropractors

Ivan Botha	3 Trim Street	Ph: (02) 6772 9616
Brett Warden	20 Marsh Street	Ph: (02) 6772 5044

Natural Therapy

Armidale Healing Centre	21 Marsh Street	Ph: (02) 6771 3469
Kee Lee	145a Markham Street	Ph: (02) 6772 7477
Michael Pampel	Suite 15 – 93 Faulkner Street	Ph: (02) 6772 5967
Inner Path	100 Barney Street	Ph: (02) 6772 3894
Sheridan Naturopathic Clinic	3 Lawrence Street	Ph: 0418 656 414
Enlightenment Centre		Ph: (02) 6771 4340

Health Food Stores

Monk's Health Food	Dangar Street	Ph: (02) 6772 6176
New England Food for Thought	The Mall, Beardy Street	Ph: (02) 6772 9166
Armidale Food Cooperative Organic Food Supplies	160 Rusden Street	Ph: (02) 6772 5445
Grassroots Eco Store	160 Rusden Street	Ph: (02) 6772 4406

Support Services, Housing & Counselling

Alcoholics Anonymous		Ph: (02) 6771 4445
Breast Screen NSW		Ph: 13 20 50
Butler Street Practice	111 Butler Street	Ph: (02) 6772 4999
Child Support Agencies		Ph: 13 12 72
Child Sexual Assault Counselling Service	87 Rusden Street	Ph: (02) 6772 9974
Family Support Services	103 Kirkwood Street	Ph: (02) 6772 7243
St Vincent DePaul Centre	Rusden Street	Ph: (02) 6772 1492
Armidale Women's Shelter	87 Rusden Street	Ph: (02) 6772 5352

Travel

Harvey World Travel	Coles Complex	Ph: (02) 6772 1177
New England Travel	Beardy Street Mall	Ph: (02) 6772 1722
Flight Centre	108 Dangar Street	Ph: 131 866 or 131 600
Countrylink Rail	Railway Station, Brown Street	Ph: (02) 6772 7623

Coaches, Buses and Taxis

Greyhound/McCafferty (interstate)		Ph: 1800 076 211 or 131 499
Edwards Coaches (Local)	Drew Street	Ph: (02) 6772 3116
Armidale Coaches (Local)	253 Hoys Street	Ph: (02) 6772 0242
Armidale Co-Op Taxi Service		Ph: 131 008

Chemists (pharmacy)

Ann Docherty Amcal Chemist	East Mall, 90-96 Marsh Street	Ph: (02) 6772 2317
Good Price Pharmacy Warehouse	Armidale Plaza	Ph: (02) 6772 3331
David Hodgson Family Chemists	114 Dangar Street	Ph: (02) 6771 1234
Hannon's Mount View Pharmacy	18 Rockvale Road	Ph: (02) 6772 7557
Armidale Soul Patterson's Chemist	214 Beardy Street	Ph: (02) 6772 3327

Second Hand Clothes/Furniture/Books

Legacy Store (Fridays Only)	East Mall	Ph: (02) 6772 4427
Salvation Army Red Shield Store	102 Beardy Street	Ph: (02) 6772 8319
St Vincent DePaul	171 Rusden Street	Ph: (02) 6772 1492
Armidale Second Hand Bargains	133 Allingham Street	Ph: (02) 6772 6044
R&Vs Bargain Centre	Crn Markham & Beardy Streets	Ph: (02) 6772 6133
The Old Barn	123 Allingham Street	Ph: (02) 6772 6435
New England Building Recyclers	240 Brown Street	Ph: (02) 6772 4711
Top Shelf Books	157 Beardy Street	Ph: (02) 6771 1079
Boo Books	107-109 Faulkner Street	Ph: (02) 6771 2994
Tender City	229 Mann Street	Ph: (02) 6771 1555



ARMIDALE SERVICES

Places of Worship

St Peter's Cathedral	Dangar Street	Ph: (02) 6772 2269
UNE Chapel	Trevanna Road	Ph: (02) 6772 4339
St Mary's Chapel	Rusden Street	Ph: (02) 6772 2218
St Mary's Cathedral	132 Dangar Street	Ph: (02) 6772 2218
Armidale Community Church	68a Markham Street	Ph: (02) 6771 4162
Baptist	124 Jessie Street	Ph: (02) 6772 3316, Ph: (02) 6772 1871
Armidale Buddhist Society		Ph: (02) 6772 6674
Christian Outreach Centre	158a Brown Street	Ph: (02) 6771 2500
Church of Jesus Christ of Latter Day Saints Chapel	Oak Tree Drive	Ph: (02) 6771 2044
Church of Christ	81 Butler Street	Ph: (02) 6772 2784
Jehovah Witnesses	104 Galloway Street	Ph: (02) 6772 3447
Baha'i Community	Judith Street	Ph: (02) 6772 8949
Lutheran Church (at Uniting Church)		Ph: (02) 6772 8231
Peace Prayer Place/Shalom	7 Proctor Street	Ph: (02) 6772 1257 or 0407 324 402
Pontifical Mission Societies	Barney Street	Ph: (02) 6772 7412
Presbyterian Church	137 Faulkner Street (Minister)	Ph: (02) 6772 3093
Presbyterian Church of Eastern Australia	35 Kirkwood Street	Ph: (02) 6772 1360
Salvation Army Church	100 Beardy Street	Ph: (02) 6772 1184
Scripture Union North-West	10 Williams Place	Ph: (02) 6771 5330
Seventh Day Adventist	8 Sylvia Crescent & Erskine Street	Ph: (02) 6772 3261
Uniting Church in Australia	114 Rusden Street	Ph: (02) 6772 3233
Mosque	Booloominbah Drive (UNE)	Ph: (02) 6773 6456

Real Estate Agents

Hutchinson & Harlow	103 Dangar Street	Ph: (02) 6772 5333 www.hhrealestate.com.au
Uphill & Schaefer	127 – 129 Beardy Street	Ph: (02) 6772 1200 www.uphillschaefer.com.au
Armidale First National	208 Beardy Street (The Mall)	Ph: (02) 6772 1277 www.armidalerealestate.com.au
Perrott & Richard Real Estate	150 Beardy Street	Ph: (02) 6772 8088 www.propertyarmidale.com
LJ Hooker	144 Beardy Street	Ph: (02) 6772 7444 www.ljhooker.com.au/armidale
Century 21 – Harpers Real Estate	108 – 110 Beardy Street	Ph: (02) 6771 3277 www.century21.com.au/Armidale
Raine & Horne	184 Beardy Street	Ph: (02) 6772 0003
Ray White	117 Beardy Street	Ph: (02) 6772 4411 www.armidale.nsw@raywhite.com
Kurt Eggart	118a Dangar Street	Ph: (02) 6772 6626
The Professionals	Armidale Plaza	Ph: (02) 6772 4549 www.professionalsarmidale.com.au

Education

Government Primary & Secondary

Armidale City Public School	Faulkner Street	Ph: (02) 6772 3420
Ben Venue Public School	Crn Erskine Street & Rockvale Road	Ph: (02) 6772 4263
Drummond Memorial School	Rusden Street	Ph: (02) 6772 3736
Kelly's Plains	Kelly's Plains Road	Ph: (02) 6775 1253
Martin's Gully	Bona Vista Road	Ph: (02) 6772 3314
Newling Public	Chapel Street	Ph: (02) 6772 1488
Sandon Primary	Erskine Street	Ph: (02) 6772 3349
Armidale High School	Butler Street	Ph: (02) 6772 7466
Duval High	Crest Road	Ph: (02) 6772 1266

Non-Government Primary & Secondary

Minimbah Primary School	Galloway Street	Ph: (02) 6772 4853
Waldorf – Steiner Education	278 Rockvale Road	Ph: (02) 6772 8876
The Armidale School (TAS)	Douglas Street	Ph: (02) 6776 5800
New England Girls School (NEGS)	Uralla Road	Ph: (02) 6772 5922
St John's Junior School (NEGS)	Uralla Road	Ph: (02) 6772 5922
Presbyterian Ladies College (PLC)	Crest Road	Ph: (02) 6772 2418

Catholic Primary & Secondary

O'Connor Catholic College	Kirkwood Street	Ph: (02) 6772 1666
St Mary's Primary School	Rusden Street	Ph: (02) 6772 4441

Pre-Schools

Adventureland Pre School	81 Butler Street	Ph: (02) 6772 7927
Armidale Community Pre School	127 Allingham Street	Ph: (02) 6772 2695
Drummond Park Pre School	11 Carey Avenue	Ph: (02) 6772 5566
Galloway Children's Centre	Galloway Street	Ph: (02) 6772 8600
Hobbit Pre School	44 Martin Place	Ph: (02) 6772 4746
Minimbah Pre School	Galloway Street	Ph: (02) 6772 4853
Montessori Pre School	1 West Avenue	Ph: (02) 6772 3628
New England Girls School	Uralla Road	Ph: (02) 6772 5922
St Peter's Pre School	87 O'Dell Street	Ph: (02) 6772 4421

Child Care Centres

ABC Learning Centre	11 Samuelson Crescent	Ph: (02) 6772 7810
Armidale Family Day Care	169 Miller Street	Ph: (02) 6772 5300
Galloway Children's Centre	90 Galloway Street	Ph: (02) 6772 8600
Little Bear Child Care Centre	86 Taylor Street	Ph: (02) 6772 1651
Tiny Town Child Care Centre	Crn Kirkwood & Douglas Streets	Ph: (02) 6771 4373
Yarm Gwana Child Care Centre	UNE	Ph: (02) 6773 3173

Play Groups

ABC Playtime Group	Baptist Church	Ph: (02) 6775 3713
Armidale Waldorf Play Group	278 Rockvale Road	Ph: (02) 6772 8876
Lively Lambs Playgroup	Armidale Christian Family Centre	Ph: (02) 6771 4162
St Peter's Playgroup	St Peter's Anglican Church	Ph: (02) 6771 3902

Sporting Clubs

Armidale Field Archers	Ph: (02) 6772 1029
Armidale Basketball Association	Ph: (02) 6776 1440
Armidale Women's Bowling Club	Ph: (02) 6772 5142
Ten Pin Bowling	Ph: (02) 6772 8099
Armidale Camp Draft Club	Ph: (02) 6773 7288
Armidale & District Cricket Association	Ph: (02) 6770 3562
Armidale Bridge Club	Ph: (02) 6772 5713
Armidale & District Junior Cricket Association	Ph: (02) 6772 5199
Indoor Cricket	Ph: (02) 6772 8099
Armidale Cycling Club	Ph: (02) 6770 3555
New England Bicycle Users Group	Ph: (02) 6771 2360
Armidale Eights Square Dance club	Ph: (02) 6775 1707
Armidale Horse & Pony Club	Ph: (02) 6775 2286
Armidale Jockey Club	Ph: (02) 6772 3102
New England Show Jumping Council	Ph: (02) 6775 3823
St Kilda Fishing Club	Ph: (02) 6772 3704
Armidale Football Club	Ph: (02) 6772 8139
Armidale Rugby Union Club	Ph: (02) 6772 7524
Armidale Rugby League Group	Ph: (02) 6771 1246
Armidale Touch Association	Ph: (02) 6771 1263
YCW Leagues Club	Ph: (02) 6772 5773
Armidale Golf Club	Ph: (02) 6772 5837
Armidale City Gymnastics Club	Ph: (02) 6771 1350
City Hockey Club	Ph: (02) 6772 6253
Indoor Hockey	Ph: (02) 6772 8099
Hockey New England	Ph: (02) 6771 1200
New England Martial Arts Centre	Ph: (02) 6771 1003
Zen Bu Kan Kempo Karate	Ph: (02) 6775 1188
New England Model Aircraft Club	Ph: (02) 6771 3077
New England Motor Cycle Club	Ph: (02) 6772 1277
Armidale & District Netball Association	Ph: (02) 6770 3578
Indoor Netball	Ph: (02) 6772 8099
Northern Tablelands Orienteering Club	Ph: (02) 6773 2843
Armidale Sport & Recreation Centre	Ph: (02) 6772 8099
Armidale Rowing Club	Ph: (02) 6772 3763
Rowing Australia	Ph: 0417 771 998
New England Sailing Club	Ph: (02) 6775 0176
Armidale Pistol Club Inc	Ph: (02) 6771 1275
Armidale District Soccer Association	Ph: (02) 6772 3259
Demon Knights Soccer Club	Ph: (02) 6772 7461
Indoor Soccer	Ph: (02) 6772 8099

Norths United Soccer Club	Ph: (02) 6772 1367
Armidale Connections Sports Club	Ph: (02) 6772 2362
Northern Inland Academy of Sport	Ph: (02) 6772 6699
Primary School Sporting Association	Ph: (02) 6772 3087
Wheelchair Sports Armidale Association	Ph: (02) 6772 7392
Amateur Swimming Club	Ph: (02) 6775 5588
Royal Life Saving Sub Branch	Ph: (02) 6772 7466
TAS Swim School	Ph: (02) 6773 8268
Harwood Swim School	Ph: (02) 6772 6500
Penguin Swimming Club	Ph: (02) 6772 6500
Armidale & District Table Tennis Club	Ph: (02) 6771 2293
Armidale Tennis Club	Ph: (02) 6771 1566
Eastwood Tennis Club	Ph: (02) 6770 2116
North Armidale Tennis Club	Ph: (02) 6772 6772
Amblers Walking Club	Ph: (02) 6772 1159
National Parks Association	Ph: (02) 6772 1296
Armidale Bush Walking Club	Ph: (02) 6775 3164



Cultural Activities

Art Galleries

New England Regional Art Museum	Ph: (02) 6772 5255
Gallery One Two Six	Ph: (02) 6771 1859
New England Art Society	Ph: (02) 6772 9993

Choir

Armidale Choral Society Inc	Ph: (02) 6772 6351
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Community Groups

Armidale Family History Group	Ph: (02) 6672 0450
Scouts Armidale	Ph: (02) 6772 7015

Dance

Dance Academy	Ph: (02) 6772 8220
Tutu, Tap and Turn Dance Studio	Ph: (02) 6772 6417
Australia Dance Enterprises	Ph: 0402 616 984
Highland Dancing	Ph: (02) 6772 4210
Honky Tonk Line Dancers	Ph: (02) 6771 1401
The Dance Studio	Ph: (02) 6772 1470
Armidale Eights Square Dance Clubs	Ph: (02) 6775 1707

Drama & Acting

Regional Centre for Music and Drama	Ph: (02) 6773 2177
Armidale District Musical Society	Ph: (02) 6772 2512
Armidale Playhouse	Ph: (02) 6772 5889

Music

Armidale City Band	Ph: (02) 6771 3128
Armidale Pipe Band	Ph: (02) 6772 6064
New England Conservatorium of Music	Ph: (02) 6772 7203
Armidale Symphony Orchestra	Ph: (02) 6773 5010
Armidale Youth Orchestra	Ph: (02) 6771 1725
Armidale String Quartet	Ph: (02) 6772 1124
Armidale Wind Ensemble	Ph: 0414 500 390
Camerata Recorder Group	Ph: (02) 6772 7976
Ribatutta Recorder Group	Ph: (02) 6772 7976
Cello Choir	Ph: 0419 225 236
Turkish Delight (Gypsy Band)	Ph: 0417 657 411
Jazz Pump	Ph: (02) 6772 6325

Plumbers, Electricians & Waste Disposal

Electricians

The Armidale Electrical Company	13 Wright Place	Ph: 6775 3800
Armitage and Chadd Electrical	23 Crescent Street	Ph: (02) 6772 6480
Barry Ward Electrical	97 Rusden Street	Ph: 0411 776 655
Brett Campbell Electrical	15 Belinda Place	Ph: (02) 6772 7698
Graham Spooner		Ph: 0418 402 440
TJ and KM Ker – David	15 Birch Crescent	Ph: 0408 227 828
P. Tracey Electrical Pty. Ltd	158 Miller Street	Ph: (02) 6772 7212
Jeffery Pearson		Ph: (02) 6772 5957

Electrical Service

Solar and Electric Solutions		Ph: (02) 6772 4198
Sean Walker Electrician	44 O'Connor Road	Ph: 0428 415 191
Steve Howard Electrical	Lot 3 Munday's Lane	Ph: 0412 438 697
Vince Williams Electrical	112 Eathorpe Road	Ph: (02) 6772 9480

Plumbers

Armidale Newline Plumbing		Ph: (02) 6772 5900
Brad Williams Plumbing		Ph: 0415 248 246
Eastall Graeme Plumbing		Ph: (02) 6771 2335
Tony Hoskin Plumbing Sales & Service		Ph: (02) 6772 7711
Inglis Plumbing Pty Ltd		Ph: 0408 669 986
Lindsay Snell Plumbing		Ph: (02) 6772 9694
Michael Saint Plumbing		Ph: 0438 713 924
Rabbit Plumbing		Ph: (02) 6772 2170
RMX Plumbing		Ph: (02) 6775 3168
Pete's Gas and Plumbing		Ph: 0412 484 846
Steve Fittler		Ph: (02) 6772 7866
Electric Eels Hot Water Systems		Ph: (02) 6771 2335
Peter Fittler		Ph: (02) 6771 1240
Ian Hamilton		Ph: (02) 6775 1388
Rick Mickerts		Ph: (02) 6775 3168
GW & JM Roach		Ph: (02) 6772 6340
Schumacher Plumbing		Ph: (02) 6772 1046
PA & PC Williams		Ph: 0408 668 958
Damuen McCann		Ph: 6772 1298

Waste Disposal

J.R Richards Waste Services		Ph: 0418 654 942
Ridley Mini Skips Pty Ltd		Ph: 0417 258 594

RELIGIOUS GROUPS

You can practise your religion whilst studying at UNE and there are Anglican, Catholic and Uniting Church chaplains and an Imam on campus. For further information, please contact the group directly or contact Rev Judy Redman, Uniting Church Chaplain (6773 3739, jredman@une.edu.au), if your religion is not mentioned below. The information below has been provided by the religious groups.

