

# International Student Handbook

MELBOURNE

**ISBT**

**une**  
University of  
New England

2010



UNIVERSITY OF NEW ENGLAND COURSES AT  
INTERNATIONAL SCHOOL OF BUSINESS AND TECHNOLOGY  
AUSTRALIA

CRICOS Provider Name and Number: NSW University of New England 00003G  
VIC University of New England 03088G

ISBT conducts UNE Courses or Programs on behalf of UNE

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# Welcome

We are pleased to welcome you to study at the International School of Business and Technology (ISBT) and the University of New England (UNE). This Handbook provides academic and administrative information to support and help you enjoy your studies and your time in Australia.

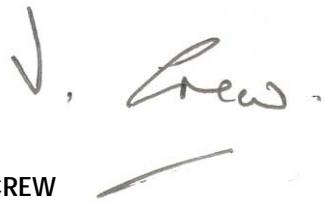
ISBT staff are your first point of contact for enquires ranging from enrolment procedures to English language and academic assistance, visa conditions and other help and advice. If you have any difficulties, all staff are here to help overcome them.

Your lecturers are well qualified in their field and can advise on academic matters and information relating to the units they teach such as assignments and exam preparation.

There is also a UNE-based course coordinator for each unit. They are responsible for the creation of the unit materials, the moderation of all assessment tasks, the resolution of issues brought to their attention by ISBT lecturers, and the finalisation of unit grades.

As a student of ISBT and UNE you also have responsibilities. These include advising ISBT staff of your Australian address within 7 days of arrival in Australia and advising staff of any changes to your address and contact details during your stay. You also need to understand your visa conditions.

We look forward to helping ensure you have every chance at success in your studies, and hope that you enjoy your time with ISBT and UNE while in Australia.



VERNON CREW  
Director  
English Language and International  
Services  
UNE



KISHORE VALLAM  
CEO  
ISBT

# Section 1: Arrival in Australia

## Important Contact Details

| For Help              | Contact  |  |
|-----------------------|--|--|
| In an emergency       | Police/Fire/Ambulance  | Telephone 000  |
| Using this handbook   | ISBT Student Services Staff  | Telephone 03 95293665  |
| Enrolling online      | Orientation Week, UNE And ISBT Staff   | Telephone 03 95293665  |
| Using online services | Orientation Week, ISBT Helpdesk  | Telephone 03 95293665  |
| Personal problems     | ISBT Counselling Service<br>Campus Manager<br>Lifeline<br>(Free Telephone Counselling Service)                         | Telephone 03 95293665<br>Telephone 03 95293665<br>Telephone 13 11 14 |
| Accommodation         | ISBT Student Services Staff  | Telephone 03 95293665  |
| Language and learning | ISBT Learning Assistance Lecturer  | Telephone 03 95293665  |
| Academic concerns     | Campus Manager   | Telephone 03 95293665  |
| Visa                  | ISBT Student Services Staff<br>International Services Manager, UNE<br>DIAC (Department of Immigration and Citizenship) | Telephone 03 95293665<br>Telephone 02 6773 3361<br>Telephone 131 881 |
| Medical               | Nearest Medical Centre<br>The Alfred Hospital, 19 Commercial Rd.<br>Prahran, Melbourne, VIC 3181                       | Telephone 03 90762000  |
| Child care            | ISBT Student Services Staff  | Telephone 03 95293665  |
| Security              | ISBT Student Services Staff  | Telephone 03 95293665  |
| Legal concerns        | ISBT Student Services Staff<br>International Services Manager, UNE   | Telephone 03 95293665<br>Telephone 02 6773 3361                      |
| Financial issues      | Campus Manager   | Telephone 03 95293665  |

### Melbourne Campus

Tele: +61 3 95293665  
Fax: +61 3 85657699  
E-mail: [info@isbt.nsw.edu.au](mailto:info@isbt.nsw.edu.au)  
Web: [www.isbt.nsw.edu.au](http://www.isbt.nsw.edu.au)

### UNE Campus

English Language & International Services  
Tele: +61 2 6773 3192  
Fax: +61 2 6773 3325  
E-mail: [ioserv@une.edu.au](mailto:ioserv@une.edu.au)  
Web: [www.une.edu.au](http://www.une.edu.au)

# Principal Dates 2010: ISBT Melbourne

| Teaching Period 1 / 2010   |                      |
|--|----------------------|
| <b>Teaching Period Dates: 1 March - 25 June 2010 / Teaching: 8 March - 28 May 2010</b>         |                      |
| Enrolment  | 1 - 5 March 2010     |
| Orientation  | 5 March 2010         |
| Lectures Commence  | 8 March 2010         |
| Last day to enrol (New students)   | 12 March 2010        |
| Last day to enrol (Continuing students)  | 19 March 2010        |
| Last day to change Course  | 19 March 2010        |
| Last day to add a unit   | 19 March 2010        |
| Last day to withdraw without financial penalty from a Course / Unit (continuing students only) | 2 April 2010         |
| Last day to withdraw without academic penalty (W Grade)  | 30 April 2010        |
| STU Vac  | 31 May - 4 June 2010 |
| Exams  | 7 - 18 June 2010     |
| Marking and Moderation   | 7 - 23 June 2010     |
| Exam processing  | 21 - 23 June 2010    |
| Results ratified   | 24 June 2010         |
| Results published  | 25 June 2010         |
| Special Exams  | 5-9 July 2010        |

| Teaching Period 2 / 2010   |                               |
|--|-------------------------------|
| <b>Teaching Period Dates: 28 June - 22 October 2010 / Teaching: 5 July - 24 September 2010</b> |                               |
| Enrolment  | 28 June - 2 July 2010         |
| Orientation  | 2 July 2010                   |
| Lectures Commence  | 5 July 2010                   |
| Last day to enrol (New students)   | 9 July 2010                   |
| Last day to enrol (Continuing students)  | 16 July 2010                  |
| Last day to change Course  | 16 July 2010                  |
| Last day to add a unit   | 16 July 2010                  |
| Last day to withdraw without financial penalty from a Course / Unit (continuing students only) | 30 July 2010                  |
| Last day to withdraw without academic penalty (W Grade)  | 27 August 2010                |
| STU Vac  | 27 September - 1 October 2010 |
| Exams  | 4 - 15 October 2010           |
| Marking and Moderation   | 4 - 20 October 2010           |
| Exam processing  | 18 - 20 October 2010          |
| Results ratified   | 21 October 2010               |
| Results published  | 22 October 2010               |
| Special Exams  | 1 - 5 November 2010           |

| Teaching Period 3 / 2010   |                              |
|--|------------------------------|
| <b>Teaching Period Dates: 25 October 2010 - 25 February 2011 / Teaching: 1 November 2010 - 28 January 2011</b> |                              |
| Enrolment  | 25 - 29 October 2010         |
| Orientation  | 29 October 2010              |
| Lectures Commence  | 1 November 2010              |
| Last day to enrol (New students)   | 5 November 2010              |
| Last day to enrol (Continuing students)  | 12 November 2010             |
| Last day to change Course  | 12 November 2010             |
| Last day to add a unit   | 12 November 2010             |
| Last day to withdraw without financial penalty from a Course / Unit (continuing students only)                 | 26 November 2010             |
| Last day to withdraw without academic penalty (W Grade)  | 24 December 2010             |
| STU Vac  | 31 January - 4 February 2011 |
| Exams  | 7 - 18 February 2