Bahá'í Faith

An active Bahá'í group meets regularly in Armidale. If interested please contact: Amin Amini (at New England Persian Carpets).

Ph: 6772 7777 or Email: amin.amini@une.edu.au

Buddhist

Gelug Lineage Tibetan Buddhist Centre under the direction of Venerable Acharya Zasep Tulku Rinpoche.

Vajra Ling Buddhist Centre - Upstairs 211 Beardy St, Armidale

Mondays 7-8.30pm General Buddhism; Tuesdays 7-9pm Integrating Buddhism into everyday life, Wednesday 9-10am Healing Meditation, Thursdays 5.30-6.30pm Tibetan Heart Yoga 6.30-9.30pm Asian Classics; Institute Courses; Sundays 9.30-11.30am Tibetan Heart Yoga.

Lot 33 Rowbottom's Road Rocky River (traditional Tibetan Gompa)

Saturdays 10am-1pm occasional sitting/walking meditations.

Contact: Armidale: Dianne Ph 6772 6674 or Pedro Ph 6771 3016 mobile 04382 49493. Rocky River: Maxine Ph 6778 5038, Email: release@exemail.com.au Website: <http://vajraling.f2o.org/>

Christian Groups

Anglican—St Mark's Chapel UNE

Offers a wide ranging Bible-based ministry on campus and welcomes people with any or no religious background. St Mark's also runs Playtime twice a week for parents and young children and a range of Growth Groups.

Church Services: Saturday 6 pm and Sunday 9.30 am and 7.00 pm at the Chapel (next to the Economics, Business & Law building).

Contact: Martin Trotman. Ph: 6772 4339 or visit St Mark's Office at The Lodge (next door to UNE International). Ph: 6773 2029; Email: stmarks@une.edu.au, Website: <http://www.stmarks.net.au>

Worship and other activities are also available at St Peter's Cathedral, corner Rusden and Dangar Streets, Ph: 6772 2269.

Armidale Community Church - 68a Markham St Armidale.

Member of Australian Christian Churches (Assemblies of God). ACC is a Pentecostal/Charismatic church with contemporary style worship.

Services: 10am and 6pm Sundays.

Contact: Dr David Logan 6771 4162 (office) or 6771 4161 (home) Email: church@aog.asn.au, website: <http://www.aog.asn.au>

Armidale Baptist Church, 124 Jessie Street, Pastor John Armstrong.

Ph: 6772 3316; <http://adbc.bcnsw.net.au/>

Chapel Street (Independent) Baptist Church - Ph: 0417 025 881

Catholic

Pastoral care to students and University staff regardless of their religious background.

Location: The Old Lodge, UNE with the entrance to the Catholic Chaplaincy Office through the UNE International reception area. Ph: 02 6773 2858.

Mass on Campus - St Albert's College chapel Sundays 11.30am during the academic year.

Mass at Armidale Cathedral - Saturday 6.00pm Vigil Mass, Sunday 8.00am, 10.00am and 5.30pm. 7.00am Mondays, Wednesdays; 9.15am Tuesdays, Thursdays, Fridays and Saturdays; 5.40pm Fridays

Reconciliation (Confession): Friday: 5-5.30pm; Saturday: 11.30-12.00pm and 4.30-5.30pm.

Contact the Catholic Chaplaincy Team:

Sr Cath Duxbury Email: c.duxbury@arm.catholic.edu.au, Ph: 02 6772 3631 (Ursuline Convent). Mr Chris Clancy Email: cclancy5@une.edu.au, Ph: 02 6773 6004 (St Albert's College).

The Catholic Presbytery and Cathedral are located in Dangar Street Armidale. Email: armpresbyt@northnet.com.au, Ph: 02 6772 2218.

Churches of Christ

Churches of Christ are an Evangelical Denomination that aim at helping people to develop a meaningful faith relevant for our modern times. Services are informal and friendly, easy to follow with preaching from the Bible that is interesting and related to life. Beliefs and teachings of the Churches of Christ are based on the Bible.

Meetings: Sunday worship 10.00am at Presbyterian Ladies College (PLC), Duval St. Armidale. Weekly—Small Groups, Youth Group, Kid's Church, Scrapbooking & Craft Nites, Men's Activities, Top Quality Preschool, Monthly Market Outreach, Community Contacting Programme.

Contact: Office 81 Butler St—Ph 6772 2784 . Website: www.armidalechurchofchrist.org, Pastor: Grant Ramsey, Email: pastor@armidalechurchofchrist.org

Christian Outreach Centre – 28-30 Claude Street, Armidale. Pastor Greg Strong Ph: 6771 2500

Church of Jesus Christ of the Latter Day Saints (Mormon) - 8 Oak Tree Drive., Armidale.

Church Service: 10.00am Sundays.

Contact Ph 6772 9943 (missionaries) or visit <http://www.mormon.org>.

Congregational Church (see Uniting Church in Australia)

Faith Life Church - 3 Bowman Ave, Armidale

A non denominational, full gospel church, emphasising wholeness and victory in every area of life – spirit, soul, body, financially and socially.

Sunday 9.30 am 106 Jessie Street, Armidale. Minister: Pastor Stephen Fugler

Contact: Ph: 6772 2007; mobile: 0414 518 503; Email: stephen@faithlifechurch.org.au; www.faithlifechurch.org.au;

Methodist Church (see Uniting Church in Australia)

Presbyterian Church (see also Uniting Church in Australia)

St Paul's Presbyterian Church, 137 Faulkner St, Rev David Seaman, ph: 6772 3093.

Presbyterian Church of Eastern Australia - 35 Kirkwood Street, Armidale.

The Presbyterian Church of Eastern Australia conducts simple, reverent worship focused on Jesus Christ and His Word.

Meetings: Sundays 9.30am, congregational and Ladies Bible Studies, a Youth Group/Bible Study for international students as arranged with a social activity once a month. Transport is available.

Contact: Rev Peter & Mrs Leanne Smith Ph 6772 1360 [w] 6771 2612 [h], Email: smithpeter@aapt.net.au, or Keith & Jean Dawson Ph 6772 8581

Salvation Army - 100 Beardy Street, Armidale

A church for everyone. We exist in Armidale to "Save Souls, Grow Saints and Serve Suffering Humanity. Our motivation for this is our love for God and our love for others."

Meetings: 10:00am Sundays (including Sunday School). Monthly women's group and regular men's group.

Contact: Captains Robert and Leanne Duncan Ph: 6772 1184, Fax: 6772 6958 Email:

armidale.corps@aue.salvationarmy.org

Seventh Day Adventist—67-69 Erskine Street, Armidale

For worship times visit <http://armidale.adventist.org.au/>

Uniting Church in Australia

Has an ecumenical focus and members of any branch of the Christian Church are welcome, as are those who have had no previous association with Christianity but are interested in exploring what Christians believe. Rev Judy Redman is a full-time Chaplain located on Campus in The Lodge, attached to UNE International and is available to talk with on a wide range of issues.

Meetings: Sundays 8.00am and 9.30am, and 7.00pm - 114 Rusden Street, Armidale. Weekly Bible Studies and occasional forums take place on campus.

Contact: Rev Judy Redman: Ph: 6773 3739, Fax 6773 3749, Email: jredman@une.edu.au. Armidale Uniting Church

Office: 6772 3233 (10am–1pm Monday-Friday), Email: admin@armidaleunitingchurch.org.au

Web <http://www.une.edu.au/chaplaincy/uniting/>

Hindu

Hinduism is a religion of faith and spirituality and is the third largest and one of the oldest religions of the World. Hinduism believes in peace and mankind. Students and staff members pray as per their religious days in their homes both morning and evening. Special activities are conducted for the major Hindu festivals organised through the Indian Students Association. All Hindu students are welcome and the Indian Students' Association is open to Indian students who aren't Hindu. Web <http://www.une.edu.au/chaplaincy/other.php>

Muslim (UNE Mosque Management Association) UMMA

An association for all Muslims living in and around Armidale and the main functions include managing the UNE mosque and associated activities, eg. Friday prayers, Ramadan activities, Iedul Fitr, Iedul Adha and other Islamic holy days. Facilities include those normally needed by Muslims to perform their religious rites and duties.

Mosque: Located opposite UNE International, close to Booloominbah.

Friday Prayer: Around 1.15pm and finishes around 2pm.

Halal Food: Foodstuffs (beef, chicken, mutton, and other meat products) are available. Purchase them on Fridays 1-2:00pm, Sundays 11.00am to 1:00pm.

Religious lessons: Religious lessons for children Sunday 11:00 to 1:00 pm.

Special cooking classes are organized in the Mosque to teach people to prepare western food using halal ingredients.

Contact Hussein 0409 739977.

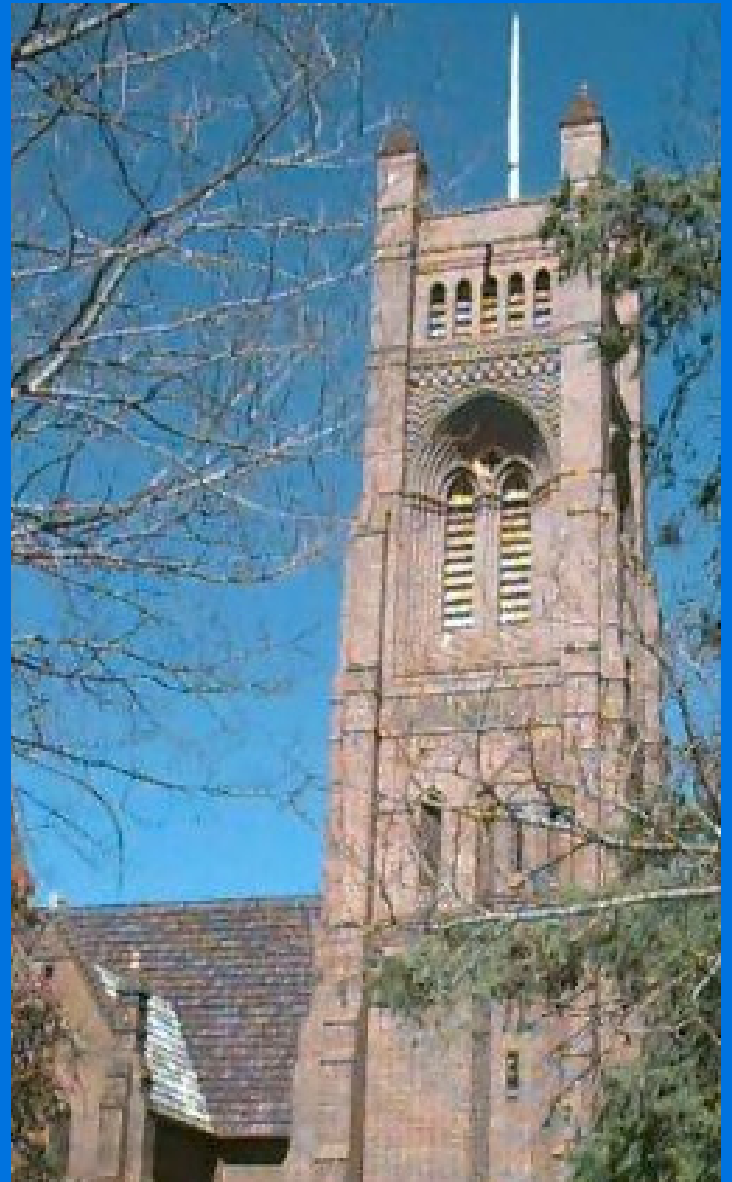
Contact: Dr Fakhru Islam Ph 6773 5151 (work) or 6772 2463 (home) or Email to mosque@une.edu.au or visit our Website: www.une.edu.au/mosque

Quakers (The Religious Society of Friends)

Quakerism is a way of life, rather than a dogma or creed. It rests on a conviction that by looking into their inmost hearts people can have direct experience of the divine. Many Quakers are Christians, but nowadays many feel that the other world religions have an equal validity and importance. Lives are built around Testimonies of Simplicity, Peace, Integrity, Community, Equality and Environment.

Meetings: 1st and 3rd Sunday each month - The Armidale Tree Group, Mann St, 10-11.00am.

Contact: Helen Stokes Ph 6772 6369 or Jane Gowns Ph 6772 2980; euwandesia@hotmail.com.





LIVING IN AUSTRALIA



When you come a great distance from another country, adjusting to study and life might be difficult for you. You have to deal with a different language, strange food, a different climate and an unfamiliar landscape. And home is so far away; arranging to go home for a weekend is not a possibility for you. We have an idea of what it may be like for you, and are here to help. Be patient with us if our attempts to help seem odd in terms of your culture. The experience of moving into another culture is sometimes described as 'culture shock'.

It is important to be aware of homesickness as a normal process which you may go through. It is a time of letting go. You are not alone in this experience – research shows that nearly 70% of students feel homesick at some time with most saying it lasted for 1 week and for others several weeks.

Homesickness can include

- Being miserable without knowing why
- Feeling like a prisoner in your own room
- Being unable to get into a comfortable routine
- Not liking meals
- Wondering what people at home are doing; feeling as if you are missing out
- Wanting to go home straight after you have arrived
- Not liking to come back after a holiday
- Thinking you are the only person with homesick feelings
- Being unable to settle into anything and crying for no reason
- Finding the values of people around you strange and vaguely threatening
- Getting fed up with new food, new smells, new scenery, and wanting the familiar

Homesickness Survival Tips

- Set your room up with something familiar from home
- It is hard to let go of home, but contacting home too often in the first few weeks can prolong homesickness
- Make an effort to talk to someone new and make the most of your time here
- Get involved in activities
- Talk to someone else about how you feel and make use of the support that is available here
- Say yes to invitations from others to places or events where you will meet more people. If you are unsure about what to do or wear, ask.
- If you have been involved in a religious or other group at home ask if there is one nearby
- Be kind to yourself – it is OK to miss home and perfectly normal. After all, you have spent most of your life there until now, so tears can be cleansing.

These suggestions may be all the help you need, but if your homesickness doesn't seem to be getting any better or is interfering with your life or stopping you from getting into a new routine, consider talking to someone from International Services, Student Assist or the Chaplaincy for help.

Home Phone (Landline)

You can arrange connection through any of the Australian phone companies, eg. Telstra, Optus, Primus Telecom, AAPT, IINET, SOUL, Westnet, Dodo, Spin, TPG.

There are many companies offering a range of 'phone plans' and prices. It is a good idea to 'shop around' to compare prices and conditions. However, as a guide you can expect to pay some or all of the charges listed below :

Connection Fee: \$60 fee if the phone line exists and phone handset is at the property, otherwise a \$210 connection/reconnection of phone line.

Call charges: From a home phone, local calls range from 18c to 30c per call (unlimited time), from public phones calls cost 50c. STD (long distance) & ISD (international) calls vary considerably from company to company.

Other charges and billing: A standard handset is approximately \$30.00, with a monthly rental charge of \$3. Monthly rental of the phone line is around \$18.50.

Bills will be posted to you on a monthly basis. They will itemise STD & ISD calls and will include information about how to pay them.

Pre-paid Mobile Phone Services

For students pre-paid mobile phone services are a good alternative to mobile phone contracts in the short-term. When you buy a pre-paid mobile phone service you must give certain information to the mobile phone service provider before you can use your phone. You must show either one of the Category A documents listed OR two of the listed Category B documents. These documents must be current.

Category A

- current student card issued by UNE.
- licence or permit issued under Commonwealth, State or Territory law - for example, a driver's licence
- passport
- birth certificate

Category B

- credit, debit or ATM card (with your name and signature)
- passbook from a bank issued in your name
- recent fixed network telephone bill issued in the last 12 months showing the name and address you have given the service provider
- local council rates statement issued in the last 12 months showing the name and address you have given the service provider.

(<http://www.acma.gov.au>)

Mobile Phone Contracts

Mobile phone service contracts are of a specified length, usually between 12 and 36 months. During this period you will receive connection to a network and, in many cases, the use of a handset and a certain number of free calls or text messages per month. It is important to think about how and when you will use your mobile before signing a contract. Other important things to ask before you make your choice include :

- Can I meet the expected costs for the period of the contract?
- Are there charges for ending my contract earlier?
- Can I alter my contract if required?
- Does the contract include a handset or do I have to provide my own?
- What are the call rates once I exceed the \$ value in my contract?

For more information on mobile phone contracts go to :

www.acma.gov.au

N.B. All prices quoted are subject to change.

Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.

Making Phone Calls within Australia

To make international phone calls:

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

Example: If calling France (country code = 33) Dial 0011 33 then local area code and phone number

To make domestic phone calls:

Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT



Visit www.whitepages.com.au (residential) and www.yellowpages.com.au (business) for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Choosing an ISP

Australia has over 800 internet service provider (ISP) to choose from providing overwhelming choice. However, the level of service and associated costs can vary considerably between providers.

Consumer information guidelines for ISPs were developed by the Australian Communications and Media Authority (ACMA). These make your choice easier by asking ISPs to provide information in an easily comparable form. The guidelines group information under five main features :

- price and billing;
- performance;
- help and installation;
- communication; and
- security of service.

The guidelines also ask ISPs to provide information on any availability restrictions, billing arrangements, ancillary services and access for users with a disability.

More information on internet costs is in the ACMA fact sheet 'A guide to internet costs'.

The guidelines are available at: http://www.acma.gov.au/WEB/STANDARD/pc=PC_1796

Phone and Internet Contracts

In Australia, unless you purchase a phone card, you will be asked to sign a contract when you sign-up for a mobile phone, fixed line phone and the internet. This can be very confusing. To protect you, Australian laws ensure that you receive clear, correct and complete information and that the contracts are fair.

Most companies use standard forms of agreement. However, these can still be complicated. To make it easier to understand the contract you should be given a summary of the terms and conditions. If one is not offered, ask for one before you sign.

More information contact:

Australian Communications and Media Authority

e-mail : sfoaregister@acma.gov.au.

Telecommunications Industry Ombudsman

Ph : 1800 062 058

e-mail: tio@tio.com.au

Australia Post

Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an AU\$0.55 postage stamp which you affix to the envelope. A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

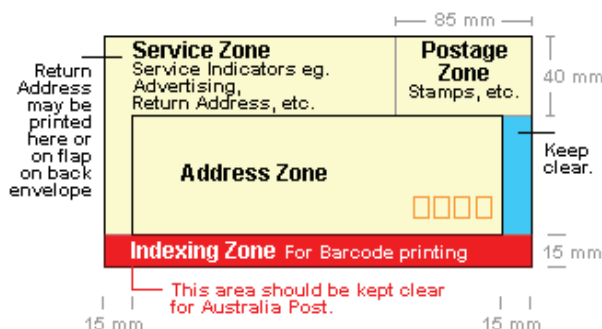
Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information (right) demonstrates how.

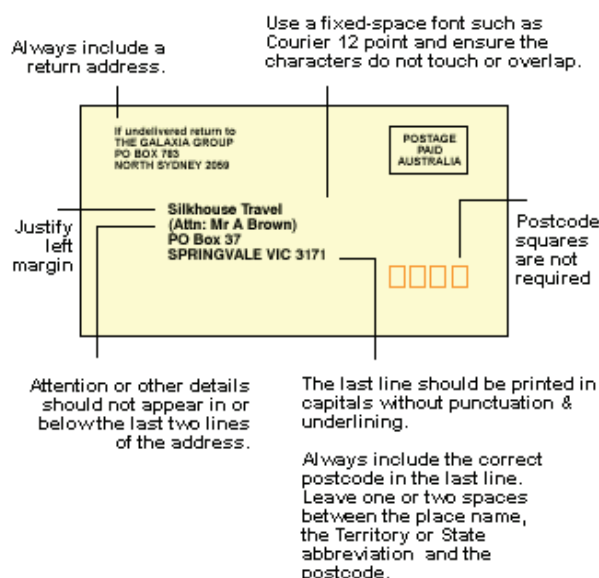
www.auspost.com.au



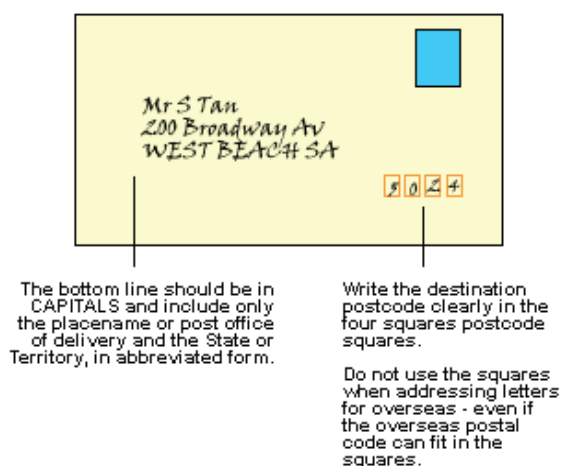
Envelope Face Format - Allocation of Zones



Typical Machine Addressed Envelope



Typical Hand Addressed Envelope



Most of the major banks in Australia offer full time students various banking options including low fees, hassle free banking, no monthly account fees or withdrawal fees. The major banks in Australia include :

- Commonwealth Bank
- Westpac Bank
- St George Bank
- Citibank
- National Australia Bank
- ANZ Bank
- HSBC

Some states and territories have established banks which also offer students tailored banking services.

Most banks are open from 10am to 4pm from Monday to Friday. Some bank branches may open on Saturdays but it is best to look on their website for their opening times. The best way to do banking in Australia is via the internet as you will have access to your account 24 hours a day, 7 days a week. You can also do banking over the phone and most bank telephone enquiry lines are open from 8am – 8pm, Monday to Friday.

Opening a bank account

The process of opening a bank account in Australia is quite simple. Firstly, we recommend you research the services and fees provided by the main banks. You should visit their websites to obtain more information on fees, services provided and the number of Automatic Teller Machines (ATMs) they have. Most of the banks provide a preferential fee to students. Some major banks allow you to open a bank account before you travel to Australia, alternatively, you can open an account when you arrive in Australia by visiting any branch. To be able to open a bank account, you will need to present your passport and a document to prove that you have enrolled at an education institution (this could be your student ID).

Transferring Money to Australia

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

- international money transfer
- using traveller cheques, or
- Automatic Teller Machines (ATM's).

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

International Money Transfer

There are three common ways of making an international money transfer. We recommend that you research each option and decide which one is better for you. You can use :

- A money transfer service provider eg. Western Union;
- Postal offices eg. Australia Post <http://www.auspost.com.au> ; and
- Banks

Possibly the cheapest and most secure method to get your money from overseas is through a bank transfer. For this, you first need a bank account in Australia. After you open your bank account in Australia, you will be able to arrange an International Money Transfer (IMT).

Your overseas bank will need some information to make an International Money Transfer (IMT). You have to visit the branch in Australia where you opened your new account and explain that you are interested in making an IMT from overseas. They will provide you with the following information :

- complete name of the bank;
- branch name and code; and
- your account number.

In addition, they will provide you with a code and other information for your bank in your home country. After you obtain this information contact your home bank or ask someone in your home country to contact the bank. The bank in your home country will request the information provided by the Australian bank to complete the IMT. Some banks charge a small fee to make this transfer. The transfer usually takes 3 business days to 2 weeks to be completed. Please talk directly with your chosen bank about this process and the fees they charge before making a final decision on how you will transfer your money. In general, banks in Australia understand this process very well and you will find their services helpful.

We highly recommend bringing Travellers' Cheques to Australia to reduce the risk of lost or stolen cash. They are a safe alternative to bringing large amounts of cash with you and you will be protected against the inconvenience of losing cash. Most of the banks and exchange agencies in Australia change US Travellers' Cheques for Australian Dollars. You can also now purchase Travellers' Cheques in Australian Dollars.

Automatic Teller Machines (ATM's)

Some international students prefer to keep their bank account open in their home country and withdrawal money from an ATM in Australia. You can do this from almost any ATM in Australia. This is a very easy way access your money, though you need to be aware that most of the banks charge an extra fee for this service. Sometimes, this fee is quite high. In addition you should check the exchange rates for withdrawing cash from an ATM in Australia. It is best to check these fees with your local bank. You also need to check the daily withdrawal limit established by your bank. Usually in Australia you can only get around \$400 dollars from an ATM per day. However, this may vary between banks.

Exchange Rate Issues

It is very important to consider possible changes in the exchange rate. Some students prefer to get their money in one transfer to avoid future changes in the exchange rate and as a result plan and budget for their stay in Australia. The way you manage your finances is a personal decision and one we cannot advise you on. We recommend you talk to your financial adviser or a bank representative to gain advice regarding these issues.

We also suggest having different money exchange plans according to different levels of the exchange rate to evaluate how much you will get when you convert your local currency into Australian dollars. For more information on this you can visit our section on budgets

Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by CASH and, if you are buying more than one item, you may have more bargaining power. Begin the bargaining process by asking:

"What's the best price you can give me?"

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

"I'll offer you \$30 for all of these."

Purchasing an Item

The most common methods of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.



Travelling in Australia

There are different ways to see Australia. The bus and train services are comfortable and affordable. However, due to the great distances, it may take a very long time to get to your destination.

Air travel is the fastest way to travel, but can be expensive. Before booking your flights, remember to always shop around for the best price. Also note that you must pay for airport tax and transport to and from the airport.

To make a booking, here are some suggested websites :

Train :

www.countrylink.info

Bus :

www.greyhound.com.au

Plane :

www.qantas.com.au/

Travelling to the Coast and to Tamworth.

Coffs Harbour is the closest coastal city to Armidale, with shopping centres, tourist attractions and great beaches. Tamworth, south-west of Armidale is a popular rural destination, home of The Golden Guitar and The Country Music Festival.

Kean's Buses travel to and from Coffs Harbour and Tamworth. Buses leave Armidale from behind the Tourist Information Centre in Dumaresq St. (Next to Hungry Jacks).

Phone: 02 6543 1322

Free Call: 1800 043 339 within Australia

	Tuesday	Friday
Tamworth	7:30am	7:30am
Armidale (arrives)	9:00am	9:00am
Armidale (departs)	9:15am	9:15am
Coffs Harbour	11:45am	11:45am
	Monday	Thursday
Coffs Harbour	2:15pm	2:15pm
Armidale (arrives)	5:00pm	5:00pm
Armidale (departs)	5:15pm	5:15pm
Tamworth	6:55pm	6:55pm

FINDING A JOB

If you are an International Student studying a coursework degree in Australia on a student visa, you are bound by certain laws. You may work a maximum of 20 hours per week during term time, or unlimited during the holiday period.

Armidale has many different employers and it is important to be flexible when looking for work. Armidale can offer work in education, hospitality (bars, coffee shops, restaurants, and nightclubs), and agriculture. If you are open to different kinds of work, you have a greater chance of finding a job.

There are many ways that you can start looking for work. The first thing you should do is create a resume, or C.V. (Curriculum Vitae).

WRITING YOUR RESUME

This is a paper that gives your name, address, date of birth, and contact details. It should include a list of jobs you have worked in before (Employment History) and also a list of places you've studied (Education History). It should include your special skills, hobbies, and a reference from people who know you or that you have worked for previously.

On the right is an example resume.

Once you have this, you can start looking for work.

LOOKING FOR WORK

The local newspaper has a section called "Positions Vacant" with jobs available. There are also websites such as www.seek.com.au or www.jobsearch.gov.au which have many jobs available. Services UNE on campus can also help in finding jobs.

Another good way is to print off several copies of your resume and spend a few days walking into different businesses and asking if they have anything available. Be sure to dress well and have a positive, friendly attitude.

INTERVIEWS

Sometimes an employer will ask you to come in for an interview. Make sure you are well presented, well dressed and courteous. Try practising an interview scenario before you go in. Student Assist can help you prepare for an interview before you go, with many useful tips.

THINGS TO LOOK OUT FOR

It may take a while to find work, and you might not always find the job you were hoping for. Don't give up, and if you keep trying you will find something that you like. There are different ways that a company can choose to employ you. There is casual, part time permanent or full time permanent employment. Many times a company will ask you to work as a casual employee for a while, and then put you on permanent later. Casual employment usually pays more per hour but doesn't have the benefits of permanent employment. Here are some differences :

Casual Employees:

- recognised as casuals from the beginning of their employment
- usually work for short periods of time on an irregular basis with their actual hours varying from week to week
- employed and paid by the hour and do not receive annual leave or sick leave
- do not have consistent starting or finishing times, or regular hours of work
- generally phoned regularly and asked to work, rather than just knowing when they are required
- have no expectation of ongoing work
- are free to refuse to work at any time due to other commitments.

MARY NAGUCHI
 66840 Trevor Hills Court ~ Malibu, California 90263
W: 310-555-1111 ~ H: 310-555-1212 ~ support@resumeeedge.com

QUALIFICATIONS

Skilled Researcher experienced in management, strategy, and consulting in the technology sector. Recently named *Outstanding Researcher of the Year* and awarded a US patent for an underwater vehicle pumpjet propulsor. Consistently exhibits leadership qualities while enhancing teamwork to achieve stated goals. Expertise programming in Fortran, C/C++, and Visual Basic.

PROFESSIONAL EXPERIENCE

DEFENSE DEVELOPMENT (DD), Malibu, California 1994 – Present

Senior Researcher / Team Chief, Naval Systems Development Center (2000-Present)

- Oversee hydrodynamic modeling team that designs underwater vehicle propulsors and simulates the flow around vehicles.
- Manage activities involved in evaluating, manufacturing, and planning of new projects.
- Supervised software development for the turbulent flow simulation around a pumpjet.

Accomplishments

- Chosen as *Outstanding Researcher of the Year*, 2001.
- Awarded US patent # 011566 for an underwater vehicle pumpjet propulsor, 2001.
- Initiated a \$7.3 million construction project to develop underwater vehicle test facilities.
- Lowered the noise level of the advanced marine propulsor by 5 dB by directing, defining, and implementing a \$1.3 million development project.
- Developed US's first pumpjet analysis code.

Researcher / Team Chief, Naval Systems Development Center (1998-1999)

- Oversaw the submarine and torpedo pumpjet development project.
- Administered a \$700,000 submarine model test program in the Direction des Centres d'Expertise et d'Essais, Ministère de la Défense, France.

Accomplishments

- Received the *Defense Science Award*, 1999.
- Achieved cost-savings of nearly \$10 million by facilitating and executing a submarine and torpedo pumpjet development project.
- Designed the New Light Weight Torpedo (X-741) and Heavy Weight Torpedo (X-731) pumpjets, supervising the manufacturing process.

Researcher, Naval Systems Development Center (1994-1997)

- Administered a \$1.1 million dollar torpedo model test program at the Naval Surface Warfare Center, United States Navy.
- Led the operation and training program for the rapid prototyping machine (SLA-250, 3D Systems, Inc.) enabling engineers to use the SLA-250 for their own projects.

Accomplishments

- Doubled work efficiency by creating a propulsor software package to automate the design, analysis, 3-D modeling, and manufacturing inspection process.
- Corrected unwanted pressure distributions and facilitated measurement of uneven pressure distributions by designing pumpjet analysis software using the boundary element method.
- Developed wake-adapted design tool for underwater vehicle pumpjets.

EDUCATION

INTERNATIONAL UNIVERSITY, Los Angeles, California
Master of Science in Naval Architecture & Ocean Engineering (GPA: 4.03/4.3), 1994
 -Thesis: "The Estimation of Hydrodynamic Derivatives by the Parallel Processing of 2nd Order Filter."
Bachelor of Science, Naval Architecture, 1992

Permanent Employees:

Permanent employees, whether working full time or part time hours, have an on-going relationship with their employer that is regular and systematic. They are employed for a fixed number of hours each week or fortnight with an expectation of ongoing employment.

- usually work on a regular basis with a set roster (timetable)
- are employed on an on-going basis
- are entitled to receive entitlements such as annual and sick leave proportionate to the number of hours they work

Minimum Wage

Some places may offer you work “Cash in Hand”. This means that they want to pay you in cash without going through the tax system. This is illegal, and generally pays much less than a registered job. They also don’t have workers’ insurance or other benefits. When you provide your employer with a tax file number and work legitimately, you are covered by federal laws of minimum pay. More information can be found here :

<http://www.workplaceauthority.gov.au/rates-of-pay/rates-of-pay.asp>

WHAT IS A TAX FILE NUMBER (TFN)?

A TFN is a unique number that is issued to individuals and organisations to help the Australian Taxation Office administer tax and other Australian Government systems. Only one TFN is issued to you during your lifetime, even if you change your circumstances such as your name or residency. You should keep your TFN secure at all times and advise the ATO if you change your name or address so they can update your details.

WHY DO I NEED A TFN?

It is not compulsory to have a TFN, however, if you do not have one you may have more tax withheld than you need to or be unable to receive government benefits you are entitled to.

If you are a non-resident of Australia for tax purposes, you do not need a TFN if you only receive:

- interest from an Australian bank account
- dividends from Australian shares
- royalty payments.

HOW DO I APPLY FOR A TFN?

You can apply for a TFN online at any time after entering Australia.

To apply online, you need a valid passport or relevant travel documents and must be authorised to work in Australia by the Department of Immigration and Citizenship (DIAC) or have a valid overseas student visa. You must be allowed to remain here indefinitely, and in Australia when you lodge your application.

<http://www.ato.gov.au/individuals/content.asp?doc=/content/38760.htm>

When you apply online you do not have to physically provide proof of identity documents. The ATO will compare your personal and travel document details with DIAC’s records. When they validate your details, you will be given a receipt number.

HOW DO I FIND MY TFN IF I ALREADY HAVE ONE?

You can find your TFN on:

- your income tax notice of assessment
- any correspondence we have sent to you, or
- a payment summary – for example, from your employer.

If you have a tax agent, you can ask them for your TFN. If you still can’t find your TFN you can phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

If you phone or visit the tax office they need to know that they are talking to the correct person before discussing your tax affairs. They will ask you for details that only you, or your authorised representative, would know.

AUSSIE SLANG

Aussie slang is the term used for words used in Australia that are peculiar to the Australian way of speaking and generally reflect the Australian lifestyle. Below is a list of words and phrases that you may find useful initially in Australia for communication, either in understanding others or expressing yourself. They are a handpicked selection of words and phrases from a variety of lists and are the most widely used colloquialisms at the current time. They are not old fashioned or out of date and you will find that they are a part of everyday speech used by most people you come across throughout Australia.

Enjoy.

<i>A Blue:</i>	an argument
<i>Barbie:</i>	a barbeque
<i>Bloke:</i>	a male
<i>Bogan:</i>	a loud, obnoxious, socially inept Australian
<i>Bomb:</i>	an old car
<i>Bugged:</i>	broken, or tired from a long day of work (warning : may be offensive)
<i>Call it a day:</i>	to finish what you are doing for the day
<i>Close shave:</i>	a near miss, very close indeed
<i>Cushie:</i>	to have an easy life/job
<i>Dunny:</i>	toilet
<i>Fair dinkum:</i>	Real, honest, true
<i>Fair go:</i>	to give someone an equal chance
<i>Frock Up</i>	to get dressed up
<i>Furphy</i>	a rumour, or a lie
<i>Glve heaps</i>	give someone a talking to, or make fun of them for doing something silly
<i>G'Day</i>	Hello
<i>Hot under the collar:</i>	to get angry
<i>Idiot box:</i>	television
<i>Jumper:</i>	usually a woollen sweater
<i>Knock something:</i>	to criticise something

<i>Knock off time:</i>	time to go home from work
<i>Lemon:</i>	something that is faulty, bad or useless that you can't get rid of
<i>Maccas:</i>	McDonald's
<i>Lamingtons:</i>	sponge cakes coated in chocolate and grated coconut
<i>Lashing out:</i>	spending a lot of money quickly, be angry
<i>Middy:</i>	285ml glass of beer (NSW & ACT)
<i>Mucking around:</i>	playing games, being foolish
<i>No worries:</i>	no problem, reassurance
<i>Pot:</i>	285ml glass of beer (Vic & Qld)
<i>Pot hole:</i>	a hole in the road
<i>Quack:</i>	a doctor, but not a good doctor
<i>Reckon:</i>	to agree, an opinion
<i>Rip off:</i>	to cheat, or to steal
<i>Rock up:</i>	roll up, turn up, arrive
<i>Rug up:</i>	dress warmly for cold weather
<i>Schooner:</i>	large beer glass in NSW, a small glass in South Australia
<i>Servo:</i>	petrol station
<i>Shonky:</i>	dubious, underhanded
<i>Shout:</i>	to pay for the next round of drinks
<i>Show you the ropes:</i>	show you how things work in a job
<i>Sickie:</i>	a day off from work due to illness
<i>Spit the dummy</i>	to have a tantrum (usually accompanied with bad language)
<i>Slack:</i>	lazy, opposite to hard working or put under pressure
<i>A Slab:</i>	pack of 24 cans of beer
<i>Smoko:</i>	smoke or coffee break

AUSSIE SLANG

Call a spade a spade:

Spewin':

Spud:

Stubby holder:

Stuff up:

Sucked in:

Sunnies:

Spunk:

Ta:

Tea:

Thongs:

Tight arse:

Trackie daks:

Uni:

Uee, Uie:

Unreal:

Vee dub:

being completely honest, speaking plainly

not happy, angry

a potato

an insulated holder for a beer, a can or a bottle of drink

make a mistake, do something wrong

to be conned or tricked into something

sunglasses

a good looking person of either sex

thank you

the evening meal, also known as dinner

cheap rubber backless sandals

someone who will not spend money, pay for something for others

tracksuit or sweat pants

university

doing a U-turn

excellent

volkswagon

Vegemite:

Vegies:

Veg out:

Veijo:

What do you know?:

What's your game:

You're game:

Wag:

Whinge:

Wonky:

Write off:

Wuss:

Yobbo:

an Australian spread for toast or bread, savoury in flavour, dark brown in colour
vegetables

laze around, do nothing

a vegetarian person

a friendly conversation starter, usually answered with, "not much"

what are you doing? Refers to something going on that is wrong

you are brave, courageous

skip school, truancy

complain

something unstable or unsteady or shaky

a car that cannot be fixed after a crash, anything that is broken beyond repair

coward, nervous person or animal

an uncouth person



HEALTH



Attending an Australian Hospital

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

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

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

What Do I Do If I'm Sick?

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by your OSHC. You must make an appointment to see a GP. See the list of Armidale GPs in the Armidale Services section of this Handbook.

It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from Medibank.

Medical Services

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

Seeing a Doctor

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

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Chemists (Pharmacies)

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

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than AU\$30.70 (* 2008 Applicable limit) you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is **ONLY** offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking. Never mix your medications together.

Dental and Optical

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



General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems. Going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders. It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation.

- Exercise – do at least 30mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Binge drinking – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

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

Interpreter Services

If you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit www.immi.gov.au or phone 131 450



Overseas Student Health Cover (OSHC)

The following section will tell you about your OSHC cover and what you can and cannot claim for. If the University of New England arranged your Overseas Student Health Cover, your cover will be with Medibank Private. For more information visit the Medibank Private website at <http://www.medibank.com.au>

Your Membership

Types of membership available and who can be covered

OSHC offers two types of membership:

- Single membership, which covers you (the student) only
- Family membership, which covers you (the student), and your Spouse and/or Dependent Children. A Dependent Child is not eligible to remain on an OSHC Family Membership from the date of his/her eighteenth (18th) birthday.

Members with OSHC may not be members of any other Medibank Private hospital cover. You may, however, purchase an additional Medibank Private ancillary (or 'extras') cover. Please contact Medibank if you would like further information about 'extras' cover options.

When does your cover start?

- As you pay your premium before you arrive in Australia upon accepting your Offer, your cover starts from the date of your arrival.

Your Membership Card

Use your membership card when you need to make a claim in person, visit a doctor, arrange admission to hospital or make any other type of enquiry. Do not send Medibank your card if you make a claim by mail.

You are responsible for any claims made using your card. Keep your card safe and advise Medibank immediately if it is lost or stolen. Medibank Private will not accept liability for any loss to you resulting from the misuse of a lost or stolen card. You can visit the Medibank Private website at www.medibank.com.au to request a replacement card.

Please also read in this Handbook 'What You Are Not Covered For', which explains the payments you are required to make if, and when, the applicable charges are incurred.

What You Are Covered For

OSHC will pay benefits towards:

Public Hospital

- 100% of the hospital charges* where you are an Inpatient in a shared room (but any additional accommodation charges if you request a private room are your own responsibility)
- 100% of the cost of any 'no-gap' item included in the Australian Government's Prostheses Schedule (see www.medibank.com.au for information)
- 100% of the hospital charges* for Outpatient medical and post-operative treatment

Your OSHC membership card can be collected from UNE International reception upon handing in your Personal Details Form.

Private Hospital

Where you are an Inpatient in a Members' Choice Hospital:

- 100% of the accommodation charges*
- 100% of Theatre Fees*
- 100% of the cost of any 'no-gap' item included in the Australian Government's Prostheses Schedule
- 100% of any other costs provided for in our agreement with the hospital (such as Prescription Medicines directly related to the reason for your hospital admission, and some ancillary services)
- the cost of newspapers, TV hire and local telephone calls are covered in some Members' Choice Hospitals.

Where you are an Inpatient in a non Members' Choice Private Hospital:

- a fixed dollar amount towards each day's accommodation charges*
- a fixed dollar amount for Theatre Fees* for each operating theatre visit
- 100% of the cost of any 'no-gap' item included in the Australian Government's Prostheses Schedule

You will be responsible for paying any difference between the OSHC benefit and the hospital charges*.

Long Term Hospital Treatment - if you are hospitalised for a continuous period of more than 35 days, your doctor must certify that you require ongoing acute care as an Inpatient, otherwise your hospital benefits will be reduced.

* Hospital charges do not include charges for medical services provided to Inpatients.

Benefits are not payable for the following:

What You Are Not Covered For

Public and Private Hospital

In a public or private hospital you are not covered for:

- any part of the accommodation charge raised by a public hospital that exceeds the benefit for a shared room, if you are accommodated in a single room at your request
 - the gap for surgically implanted prostheses on the Australian Government's Prostheses Schedule
 - any services or items in a Members' Choice Hospital that are not covered by our agreement with the hospital
 - the difference between the charges raised by a non Members' Choice Hospital and the benefit payable by Medibank
- Private**
- any items provided to you on discharge from a hospital
 - any ancillary services provided to you in hospital that are not related to the reason for your hospital stay
 - outpatient charges raised by private hospitals
 - Surgically Implanted Prostheses and other medical devices not included in the Australian Government's Prostheses Schedule
 - the cost of newspapers, TV hire and telephone calls, except as covered in some Members' Choice Hospitals
 - Medical Services

For treatment by medical practitioners (including specialist, pathology and x-ray services) Medibank Private pays you the following benefits:

If you are a Hospital Inpatient:

- 100% of the Medicare Benefits Schedule (MBS) Fee

If you are not a Hospital Inpatient (for example, if you are treated in your doctor's consulting rooms):

- 100% of the MBS Fee for General Practitioner consultations
- 85% of the MBS Fee for other Medicare-recognised services, including those provided by specialists

Prescription Medicines

- your Prescription Medicine Co-payment for each Prescription Medicine
- costs in excess of the benefit payable for each Prescription Medicine
- costs in excess of the maximum annual benefit payable for Prescription Medicines
- medicines other than Prescription Medicines
- medicines prescribed for cosmetic purposes
- oral contraceptives

Medibank Private pays benefits up to a maximum of \$50 for each Prescription Medicine. This is subject to the following Calendar Year limits:

- for a Single membership - \$300
- for a Family membership - \$600 (with a maximum of \$300 per person)

Medical Services

- treatment not considered medically necessary, eg. Health screening services and cosmetic surgery
- any difference between your doctor's charge and the benefit payable by Medibank Private
- any medical examinations, x-rays or pathology required by DIAC as part of the student visa renewal process

Ambulance

- the cost of ambulance transport for journeys that are not Medically Necessary for admission to hospital or for emergency treatment

General items you are not covered for

- any treatment related to medical procedures that are not listed in the Medicare Benefits Schedule (although limited hospital benefits may be payable for certain dental procedures carried out in hospital)
- any treatment during the first 12 months of membership for medical conditions or disabilities (including secondary conditions arising directly from them) that a member had before their cover commenced, unless a medical practitioner certifies and Medibank Private agrees that the member required emergency treatment or treatment for a life-threatening condition. This 12-month period is known as the Waiting Period
- assisted reproductive services, such as in-vitro fertilisation (IVF)
- treatment provided outside Australia, including treatment provided while travelling to or from Australia. This applies whether or not the reason for being outside Australia is related to your course of study. Note that Norfolk Island (an Australian external territory) is not considered to be part of Australia for health insurance purposes
- transportation into or out of Australia in any circumstance
- treatment arranged before you, your Spouse or your Dependent Children came to Australia
- services and treatment for which compensation or damages can be claimed
- treatment for any of your children who are not Dependent Children
- treatment rendered by providers who are not recognised by Medibank Private for the purpose of paying benefits optical items and ancillary services, such as dental or physiotherapy, whether provided in private practice or in a hospital (unless these are covered by Medibank's agreement with a Members'Choice Hospital). If you wish to be covered for these expenses, you should consider buying an additional 'extras' cover from Medibank
- services rendered while premiums are in arrears (have not been paid by due date)
- services rendered while the membership is suspended
- benefits in excess of the amount charged for a service
- services for which a claim is submitted more than two (2) years after the date of service
- Medibank Private may refuse to pay benefits or to provide continued cover if incorrect or false information has been provided
- if a member may claim all or part of the cost of a service from another person, company or organisation, the benefit payable by Medibank Private may be reduced, so that the total amount payable from all sources does not exceed the amount charged

Making a Claim

Claims can be lodged at any Medibank Private Retail Centre. Medibank Private needs the following information to pay a claim.

Claiming In Person

- a completed claim form
- your OSHC membership card
- the original account(s)
- receipts for paid accounts.

Claiming By Mail

- a completed claim form
- the original account(s)
- receipts for paid accounts

- NB. Do not send your Membership Card when claiming by mail.

Other Claims Information

- Paid accounts: Some claims for paid accounts can be paid in cash at a Medibank Private Retail Centre, and others are payable by cheque. Cheques are normally made out in favour of the Contributor. However, a Contributor may request that a cheque be made payable to their Spouse. Cheques are sent to the membership address shown in Medibank's records, so it is important you keep Medibank informed of any changes of address.
- Unpaid accounts: Claims for unpaid accounts are paid by a cheque made out to the service provider and posted to the Contributor. The cheque should then be sent promptly to the service provider, together with payment for any remaining charges.
- Medibank Private retains all account and receipt documentation. Benefit payments are accompanied by a statement that contains all information relevant to each service claimed.
- Medibank Private will not pay benefits on claims that are submitted more than two (2) years after the date of service.

Other Important Membership Information

Keeping Your Premiums Up To Date

It is a condition of your student visa that you have OSHC for the full length of your visa. If you have not paid a premium for the full length of your visa, or are applying for a new visa, you will have to renew your cover. It is **your** responsibility to ensure that premiums are up to date. You can renew your membership online at www.medibank.com.au or at a Medibank Private Retail Centre. To help you do this, you will need your Medibank Private membership card or membership number, and your passport. If you need to apply for a new student visa, you will first need to contact International Services to obtain a CoE that confirms that you are continuing your studies before you can renew your OSHC. You can then renew your OSHC by presenting your membership card and your CoE at a Medibank Private Retail Centre.

Lapsed Cover

Where premiums fall more than two (2) months in arrears, the membership will be considered to have lapsed. Should this occur, to restore your membership you will be required to pay all the arrears of premiums, pay advance premiums for 12 months or the length of your visa whichever is the shorter, and provide documentary evidence that you are still studying in Australia. Where this occurs, Medibank Private benefits will not be payable for any services provided more than 12 months before the date on which the membership recommenced. If you were a member of another fund's OSHC and your cover lapsed and you wish to now take out Medibank Private's OSHC, you will be required to pay Medibank all the arrears of premiums and meet the above conditions, however Medibank Private benefits will not be payable for any services provided prior to joining Medibank Private.

Changing Your Personal Details

You must advise Medibank Private when any of your personal details change, for example:

- you change your residential address. If you do not tell Medibank when you change your address, you may not receive benefit cheques or other important correspondence
- your Spouse and/or Dependent Children are coming to join you in Australia
- your Spouse and/or children no longer live with you
- you change your email address
- you change your phone number
- you change your educational institution

Adding Your Spouse And Children

If your Spouse and/or Dependent Children are coming to join you, they can be added to your cover provided they have been authorised to enter Australia and reside with you (the student) for the duration of their stay. You will need to pay an additional premium to change your membership from a Single to a Family cover. You can do this at any Medibank Private Retail Centre.

When your family arrives, Medibank Private will need to see their passports and visas so that the period of cover can be confirmed. A new membership card listing all the members covered will be posted to you at your Australian residential address.

A new-born child may be added to an existing Single membership with effect from his or her date of birth and without having to serve an additional Waiting Period provided that:

- the application is received by Medibank Private within two (2) months of the date of birth, and
- the membership is changed to a Family membership, and the family premium is paid, from the date of birth

Changing Your Resident Status

If you, your Spouse or your Dependent Children, are granted permanent resident status by DIAC, you are no longer eligible for OSHC.

Transferring from Another Australian OSHC Insurer

You can transfer your cover to Medibank Private from any other OSHC insurer. Your period of membership served with another OSHC fund will count towards the Waiting Period under your Medibank Private OSHC. If you are transferring to Medibank Private, you will need to:

- arrange for a Clearance Certificate to be sent to Medibank Private from your current OSHC insurer (this can be done by contacting that insurer, or by completing the Clearance Certificate request form at the back of the OSHC brochure)
- provide documentary evidence, ie. CoE, or a letter from the educational institution, to support that you are still studying in Australia, and present your passport and visa to Medibank Private

Refunding Premiums

Medibank Private will refund all or part of your premium if:

- you have paid your premiums for an extended stay, but your student visa was not extended you have to cease studies and leave Australia before the end of a period of approved stay, for reasons beyond your control
- you have been granted permanent resident status in Australia
- you have decided to defer your study and return home
- you have completed your study earlier than expected
- you can prove you had OSHC from another organisation which includes the period covered by Medibank Private

You must apply for a refund in writing to Medibank Private, and provide documentary proof of the reason for the refund (eg letter from DIAC where the visa is denied; letter from UNE etc).

When you write to Medibank, please include the address to which you want the refund sent. Medibank Private will not consider refunds for periods of less than one month unless you have been granted permanent residency. If you have been granted permanent residency, Medibank Private will not issue a refund where the amount is less than \$5.

Suspending Your Membership

You may apply to Medibank Private to have your membership suspended if you have travelled overseas (including Norfolk Island) during your period of study.

The minimum period for which a membership can be suspended is 2 continuous months. The maximum period:

- for students who are required to travel overseas as part of their course of study is 12 months, and
- for all other reasons for overseas travel is 6 months.

Once you suspend your membership, you will not be able to suspend it again for a further 6 months from the date your membership was reactivated. When you reactivate your membership, the date you have paid up to will be recalculated using the premium applicable at that time.

Applications to suspend must be made within one (1) month of the date of your return to Australia. If you do not apply within 1 month, you will not be able to suspend your membership for the period you were absent from Australia. Applications cannot be made before you leave Australia.

Any periods of suspension within the first 12 months of your membership will not count towards the serving of the 12 month Waiting Period that applies to medical conditions or disabilities that you, your Spouse or your Dependent Children had before your cover commenced.

Medibank Private Armidale Address

**Medibank Private
Shop 14 Kmart Plaza
Beardy Street,
Armidale**

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact		National Day	International Dialling Code
Afghanistan Tel: (02) 6282 7311 Fax: (02) 6282 7322 Email : admin@afghanembassy.net Web : www.afghanembassy.net		19th August	93
Algeria Tel: (02) 6286 7355, 6286 7818 Fax: (02) 6286 7037 Email : info@algeriaemb.org.au Web : www.algeriaemb.org.au		1st November	213
Argentina Tel: (02) 6273 9111 Fax: (02) 6273 0500 Email : info@argentina.org.au Web : www.argentina.org.au		9th July, 25th May	54
Austria Tel: (02) 6295 1533, 6295 1376 Fax: (02) 6239 6751 Email : canberra-ob@bmeia.gv.at Web : www.austria.org.au		26th October	43
Bangladesh Tel: (02) 6290 0511, 6290 0522, 6290 0533 Fax: (02) 6290 0544 Email : bhcanberra@bigpond.com.au Bdcommerce@bigpond.com Web : www.bangladoot-canberra.org		26th March	880
Barbados Tel: (1 613) 236 9517, 236 9518 Fax: (1 613) 230 4362 Email : ottawa@foreign.gov.bb Web : www.sunbeach.net/gov/foreign		30th November	246
Belgium Tel: (02) 6273 2501, 6273 2502 Fax: (02) 6273 3392 Email : canberra@diplobel.fed.be Web : www.diplomatie.be/canberra		21st July	32
Benin Tel: (81 3) 3556 2562 Fax: (81 3) 3556 2564 Email : abenintyo@mist.ocn.ne.jp		1st August	229
Bhutan Tel: (66 2) 274 4740, 274 4741, 274 4742 Fax: (66 2) 274 4743 Email : bht_emb_bkk@yahoo.com		17th December	975
Bosnia and Herzegovina Tel: (02) 6232 5490, 6232 4646 Fax: (02) 6232 5554 Email : embaucbr@tpg.com.au Web : www.bosnia.webone.com.au		1st March, 25th November	387
Botswana Tel: (02) 6290 7500 Fax: (02) 6286 2566		30th September	267

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact		National Day	International Dialling Code
Brazil Tel: (02) 6273 2372 Fax: (02) 6273 2375 Email : brazilemb@brazil.org.au Web : www.brazil.org.au		7th September	55
Brunei Darussalam Tel: (02) 6285 4500, 6285 4501, 6285 4503 Fax: (02) 6285 4545 Email : bruneihc@netspeed.com.au		23rd February	673
Bulgaria Tel: (02) 6286 9711 Fax: (02) 6286 9600 Email : embassy@bulgaria.org.au Web : www.bulgaria.org.au		3rd March	359
Cambodia Tel: (02) 6273 1154, 6273 1259 Fax: (02) 6273 1053 Email : cambodianembassy@ozemail.com.au Web : www.embassyofcambodia.org.nz/au.htm		9th November	855
Canada Tel: (02) 6270 4000 Fax: (02) 6273 3285 Email : cnbra@international.gc.ca Web : www.australia.gc.ca		1st July	1
Chile Tel: (02) 6286 2430 Fax: (02) 6286 1289 Email : echileau@embachile-australia.com Web : www.embachile-australia.com		18th September	56
China Tel: (02) 6273 4780 Fax: (02) 6273 4878 Email : chinaemb_au@mfa.gov.cn Web : au.china-embassy.org/eng/		1st October	86
Colombia Tel: (02) 6230 4203, 6230 4206 Fax: (02) 6230 4209 Email : embassyofcolombia@bigpond.com		20th July	57
Croatia Tel: (02) 6286 6988 Fax: (02) 6286 3544 Email : croemb@bigpond.net.au		25th June	385
Cyprus Tel: (02) 6281 0832 Fax: (02) 6281 0860 Email : info@cyprus.org.au		1st October	357
Czech Republic Tel: (02) 6290 1386 Fax: (02) 6290 0006 Email : canberra@embassy.mzv.cz		28th October	420
Denmark Tel: (02) 6270 5333 Fax: (02) 6270 5324 Email : cbramb@um.dk Web : www.canberra.um.dk		5th June	45

Country and Nearest Embassy / Consulate Contact		National Day	International Dialling Code
Djibouti Tel: (81 3) 5704 0682 Fax: (81 3) 5725 8305		27th June	253
Dominican Republic Tel: (44 20) 7727 7091 Fax: (44 20) 7727 3693 Email : embassy@dominicanembassy.org.uk		27th February, 16th August	809
Ecuador Tel: (02) 6286 4021 Fax: (02) 6286 1231 Email : embecu@bigpond.net.au Web : www.embassyecuadoraustralia.org.au		10th August	593
Egypt Tel: (02) 6273 4437, 6273 4438 Fax: (02) 6273 4279		23rd July, 6th October	20
El Salvador Tel: (82) 2753 3432, 2753 3433 Fax: (82) 2753 3456 Email : koresal@kornet.net		15th September	503
Eritrea Tel: (02) 6290 1991, 6290 1993 Fax: (02) 6286 8902 Email : embassy_of_eritrea@bigpond.com		24th May	291
Estonia Tel: (81 3) 5412 7281 Fax: (81 3) 5412 7282 Email : Embassy.Tokyo@mfa.ee Web : www.estemb.or.jp		24th February	372
Ethiopia Tel: (86 10) 6532 5258, 6532 1972, 6532 5318 Fax: (86 10) 6532 5591, 6532 7904 Email : ethchina@public3.bta.net.cn Web : www.ethiopiaemb.org.cn		28th May	251
Fiji Tel: (02) 6260 5115 Fax: (02) 6260 5105 Email : admin@aus-fhc.org		10th October	697
Finland Tel: (02) 6273 3800 Fax: (02) 6273 3603 Email : sanomat.can@formin.fi		6th December	358
France Tel: (02) 6216 0100 Fax: (02) 6216 0127 Email : embassy@ambafrance-au.org Web : www.ambafrance-au.org		14th July	33
Germany Tel: (02) 6270 1911 Fax: (02) 6270 1951 Email : info1@germanembassy.org.au Web : www.germanembassy.org.au		3rd October	49

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact		National Day	International Dialling Code
Ghana Tel: (02) 6290 2110, 6286 7275 Fax: (02) 6290 2115 Email : gh57391@bigpond.net.au Web : www.ghanahighcom.org.au		6th March	233
Greece Tel: (02) 6273 3011 Fax: (02) 6273 2620 Email : greekemb@bigpond.net.au		25th March, 28th October	30
Guatemala Tel: (81 3) 3400 1830 Fax: (81 3) 3400 1820 Email : embguate@vega.ocn.ne.jp		15th September	502
Guinea Tel: (81 3) 3770 4640 Fax: (81 3) 3770 4643		3rd April	224
Hungary Tel: (02) 6282 3226 Fax: (02) 6285 3012 Email : cbr.missions@kum.hu		15th March, 20th August, 23rd October	36
Iceland Tel: (86 10) 6590 7795, 6590 7796 Fax: (86 10) 6590 7801 Email : emb.beijing@mfa.is		17th June	354
India Tel: (02) 6273 3999, 6273 3774, 6273 3875 Fax: (02) 6273 1308 Email : admin@hcindia-au.org		26th January, 15th August, 2nd October	91
Indonesia Tel: (02) 6250 8600 Fax: (02) 6273 6017, 6273 3545 Email : indonemb@kbri-canberra.org.au Web : www.kbri-canberra.org.au		17th August	62
Iran Tel: (02) 6290 2427 Fax: (02) 6290 2825 Web : www.embassyiran.org.au www.mfa.gov.ir		1st April	98
Iraq Tel: (02) 6286 2744 Fax: (02) 6286 8744 Email : iraqembcnb@hotmail.com Web : www.iraqembassyaustralia.org		3rd October	964
Ireland Tel: (02) 6273 3022, 6273 3201 Fax: (02) 6273 3741 Email : canberraembassy@dfa.ie		17th March	353
Israel Tel: (02) 6215 4500, 6215 4511 Fax: (02) 6215 4555 Email : info@canberra.mfa.gov.il Web : canberra.mfa.gov.il		14th March (Jewish Calendar)	972

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact	National Day	International Dialling Code
Italy Tel: (02) 6273 3333 Fax: (02) 6273 4223 Email : ambasciata.canberra@esteri.it Web : www.ambcanberra.esteri.it		39
Japan Tel: (02) 6273 3244 Fax: (02) 6273 1848		81
Jordan Tel: (02) 6295 9951 Fax: (02) 6239 7236 Web : www.jordanembassy.org.au		962
Kazakhstan Tel: (65) 6536 6100 Fax: (65) 6438 8990 Email : office@kazakhstan.org.sg		7
Kenya Tel: (02) 6247 4788, 6247 4722, 6247 4688, Fax: (02) 6257 6613 Email : khc-canberra@kenya.asn.au		254
Kuwait Tel: (02) 6286 7777, 6286 7755, 6286 7766 Fax: (02) 6286 3733 Email : kuwaitcan_2002@yahoo.com.au Web : www.kuwaitemb-australia.com		965
Laos Tel: (02) 6286 4595, 6286 6933 Fax: (02) 6290 1910 Email : laoemb@bigpond.net.au Web : www.laoembassy.net		856
Latvia Tel: (44 20) 7312 0040 Fax: (44 20) 7312 0042 Email : embassy.uk@mfa.gov.lv		371
Lebanon Tel: (02) 6295 7378, 6295 9378 Fax: (02) 6239 7024 Email : lebanemb@tpg.com.au Web : www.lebanemb.org.au		961
Lesotho Tel: (81 3) 3584 7455 Fax: (81 3) 3584 7456 Email : trade@lesothotokyo.org		266
Malawi Tel: (81 3) 3449 3010 Fax: (81 3) 3449 3220 Email : malawi@luck.ocn.ne.jp Web : www.malawiembassy.org		265
Malaysia Tel: (02) 6273 1543, 6273 1544, 6273 1545 Fax: (02) 6273 2496 Email : malcanberra@netspeed.com.au mhc_consular@netspeed.com.au Web : www.malaysia.org.au		60

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact		National Day	International Dialling Code
Mali Tel: (81 3) 5447 6881 Fax: (81 3) 5447 6882 Email : ambmalijp@gol.com		22nd September	223
Malta Tel: (02) 6290 1724 Fax: (02) 6290 2453 Email : maltahighcommission.canberra@gov.mt		21st September	356
Mauritania Tel: (1 202) 232 5700 Fax: (1 202) 319 2623 Email : info@mauritaniaembassy.us		28th November	222
Mauritius Tel: (02) 6281 1203, 6282 4436 Fax: (02) 6282 3235 Email : mhccan@cyberone.com.au		12th March	230
Mexico Tel: (02) 6273 3963, 6273 3905 Fax: (02) 6273 1190 Email : embamex@mexico.org.au Web : www.mexico.org.au		16th September	52
Monaco Tel: (377) 9898 8087 Fax: (377) 9898 1984 Email : hfissore@yahoo.fr		19th November	377
Morocco Tel: (02) 6290 0755, 6290 0766 Fax: (02) 6290 0744 Email : sifmacan@moroccoembassy.org.au Web : www.moroccoembassy.org.au		2nd March	212
Myanmar Tel: (02) 6273 3811, 6273 3751 Fax: (02) 6273 3181 Email : mecanberra@bigpond.com Web : www.myanmarembassycanberra.com		14th November	95
Nepal Tel: (02) 6162 1554, 6162 1556 Fax: (02) 6162 1557 Email : info@necan.gov.np embassyofnepal@grapevine.com.au Web : www.necan.gov.np		18th February, 28th December	977
Netherlands Tel: (02) 6220 9400 Fax: (02) 6273 3206 Email : can@minbuza.nl Web : www.netherlands.org.au		30th April, 5th May, 15th December	31
New Zealand Tel: (02) 6270 4211 Fax: (02) 6273 3194 Email : nzhccba@bigpond.net.au Web : www.nzembassy.com/australia		6th February	64
Nigeria Tel: (02) 6282 7411, 6282 0357, 6282 0693 Fax: (02) 6282 8471 Email : chancery@nigeria-can.org.au		1st October	234

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact	National Day	International Dialling Code
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Norway

Tel: (02) 6273 3444
Fax: (02) 6273 3669
Email : emb.canberra@mfa.no
Web : www.norway.org.au



17th May

47

Oman

Tel: (81 3) 3402 0877
Fax: (81 3) 3404 1334
Email : omanemb@gol.com



18th November

968

Pakistan

Tel: (02) 6290 1676, 6290 1879, 6290 1031, 6290 2769
Fax: (02) 6290 1073
Email : parepcanberra@internode.on.net
Web : www.pakistan.org.au



28th January

92

Panama

Tel: (62 21) 570 0218, 571 1867
Fax: (62 21) 571 1933
Email : panaemb@net2cyber.web.id



3rd November

507

Papua New Guinea

Tel: (02) 6273 3322
Fax: (02) 6273 3732
Email : kunducbr@hotmail.net.au
Web : www.pngcanberra.org



16th September

675

Paraguay

Tel: (81 3) 3493 3071
Fax: (81 3) 3493 3075
Email : www.embajada-consulado@embapar.jp
Web : www.embapar.jp



14th May

595

Peru

Tel: (02) 6273 7351, 6273 7352
Fax: (02) 6273 7354
Email : embassy@embaperu.org.au
Web : www.embaperu.org.au



28th July

51

Philippines

Tel: (02) 6273 2535, 6273 2536
Fax: (02) 6273 3984
Email : cbrpe@philembassy.org.au
Web : www.philembassy.org.au



12th June

63

Poland

Tel: (02) 6272 1000
Fax: (02) 6273 3184
Email : embassy@poland.org.au
Web : www.poland.org.au



11th November

48

Portugal

Tel: (02) 6290 1733
Fax: (02) 6290 1957
Email : embportcanb@internode.on.net



10th June

351

Qatar

Tel: (62 21) 251 0751, 251 0752
Fax: (62 21) 251 0754
Email : qataremj@indosat.net.id



18th December

974

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact	National Day	International Dialling Code
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Republic of Korea

Tel: (02) 6270 4100

Fax: (02) 6273 4839

Email : embassy-au@mofat.go.kr

Web : <http://aus-act.mofat.go.kr/eng/index.jsp>



15th August

82

Romania

Tel: (02) 6286 2343

Fax: (02) 6286 2433

Email : roembcbr@cyberone.com.au

Web : <http://www.canberra.mae.ro>



1st December

40

Russia

Tel: (02) 6295 9033

Fax: (02) 6295 1847

Email : rusembassy.australia@rambler.ru

Web : www.australia.mid.ru



12th June

7

Rwanda

Tel: (81 3) 5752 4255

Fax: (81 3) 3703 0342

Email : info@rwandaembassy-japan.org

Web : www.rwandaembassy-japan.org



1st July

250

Samoa

Tel: (02) 6286 5505

Fax: (02) 6286 5678

Email : samoahcaussi@netspeed.com.au



1st June

685

Saudi Arabia

Tel: (02) 6250 7000

Fax: (02) 6282 8911

Web : www.saudiembassy.org.au



23rd September

966

Serbia

Tel: (02) 6290 2630, 6290 2948

Fax: (02) 6290 2631

Email : serbembau@optusnet.com.au



15th February

381

Seychelles

Tel: (91 11) 2665 8853

Fax: (91 11) 2665 8853

Email : dickpaes@hotmail.com



18th June

248

Singapore

Tel: (02) 6271 2000

Fax: (02) 6273 9823

Email : singhc_cbr@sgmfa.gov.sg



9th August

65

Slovakia

Tel: (02) 6290 1516, 6290 2405

Fax: (02) 6290 1755

Email : embassy@slovakemb-aust.org

Web : www.slovakemb-aust.org



29th August, 1st September

421

Slovenia

Tel: (02) 6243 4830

Fax: (02) 6243 4827

Email : vca@gov.si



25th June

386

Solomon Islands

Tel: (02) 6282 7030

Fax: (02) 6282 7040

Email : info@solomonemb.org.au



7th July

677

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact National Day International Dialling Code

South Africa

Tel: (02) 6272 7300
Email : info@sahc.org.au
Web : www.sahc.org.au



27th April

27

Spain

Tel: (02) 6273 3555
Fax: (02) 6273 3918
Email : emb.canberra@maec.es
Web : www.embaspain.com



12th October

34

Sri Lanka

Tel: (02) 6239 7041, 6239 7042
Fax: (02) 6239 6166
Email : admin@slhcaust.org
Web : www.slhcaust.org



4th February

94

Sudan

Tel: (62 21) 390 8234
Fax: (62 21) 390 8235
Email : sudanindo@centrin.net.id



1st January

249

Swaziland

Tel: (60 3) 2163 2511, 2163 2361
Fax: (60 3) 2163 3326
Email : swdkl_2@streamyx.com



6th September

268

Sweden

Tel: (02) 6270 2700
Fax: (02) 6270 2755
Email : sweden@iimetro.com.au
Web : www.swedenabroad.com/canberra



6th June

46

Switzerland

Tel: (02) 6162 8400
Fax: (02) 6273 3428
Email : vertretung@can.rep.admin.ch
Web : www.eda.admin.ch/australia



1st August

41

Syria

Tel: (02) 6218 5200
Fax: (02) 6218 5250
Web : www.syrianembassy.org.au



17th April

963

Tanzania

Tel: (81 3) 3425 4531
Fax: (81 3) 3425 7844
Email : tzrepjp@tanzaniaembassy.or.jp



26th April

255

Thailand

Tel: (02) 6206 0100
Fax: (02) 6206 0123
Email : thaican@mfa.go.th



5th December

66

Timor (East)

Tel: (02) 6260 8800
Fax: (02) 6239 7682
Email : TL_Emb.Canberra@bigpond.com



20th May

670

Tunisia

Tel: (81 3) 3511 6622
Fax: (81 3) 3511 6600
Email : contact@tunisia.or.jp
Web : www.tunisia.or.jp



20th March

216

COUNTRIES AND EMBASSIES

Country and Nearest Embassy / Consulate Contact		National Day	International Dialling Code
Turkey Tel: (02) 6234 0000 Fax: (02) 6273 4402 Email : turkembs@bigpond.net.au Web : www.turkishembassy.org.au		29th October	90
Uganda Tel: (02) 6286 1234, 6290 7300 Fax: (02) 6286 1243		9th October	256
Ukraine Tel: (02) 6230 5789 Fax: (02) 6230 7298 Email : ukremb@bigpond.com Web : www.ukremb.info		24th August	380
United Arab Emirates Tel: (02) 6286 8802 Fax: (02) 6286 8804 Email : UAEEMBASSY@bigpond.com Web : www.uaeembassy.org.au		2nd December	971
United Kingdom Tel: (02) 6270 6666 Fax: (02) 6273 3236 Email : bhc.canberra@britaus.net Web : www.britaus.net		23rd April	44
United States of America Tel: (02) 6214 5600 Fax: (02) 6214 5970 Email : usrsaustalia@state.gov		4th July	1
Uruguay Tel: (02) 6273 9100 Fax: (02) 6273 9099 Email : urucan@iimetro.com.au		25th August	598
Venezuela Tel: (02) 6290 2968, 6290 2900, 6290 2967 Fax: (02) 6290 2911 Email : embaustalia@venezuela-emb.org.au Web : www.venezuela-emb.org.au		5th July	58
Vietnam Tel: (02) 6290 1549, 6286 6059 Fax: (02) 6286 4534 Email : vembassy@webone.com.au Web : www.vietnamembassy.org.au		2nd September	84
Yemen Tel: (62 21) 310 8029, 310 8035 Fax: (62 21) 390 4946 Email : yemenemb@m.web.co.id Web : www.yemenembassyindonesia.com		22nd May	967
Zambia Tel: (81 3) 3491 0121, 3491 0122 Fax: (81 3) 3491 0123 Email : emb@zambia.or.jp		24th October	260
Zimbabwe Tel: (02) 6286 2281, 6286 2303, 6286 2700 Fax: (02) 6290 1680 Email : zimbabwe1@iimetro.com.au		18th April	263

Advanced standing:

A collective term including credit transfer and credit for prior learning. It means credit granted towards a course at the University for relevant approved study, experience or work satisfactorily completed at the University or elsewhere.

Department of Immigration and Citizenship (DIAC)

The Australian Government department responsible for, among other things, immigration and entry, stay and departure arrangements for non-citizens.

Distance education

Study in the off-campus mode which normally does not require attendance at the University. Unit materials are mailed out and, where necessary, arrangements are made for students to sit for examinations at specified centres accessible from where they live.

Elective unit

A unit that is not prescribed as a core part of a course, but which may be undertaken and credited towards the course. The number of electives a student may include in a course is prescribed by the rules of the course in which the student is enrolled.

Enrolment:

When you have been admitted to the University, you may enrol in the units you wish to study in the forthcoming year.

External study

Full-time or part-time study that takes place off-campus, ie outside the university by correspondence. In some courses periodic attendance may be required at some on-campus sessions.

Higher degrees by research (HDR)

Masters or doctoral courses in which at least two-thirds of the program are research-based.

International Student Orientation

The Orientation day for international students, where you are introduced to key people and services at UNE, and to give you the information you need to get started in your degree. This is also the day you will be provided with advice regarding your enrolment.

Level of a unit

For accurate identification each unit at the University has a unique alpha-numeric code eg ENGL101. Introductory units in a subject area will be indicated by codes in the 100 range with more advanced units indicated in the 200 or 300, etc range. 100 level units are often taken in the first year of study, 200 level units in the second year of study and so on, although this is not the case in all Faculties.

Major

A specified combination of units within a discipline or area of study.

Mode

The way a course or unit is delivered, either full-time or part-time, on-campus or off-campus.

Online

Refers to the level at which the unit is offered online via the Internet.

Postgraduate courses

Courses of study beyond bachelor level, including graduate certificates, graduate diplomas and higher degrees. Eligibility for entry to a postgraduate course normally requires the applicant to have completed an approved undergraduate degree.

Pre-requisite:

One or more units of the University, which are specified by the degree rules that must have been successfully completed before a student may enrol in a particular unit.

Residential Colleges

These refer to on-campus accommodation for students where students are provided with their own serviced room, meals in the college dining room, live-in tutors, pastoral care and resources to facilitate learning. A self-catering option is also available.

Residential school

Residential schools are intense periods of study undertaken at the campus (or other agreed site) for students studying in external mode. Usually lasting from two to five days, residential schools are specified as optional, compulsory or mandatory.

Restriction

This refers to units in which you may not enrol if you have already completed another unit with equivalent content.

Semester

The teaching year is organized into three 17 week periods including the examination periods. Semester 1 runs from late February to mid July, Semester 2 from late July to late November and Summer Semester runs from December to February.

Subject

The academic definition is 'a branch of knowledge studied within a faculty (eg Economics, History)'. A branch of knowledge can be further subdivided into many sub-components (eg Ancient History, Medieval History, Modern History, etc). At UNE these sub-components are referred to as units. For ease of initial understanding, units are referred to as subjects in some UNE publications for prospective students.

Term

Each semester is divided into two terms with a break between terms (mid-semester break) for on campus students. Residential schools are held for external students during the mid-semester breaks.

Undergraduate courses

Undergraduate courses are courses that are open to all eligible applicants and which generally result in the awarding of an associate degree, bachelor degree, combined degree or double degree award.

Unit

A unit is a subject or component to be studied as part of a course, and which has its own code and name. Units mostly have a value of six credit points. Units may be core (compulsory) or elective (non-compulsory), and are mostly of one semester duration.

University Orientation

Held during the week after International Student Orientation, University Orientation introduces all students to UNE's teaching and learning environment, social events and student societies, and includes introductory lectures in the individual Schools.

Withdrawal

A withdrawal is the formal termination by a student of enrolment in a unit.

The information in this booklet has been compiled from the following sources:

University of New England web

<http://www.une.edu.au>

STA Travel

<http://www.statravel.com.au>

Armidale International Association

<http://www.une.edu.au/ssc>

Department of Immigration and Citizenship

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

Department of Foreign Affairs and Trade

<http://www.info.dfat.gov.au>

Department of Commerce WA

www.commerce.wa.gov.au/LabourRelations/PDF/Factsheets/casualorpermanentApr09.pdf -

NSW Office of Fair Trading

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

Resume Info

<http://www.resumesamples.info>

Smith House

<http://www.smithhouse.com.au>

Armidale Visitor Information Centre

<http://www.armidaletourism.com.au>

Edwards Coaches

<http://www.edwardscoaches.com.au>

ISANA International Student Handbook

<http://www.isana.org.au>

Judy Redman, Uniting Church Chaplain

<http://www-personal.une.edu.au/~jredman/> (personal homepage)

Medibank Private

<http://www.medibank.com.au>

UNE Photo database

<http://photodatabase.une.edu.au/>

EDWARDS

Armidale

Effective February to November

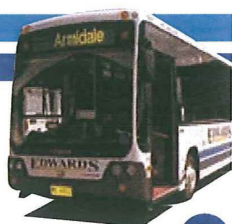
480 Armidale to Uralla

481 Armidale to UNE
482 via Girraween.

483 Armidale to South Hill
(Loop Service)
via East.

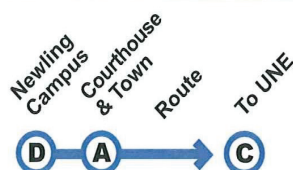
484 Armidale to
North Hill (Loop Service)
via Erskine St & McDonald Dr.

485 Armidale to UNE
via Girraween & Colleges.



Newling & Town to UNE **481, 482, 485**

Monday to Friday



Hail & Ride



All services operating outside the central business district operate as Hail & Ride. Simply stand on the side of the road where it is safe for the bus to stop and hail the bus driver as the bus approaches. Many suburban areas have designated bus stops which should be used where available.

am	8.05	8.10	482
am	8.25	8.35	481
am	9.05	9.15	482
am	9.45	481
am	10.45	481
am	11.45	482
pm	12.45	481
pm	1.45	481
pm	2.15	482
pm	2.50	481
pm	3.20	482
pm	3.50	481
pm	4.20	482
pm	4.50	481
pm	5.15	5.20	482
pm	5.50	481
pm	6.20	485R
pm	6.50	481

Saturday

am	8.25	8.35	481
am	9.45	481
am	10.45	481
am	11.45	481
pm	12.45	481
pm	1.45	481
pm	4.50	481

Friday & Saturday Nights

pm	6.50	481
pm	7.45	481
pm	8.45	481
pm	9.45	481
pm	10.45	481
pm	11.45	481



All Scheduled services are wheelchair accessible, however operation situations may dictate otherwise. Please contact our office to confirm availability.

Explanations:

AM normal type / **PM bold type.**

R - via Railway Station on request.

N - via Newling Campus on request.

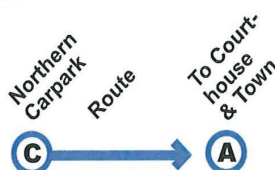
People in South Hill may catch the 482 via town to UNE at approximately 8.00am. Refer to map.

Saturdays the 484 North Bus will travel around Autumn Lodge, check map and timetable.

Friday and Saturday night services operate via Colleges from 7.45pm.

UNE to Newling & Town **481, 482, 485**

Monday to Friday



Connections & Diversions

via Railway
483 Depart Courthouse 9.15

am	8.25	485R	
am	8.50	485N	
am	9.30	482	
am	10.00	481N	484 Depart Courthouse 10.15
am	11.00	481N	483 Depart Courthouse 11.15
pm	12.00	482N	484 Depart Courthouse 12.15
pm	1.00	481N	483 Depart Courthouse 1.15
pm	2.05	481N	484 Departs Courthouse 2.20
pm	2.30	482	
pm	3.05	481N	483 Departs Courthouse 3.45
pm	3.35	482	
pm	4.05	481N	
pm	4.35	482	483 Departs Courthouse 4.50
pm	5.05	481N	484 Departs Courthouse 5.20
pm	5.35	482	Uralla 480 Departs Town 5.35
pm	6.05	481N	
pm	6.35	482	
pm	7.05	481N	

Saturday

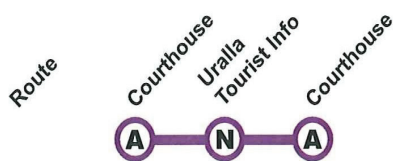
am	8.15	485N/R	
am	8.50	485N	
am	10.00	481N	484 Depart Courthouse 10.15
am	11.00	481N	
pm	12.00	481N	483 Depart Courthouse 12.15
pm	1.00	481N	484 Depart Courthouse 1.15
pm	2.00	481N	
pm	5.05	481N	

Friday & Saturday Nights

pm	7.05	481	
pm	8.00	481	
pm	9.00	481	
pm	10.00	481	
pm	11.00	481	
pm	12.00	481	

Armidale to Uralla **480**

Monday to Friday



480	am	7.30	7.55	8.30
480F	am	9.20	9.50
480F	pm	2.10	2.35	3.05
480C	pm	3.25	4.00	4.30
480	pm	5.35	6.00	6.30

Explanations:

AM normal type / **PM bold type.**

F - Bus operates Friday only.

C - In School Holidays bus departs Courthouse 12.30PM, departs Uralla at 1.00PM and arrives in Armidale at 1.30PM.

Important Note:

Uralla 480 does not operate Weekends or Public Holidays.

Address: 2 Drew Street, Armidale, NSW 2350

Telephone: 02 6772 3116



Facsimile: 02 6771 1023

Email: administration@edwardscoaches.com.au

Web: www.edwardscoaches.com.au



North

484

Monday to Friday

Route

Courthouse

Blake St

Duval HS

Mount View

McDonald Dr

Courthouse

A

I

J

K

L

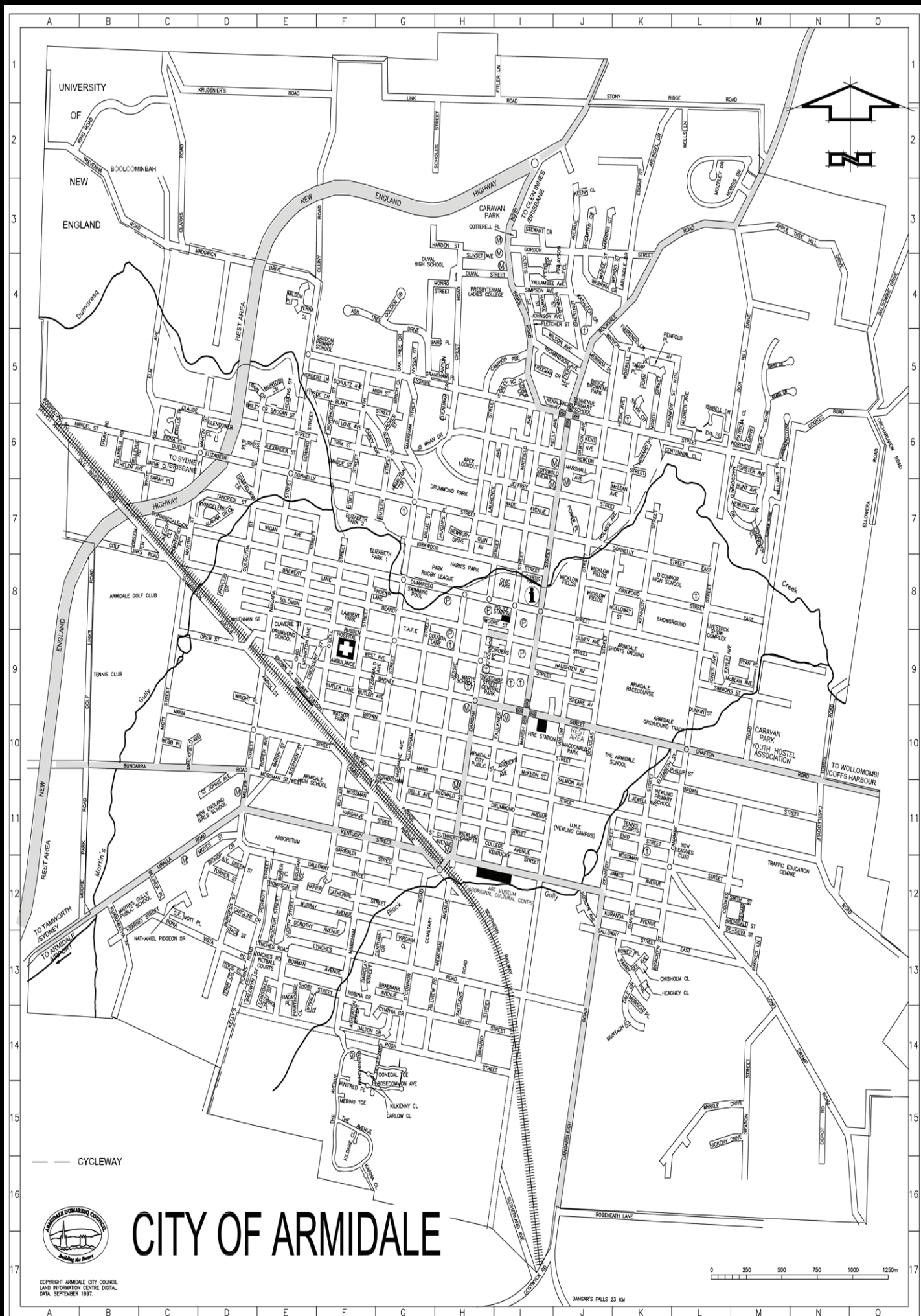
A

484	am	7.55	8.00	8.08	8.09	8.14	8.30
484	am	10.15	10.19	10.21	10.23	10.29	10.40
484	pm	12.15	12.19	12.21	12.23	12.29	12.40
484	pm	2.20	2.24	2.26	2.28	2.34	2.40
484	pm	5.20	5.24	5.26	5.28	5.34	5.45

Saturday

484	am	10.15	10.19	10.21	10.25	10.29	10.40
484	pm	1.15	1.19	1.21	1.25	1.29	1.40

B - Bus is the 483/484 combined service and does not go to South Hill, check timetable.



ARMIDALE STREET INDEX

- A**
- Aahna Drive D7
 - AV Green Street D11
 - Aldred Avenue L6
 - Alexander Street E6
 - Alldingham Street G11-H8
 - Amptol Street E9
 - Anton Close (Off Grantham Place) H5
 - Apple Tree Hill Road M3-O3
 - Archibald Street (Private Road) M12
 - Arundel Drive K4
 - Ash Tree Drive G4-G5
 - Atherton Street G14
- B**
- Baily Crescent D6
 - Bain Crescent D5
 - Baird Place (Off Ash Tree Drive) G4
 - Baker Place E12
 - Baldwyn Street E13
 - Barclay Street G13
 - Barney Street E9-L9
 - Barry Street E10
 - Beardy Street D8-K9
 - Belinda Place C12
 - Belle Avenue H10
 - Bellevue Road B6
 - Birch Close G5
 - Bishop Crescent D12
 - Blake Street F5
 - Bona Vista Road C13-D13
 - Bonnar Street J4
 - Booralong Road A6
 - Bower Place K13
 - Bowman Avenue F13
 - Box Hill Drive M3-M6
 - Bracken Street L13
 - Braebank Avenue G13
 - Braund Street I 14
 - Brewery Lane E8
 - Brickfield Avenue D10
 - Brogan Street E5
 - Brown Street F10-L10
 - Bundarra Road A10-E10
 - Burgess Street D12-D14
 - Butler Avenue G9
 - Butler Street G8-G12
 - Butler Lane F9
- C**
- Campion Parade I5
 - Canambe Street M6-M13
 - Carey Avenue F6
 - Carlow Close G1
 - Caroline Crescent E12
 - Castledoyle Road N10-O 13
 - Catherine Street G12
 - Centennial Close L6
 - Centura Crescent G13
 - Chandler Close N7
 - Chapel Street L10-K13
 - Chestnut Avenue J3-J4
 - Chisholm Close K13
 - Cinders Lane I 9
 - Clara Crescent N5
 - Clarks Road C1-C3
 - Claude Street C5-D6
 - Cloverie Street F8
 - Clover Lane I 5
 - Cluny Road F1-F3
 - College Avenue I 11-J11
 - Coringdale Crescent C7
 - Cooks Road M6-N6
 - Cotswold Avenue I 7
 - Cotterell Place I 3
 - Coucon Lane H8
 - Crescent Street E9
 - Crest Road H3-H5
 - Cunningham Court G14
 - Curtis Street I 3-I 4
 - Cynthia Crescent G13
- D**
- Dale Crescent K14
 - Dalton Drive G13
 - Dangar Street I 6-I 11
 - Dangarsleigh Road K12-K16
 - David Crescent N5
 - Dawson Avenue J5
 - Depot Road O 15
 - De-Silva Street L13
 - Donegal Terrace G14
 - Donnelly Street E6-M8
 - Doris Place E13
 - Dorothy Avenue F12
 - Douglas Street K6-K11
 - Drew Street C9-D9
 - Drummond Avenue I 10
 - Dumaresq Street D7-L9
 - Dunkin Street L10
 - Duval Street H3-I3
- E**
- Edgar Street K2
 - Edward Street E6
 - Eleonor Close M7
 - Elizabeth Street L11
 - Elliott Street H15
 - Ellowera Road (City Boundary) O 6-O 7
 - Elm Avenue C3-C5
 - Enid Street L12
 - Erin Court D 13
 - Erskine Street E5-N6
 - Eulahbar Crescent H5
 - Eva Place L6
 - Evangelene Crescent D7
- F**
- Faulkner Street I 5-I 11
 - Fayle Road M9
 - Finlayson Close J4
 - Fiona Place C5
 - Fittler Lane H1
 - Fittler Close N6
 - Fitzgerald Avenue G9
 - Fletcher Street I 4
 - Florence Crescent K5
 - Forster Avenue M6
 - Freeman Crescent I 5
- G**
- Galloway Street E 11-I 11
 - Garibaldi Street E11-H11
 - G F Nott Place C13
 - Glass Street G6
 - Glendower Close D6
 - Glen Innes Road (SH.9) J1
 - Glenelg Road B6
 - Golden Grove G4
 - Golf Links Road B7
 - Golgotha Street E6-E7
 - Gordon Street I 3-K3
 - Gostwyck Road J17
 - Grafton Road L10-O 10
 - Grantham Place H5
 - Green Lane B7
 - Grills Place C6
- H**
- Haga Place F13
 - Hamilton Crescent G6
 - Hampden Street K7
 - Handel Street A6-C6
 - Harden Street H3
 - Hargrave Street F11
 - Hawke Street I 4
 - Hawthorne Close E13
 - Heagney Close L13
 - Helen Avenue B6
 - Herbert Lane F5
 - Hickory Drive M15
 - Hiddens Street E5
 - Higginbotham Avenue G10
 - High Street G5
 - Hilda Avenue K6
 - Hillview Road H13
 - Holloway Street K8
 - Holmes Avenue K7
 - Howard Place K6
 - Hughes Place H7
 - Hunt Avenue M7
- I**
- Ishbell Drive M6
- J**
- J S Whan Memorial Dr G6
 - Jacks Street G6
 - James Avenue J12
 - Jayne Close C6
 - Jeffrey Street H6-K6
 - Jessie Street H5-H11
 - Jewell Avenue K11
 - Joan Place K5
 - Johnson Avenue I 5
 - Jones Avenue M9
 - Jubilee Road I 5
 - Judith Street F11-F15
- K**
- Karina Close G16
 - Kathleen Crescent J4
 - Kearney Street B13
 - Keena Close J3
 - Kelly Avenue J6
 - Kellys Plains Road C14-D12
 - Kenalmac Avenue J6
 - Kent Avenue J6
 - Kentucky Street D11-M12
 - Kennedy Street K9-L7; L6-L5(north)
 - Kildare Court F15
 - Kilkenny Close F14
 - Kirkwood Street G7-M9
 - Kuranda Avenue J13
 - Kurrawatha Avenue B12-B13
 - Kurrajong Close N6
 - Kilcoy Close C7
 - Krudenier's Road C1-F1
- L**
- Lambs Avenue F10-H11
 - Laurence Avenue I 5-I 6
 - Letters Place J5
 - Link Road G1-J1
 - Lynches Road E13-I 13
 - Long Swamp Road L12-O 15
 - Lonsdale Street E13
 - Lynches Road E13-I 13
- M**
- Macdonald Drive M7
 - Madgwick Drive C3-E3
 - Mann Street C10-N12
 - Manning Court J5
 - Markham Street G5-G14
 - Marree Street J4
 - Marsh Street J5-I 11
 - Marshall Avenue J6
 - Martin Street C3-C7
 - Maude Street F6
 - Mayfield Avenue I 6
 - McBean Avenue M9
 - McCarthy Crescent J3
 - McIntosh Crescent E5
 - McKeon Street I 10
 - McLean Avenue K7
 - McLennan Street D8
 - McShane Avenue G10
 - Memorial Avenue G12
 - Merinda Place J5
 - Merino Terrace F14
 - Miller Street E9-E11
 - Millie Street G7
 - Milson Place E4
 - Monkton Avenue E9
 - Monro Street H4
 - Moore Park Road (City Boundary) B10-B12
 - Moore Street I 8
 - Morsan Avenue K14
 - Mossman Street E10-M12
 - Mott Street C8-C10
 - Moyes Street D11
 - Mozeley Drive L2
 - Murray Avenue F12-G12
 - Murtagh Close J14
 - Myrtle Drive L15
- N**
- Napier Court F12
 - Nathaniel Pidgeon Drive C12
 - Naughten Avenue J9
 - Newbury Drive H7
 - Newling Avenue M7
 - Newton Street H5-J5
 - Niagara Street E4-E9
 - Norris Drive M3
 - North Street K5
 - Northcott Street F6
 - Northey Drive M6
 - Nyssa Street G5
- O**
- O'Connor Place H9
 - O'Connor Road G12-G14
 - O'Dell Street F5-F9
 - Oak Tree Drive G4
 - Ohio Street F7-F9
 - Old Inverell Road B7
 - Oliver Avenue J9
 - Orchardview Road (City Boundary) O 6
- P**
- PG Love Avenue F6
 - Park Road B6
 - Parkes Lane M13
 - Parry Parade J13
 - Patricia Close M6
 - Penfold Place K5
 - Perrott Street E11-E12
 - Peters Place I 4
 - Phillip Street L10
 - Phoenix Lane G8
 - Phyllis Crescent D8
 - Pointsfield Place C7
 - Power Place J7
 - Proctor Street E12
 - Purkiss Street E6
- Q**
- Queen Elizabeth Drive C6-E6
 - Quin Avenue H7
- R**
- Railway Parade F9-H11
 - Reginald Street H11
 - Richardson Avenue J5
 - Robina Crescent F14
 - Rockvale Road J5-N1
 - Roper Avenue D10
 - Rosecommon Avenue G15
 - Roseneath Lane (City Boundary) K16-O 16
 - Roslyn Avenue J13
 - Ross Street C14-I 14
 - Rusden Street E8-K10
 - Ryan Road M9
- S**
- Salmon Avenue J11
 - Samuelson Crescent E7
 - Sarah Place C7
 - Sattlers Road H14
 - Scholes Street G2-G5
 - Schultz Avenue F5
 - Seaton Street M16-N14
 - See Avenue K13
 - Selma Street (Private Road) M12
 - Shambrook Avenue D8
 - Short Street F13
 - Simmons Street L10
 - Simpson Avenue I 4
 - Smith Street (Private Road) M12
 - Solomon Avenue D8
 - Soudan Terrace F11
 - Speare Avenue J9
 - St Andrews Avenue I 10
 - St Cuthbert's Avenue H11
 - St Johns Avenue D11
 - Stace Street D12
 - Stephen Street E10
 - Stewart Crescent I 3
 - Stony Ridge Road J1-M1
 - Sunset Avenue H4
 - Sutherland Avenue I 17
 - Sylvia Crescent K6
- T**
- Tamar Place K5
 - Tancredi Street D7-E7
 - Taylor Street J5-H16
 - The Avenue F14
 - The Boulevard F14
 - Thompson Street E12
 - Tingcombe Street H9
 - Todd Close D13
 - Tombs Road O 10
 - Trevenna Road B3
 - Trim Street F6
 - Turner Street D12
 - Tysoe Crescent F5
- U**
- Uralla Road A13-E11
- V**
- Verna Close E4
 - Virginia Close G12
- W**
- Wade Avenue I 7
 - Watson Avenue K5
 - Webb Place C10
 - Wells Lane L1
 - Wendo Street K4
 - Werrina Crescent K4
 - West Avenue G8
 - White Avenue C5-C6
 - Wigan Avenue E7
 - Williams Place N6
 - Wilson Avenue J5
 - Winifred Place F14
 - Worrell Place K5
 - Wright Place E9
 - Wyevale Close E13
- Y**
- Yallambe Avenue I 4

CENTRAL

C002 EARTH SCIENCES
C004 ELECTRON MICROSCOPE UNIT
C006 ARTS EDUCATION
C008 MADGWICK HALL
C012 INSTITUTE FOR RURAL FUTURES
C013 THE PATRICIA O'SHANE BUILDING - RURAL MEDICAL SCHOOL
C014 ARTS EDUCATION ANNEXE
C015 UNION COMPLEX - WESTON COMMON ROOM
C016 UNION COMPLEX - LAZENBY HALL
C017 UNION COMPLEX - SHOPS (BELSHAW WING)
C018 UNION COMPLEX - BISTRO AREA
C019 YARM GWANGA - CHILD CARE CENTRE
C021 CENTRE FOR WATER POLICY
C022 LIQUID NITROGEN STORE - CHEMISTRY
C023 RIGGS BUILDING
C024 STOKES BUILDING
C026 MATHEMATICS, STATISTICS & COMPUTER SCIENCE
C027 BOOTH BLOCK
C028 LEWIS LECTURE THEATRE - CHEMISTRY
C030 TEACHING & LEARNING CENTRE
C031 DIXON LIBRARY
C032 DEMINERALISATION PLANT
C033 T.C. LAMBLE BUILDING
C034 INFORMATION TECHNOLOGY DIRECTORATE BUILDING
C037 STUDENT ASSIST

NORTH

N001 FLAMMABLE LIQUID STORE
N002 MOTOR POOL
N003 CENTRAL STORES
N003A TEACHING & LEARNING DESPATCH
N004 PRINTERY / BINDERY
N005 FACILITIES MANAGEMENT SERVICES
N006 GROUNDS OFFICE
N007 WORKSHOP - AMENITIES BLOCK
N008 FACILITIES MANAGEMENT SERVICES WORKSHOPS
N008A FACILITIES MANAGEMENT SERVICES GLASS SHOP
N009 SCIENCE AND ENGINEERING WORKSHOP
N009A BOBCAT SHED
N010 PUBLICATIONS OFFICE
N011 ZOOLOGY ANNEXE
N012 MAIN BOILER STATION
N013 GROUNDS SHED
N014 PROFESSIONAL DEVELOPMENT & LEADERSHIP
N015 PROFESSIONAL DEVELOPMENT & LEADERSHIP
N016 PROFESSIONAL DEVELOPMENT & LEADERSHIP
N017 PROFESSIONAL DEVELOPMENT & LEADERSHIP
N018 PROFESSIONAL DEVELOPMENT & LEADERSHIP
N019 PROFESSIONAL DEVELOPMENT & LEADERSHIP
N024 FACILITIES MANAGEMENT SERVICES EQUIPMENT STORE
N025 WATER STORAGE TANK 1 - TOWN WATER SUPPLY
N026 WATER STORAGE TANK 2 - TOWN WATER SUPPLY

SOUTH

S001 ZOOLOGY
S002 BOTANY
S003 BIOLOGICAL SCIENCES - 1ST YEAR
S004 BOTANY GLASSHOUSE - PSYCHOLOGY LANE
S005 PSYCHOLOGY - HOWIE WING
S006 PSYCHOLOGY - INCLUDES LECTURE THEATRE & WORKSHOP
S007 PSYCHOLOGY NORTH WING
S008 PSYCHOLOGY LAB A - EEG BUILDING
S009 BLACK ROSE
S011 BOOLOOMINBAH
S012 GARDENERS SHED
S014 THE MOSQUE
S029 HOCKEY AMENITIES
S030 NEU COMPANY - UNIVERSITY REGIMENT
S031 SPORT UNE - INDOOR SWIMMING POOL & WORSSELL ROOM
S032 SPORT UNE - CAMPBELL HALL
S033 SPORT UNE - SQUASH
S034 PUMP HOUSE - LAKE ZOT
S035 SPORT UNE - TENNIS SHED (CONSETT DAVIS)
S037 BOTANY - SHADE HOUSE
S038 FLOODLIGHT POLES (CONSETT DAVIS)
S040 BOTANY - GLASSHOUSE CNR LIBRARY & TREVENNA ROAD
S171 MARY WHITE COLLEGE - BLOCK 3
S172 MARY WHITE COLLEGE - BLOCK 5
S173 MARY WHITE COLLEGE - BLOCK 2
S174 MARY WHITE COLLEGE - BLOCK 1
S175 MARY WHITE COLLEGE - BLOCK 6
S176 MARY WHITE COLLEGE - BLOCK 7
S177 MARY WHITE COLLEGE - BLOCK 4
S178 MARY WHITE COLLEGE - DINING HALL & KITCHEN
S179 MARY WHITE COLLEGE - PRINCIPAL'S RESIDENCE

EAST

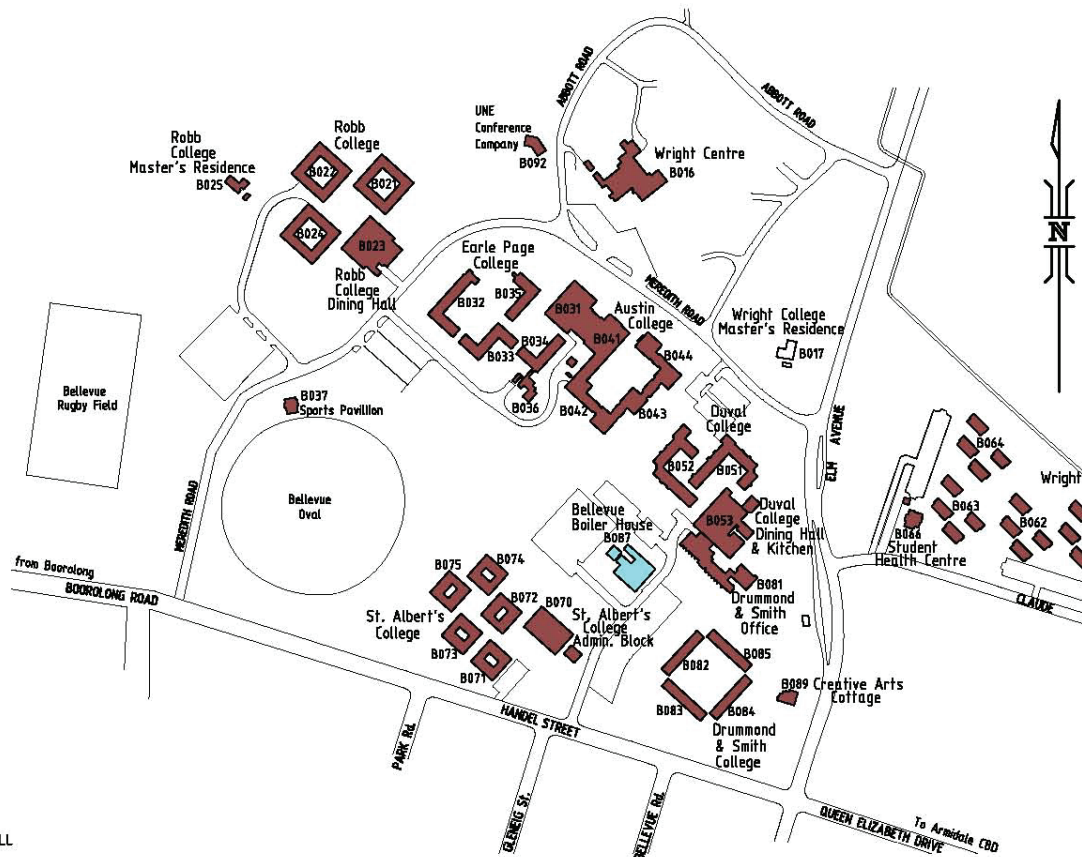
E006 MILTON BUILDING
E007 FACULTY OF EDUCATION, HEALTH & PROFESSIONAL STUDIES
E008 MILTON ANNEXE
E009 FIREMAN'S COTTAGE
E010 CLEANING & CUSTODIAL SERVICES
E011 ARTS, HUMANITIES & SOCIAL SCIENCE
E012 ARTS THEATRE
E015 FACILITIES MANAGEMENT SERVICES HERITAGE STORAGE
E016 SUB-LODGE
E017 OLD GROUNDS SHED
E021 THE LODGE
E022 ODRALA CENTRE

WEST

W001 VETERINARY HEALTH RESEARCH - MAIN OFFICE
W002 ANIMAL HOUSE 'C'
W003 ANIMAL HOUSE 'A' - SHEEP LAB
W004 ANIMAL HOUSE 'B' - SMALL ANIMALS
W006 NATURAL RESOURCES - LABORATORY STORE
W009 FARM MECHANISATION LABORATORY
W010 RADIOACTIVE WASTE STORE
W010A ANIMAL HOUSE - STORAGE SHED
W011 JSF BARKER
W012 SHEEP PENS BUILDING
W012A TRIPLE GARAGES
W012B SEMEN COLLECTION SHED
W015 ANIMAL SCIENCE - DROSOPHILA LABORATORY
W016 ANIMAL SCIENCE - BEEF CATTLE UNIT
W017 ANIMAL SCIENCE - TOMOGRAPHY BUILDING
W021 NATURAL RESOURCES - WATER LABORATORY
W022 AGRONOMY - SOIL LABORATORY
W023 AGRONOMY
W024 AGRONOMY GLASS HOUSE (WALDORF)
W025 AGRONOMY SOIL STORE
W026 ANIMAL SCIENCE (OLD AGBU & MICROBIOLOGY)
W028 PHYSIOLOGY
W029 PHYSIOLOGY ANNEXE (E.R.T.U.)
W031 RURAL SCIENCE ANNEXE - WEST
W032 RURAL SCIENCE ANNEXE - EAST
W033 D.N.A. LABORATORY - ANIMAL CALORIMETRY
W034 MCCLYMONT BUILDING - RURAL SCIENCE
W035 AGRONOMY - CROP PROTECTION LABORATORY
W036 ST. MARKS ANGLICAN CHAPEL
W037 AGRICULTURAL ECONOMICS - STAGE 1
W038 AGRICULTURAL ECONOMICS - STAGE 2 & 3
W039 ECONOMIC STUDIES - STAGE 1
W040 ECONOMIC STUDIES - STAGE 2
W041 A.B.R.I.
W041A A.B.R.I. - P.C.D.E. BUILDING (PRIVATE PROPERTY)
W042 ECONOMIC STUDIES - STAGE 3
W043 TREVENNA
W045 TREVENNA COTTAGE
W046 LIVESTOCK INDUSTRY INSTITUTE - AGBU BUILDING
W047 LIVESTOCK INDUSTRY INSTITUTE - HOMESTEAD
W048 LIVESTOCK INDUSTRY INSTITUTE - MEAT SCIENCE
W049 LIVESTOCK INDUSTRY INSTITUTE - WOOLSHED
W050 TREVENNA - GARAGE
W051 TREVENNA - NURSERY
W054 RESOURCE MANAGEMENT GLASSHOUSE
W055 RESOURCE MANAGEMENT BUILDING
W056 TREVENNA - BARN
W058 FLAMMABLE LIQUID STORE NO.2
W059 SHEARING SHED
W060 TREVENNA - GARDENERS HUT

BELLEVUE CAMPUS

B016 WRIGHT CENTRE
B017 WRIGHT COLLEGE - MASTERS RESIDENCE
B021 ROBB COLLEGE - NORTH COURT (BLOCK 2)
B022 ROBB COLLEGE - WEST COURT (BLOCK 3)
B023 ROBB COLLEGE - DINING HALL (BLOCK 4)
B024 ROBB COLLEGE - SOUTH COURT (BLOCK 1)
B025 ROBB COLLEGE - MASTERS RESIDENCE
B031 EARLE PAGE COLLEGE - DINING HALL
B032 EARLE PAGE COLLEGE - BLOCK 1A
B033 EARLE PAGE COLLEGE - BLOCK 2B
B034 EARLE PAGE COLLEGE - BLOCK 3C
B035 EARLE PAGE COLLEGE - BLOCK 4D
B036 EARLE PAGE COLLEGE - MASTERS RESIDENCE
B037 SPORTS PAVILLION - BELLEVUE OVAL
B041 AUSTIN COLLEGE - DINING HALL
B042 AUSTIN COLLEGE - BLOCK A
B043 AUSTIN COLLEGE - BLOCK B
B044 AUSTIN COLLEGE - BLOCK C
B051 DUVAL COLLEGE - BLOCKS A-F
B052 DUVAL COLLEGE - BLOCKS G-L
B053 DUVAL COLLEGE - DINING HALL & KITCHEN
B061 WRIGHT VILLAGE - BLOCK A (FLATS 1 TO 8)
B062 WRIGHT VILLAGE - BLOCK B (FLATS 9 TO 16)
B063 WRIGHT VILLAGE - BLOCK C (FLATS 17 TO 24)
B064 WRIGHT VILLAGE - BLOCK D (FLATS 25 TO 32)
B065A WRIGHT VILLAGE - BLOCK A (FLATS 40 & 41)
B065B WRIGHT VILLAGE - BLOCK B (FLATS 42 & 43)
B065C WRIGHT VILLAGE - BLOCK C (FLATS 44 & 45)
B065D WRIGHT VILLAGE - BLOCK D (FLATS 46 & 47)
B065E WRIGHT VILLAGE - BLOCK E (FLATS 48 & 49)
B065F WRIGHT VILLAGE - BLOCK F (FLATS 50 & 51)
B065G WRIGHT VILLAGE - BLOCK G (FLATS 52 & 53)
B065H WRIGHT VILLAGE - BLOCK H (FLATS 54 & 55)
B066 STUDENT HEALTH CENTRE
B070 ST. ALBERTS COLLEGE - ADMINISTRATION BLOCK
B071 ST. ALBERTS COLLEGE - BLOCK A
B072 ST. ALBERTS COLLEGE - BLOCK B
B073 ST. ALBERTS COLLEGE - BLOCK C
B074 ST. ALBERTS COLLEGE - BLOCK D
B075 ST. ALBERTS COLLEGE - BLOCK E
B081 DRUMMOND - SMITH COLLEGE - OFFICE & DINING HALL
B082 DRUMMOND - SMITH COLLEGE - BLOCK 1A
B083 DRUMMOND - SMITH COLLEGE - BLOCK 2B
B084 DRUMMOND - SMITH COLLEGE - BLOCK 3C
B085 DRUMMOND - SMITH COLLEGE - BLOCK 4D
B087 BELLEVUE BOILER HOUSE
B089 CREATIVE ARTS COTTAGE
B092 UNE CONFERENCE COMPANY



BELLEVUE CAMPUS

C AND BELLEVUE CAMPUSES

E & LABS

- | | |
|---|--|
| ■ UNIVERSITY ADMINISTRATION | ■ TEACHING & LEARNING CENTRE |
| ■ FACULTY OF THE ARTS & SCIENCES | ■ SAFETY & SECURITY |
| ■ FACULTY OF THE PROFESSIONS | ■ COLLEGES |
| ■ INFORMATION TECHNOLOGY | ■ SPORT UNE |
| ■ FACILITIES MANAGEMENT SERVICES | ■ NON-FACULTY BUILDINGS |

BUILDING

TY)

ING

ANCE LABORATORIES

Village

B001

B005

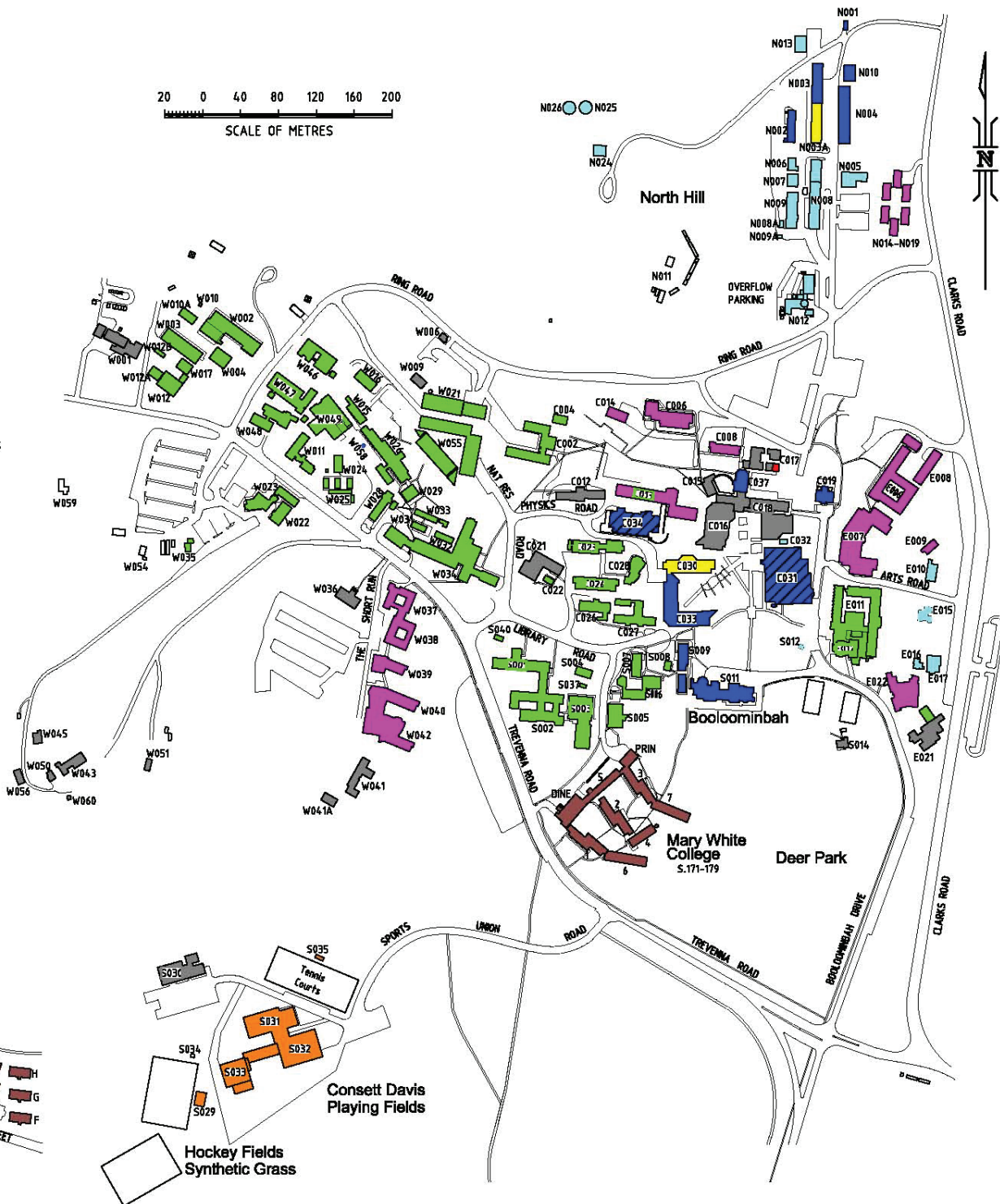
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STREET

20 0 40 80 120 160 200
SCALE OF METRES



APPLICATION FOR NEW STUDENT ID CARD

Tear out this form and return it to International Services

UNE

UNIVERSITY OF
NEW ENGLAND

International Student

Safety and Security

Phone: (02) 6773 2099

<http://www.une.edu.au/idcards/>

APPLICATION FOR NEW UNE STUDENT ID CARD

Who should use this form?

- Students who are new to UNE
- Students who have completed one degree and are commencing a new degree
- Students who have never applied for a student identification card previously

Please complete all fields below:

UNE STUDENT NUMBER

FAMILY NAME

GIVEN NAMES

DATE OF BIRTH

CONTACT PHONE NUMBER

EMAIL ADDRESS

DEGREE / AWARD

MAILING ADDRESS

SIGNATURE _____ DATE _____

Do you wish to collect your student card **in person** from the Safety & Security Office?

Yes ☐ No ☐

Passport Photo Requirements

You must attach an original passport photograph, with your UNE student number written on the back of the photograph. The passport photograph needs to meet the following criteria:

- Colour only
- Frontal aspect, head and shoulders only Photo must be
- A clear view of face (no hats, sunglasses or other obstructions)
- Neutral background (no trees, designs or other people, etc)
- No computer generated copies or other formats of photographs will be accepted

Please attach your 3.5cm x 4.5cm **PASSPORT PHOTO** in the box as indicated,
DO NOT use staples, tape or paper clips to attach your photograph.

*(Photo requirements are detailed above. The back of this form, details the
100 point identification requirements)*

PASSPORT

PHOTO

HERE

Tear out this form and return it to International Services

APPLICATION FOR NEW STUDENT ID CARD

APPLICATION FOR NEW STUDENT ID CARD

Tear out this form and return it to International Services

Please provide certified copies of documents

100 point Identification Requirements

Please include at least one form of photo identification

70 points

Passport

Birth Certificate

Citizenship Certificate

40 points

Current Australian Driver's Licence

Student Identification card issued by an educational institution

Pension or Government Health Care Card, Public Service ID card

Government issued licence (e.g. boat, pilot)

International English Language Testing Scheme results (IELTS)

35 points

Current Council Land Rates

Letter from a current employer (Must be on official company letterhead and contain both the employer and employee's signatures and the name and address of the employee)

25 points

Medicare card

Credit card

Financial institution cash card or passbook

Council rates notice

Electricity, gas or telephone bill

Tax assessment notice

Foreign driver's licence

Membership card (e.g. club, union, trade/professional body, library, video library)

Rental receipt or statement from landlord, real estate agent or University College

Marriage Certificate

Divorce decree

Name and address verified from electoral role

Deed Poll registered with the relevant authority

National Identification card (verified by UNE International Office)

Please return your application form to:

Safety and Security

University of New England

UNE NSW 2351

Office Use Only

Identification supplied

☐

Original passport photograph

☐

Officer's Name

Officer's signature

Date

/ /

INTERNATIONAL STUDENT CONTACT DETAILS

Tear out this form and return it to International Services

Personal Details

Student Number: _____

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐

Family Name: _____

Given Name(s): _____

Date of Birth: _____ / _____ / _____
Day Month Year

Enrolled Course: _____

Type of Course

Bachelor Degree ☐

Masters ☐

Phd (Doctorate) ☐

Non-Award ☐

Other (specify) ☐ _____

Expected completion date: _____

Home Institution (if applicable) _____

Armidale Contact Details

Address: _____

Landline Phone: _____

Mobile Phone: _____

Email: _____

Overseas Contact Details:

Address: Number & Street _____

Suburb _____

City _____

Country _____

Postcode _____

Landline Phone: _____

Mobile Phone: _____

Tear out this form and return it to International Services

INTERNATIONAL STUDENT CONTACT DETAILS

INTERNATIONAL STUDENT CONTACT DETAILS

Tear out this form and return it to International Services

Emergency Contact Details (Armidale)

Name: _____

Relationship to you (e.g. friend, family member, academic) _____

Phone Number: _____ Mobile Phone: _____

Email: _____

Next of Kin

Name: _____

Relationship to you (e.g. Mother, Father): _____

Address: _____

Phone Number: _____

Email: _____

Do you have any allergies, medical problems or disabilities?

No

Yes

If yes, please specify _____

Your Passport : Please attach to this page a photocopy of your passport (only the page with your personal details).

Your Visa : Please attach to this page a photocopy of your current visa

Thank you for taking the time to complete this form. The details provided within are to be used by International Services only, and will not be given to any party outside the University of New England unless required under legislation.

UNE

UNIVERSITY OF
NEW ENGLAND

International Student Handbook created and distributed by :

English Language and International Services (ELIS),
University of New England (UNE),
Armidale
NSW, 2351
Australia.

This edition last revised 6th July 2009.

EMERGENCY CONTACT LIST FOR INTERNATIONAL STUDENTS

If any International Student needs help in an emergency, they should contact the following people at UNE:

Critical Incident Coordinator: **Bronwyn Gilson**
International Services Manager
UNE International
Phone: 6773 3361 or 040 085 2226 (after hours)

Alternate **Ashleigh Dempster**
Senior International Services Assistant
UNE International
Phone: 6773 2232 or 0402 456 779 (after hours)

or

Vernon Crew
Director, ELIS
UNE International
Phone: 6773 4277 or 0458 009 577 (after hours)

UNE International Reception: **James White**
International Services Assistant
UNE International
Phone: 6773 3192

After Hours Emergency (on-campus): **UNE Safety and Security**
Phone: 6773 2099

Armidale Police: **Armidale Police Station**
General Enquiries
Faulkner Street
Phone: 6771 0699

**Remember in a life threatening emergency always call 000 first for
Fire, Police or Ambulance**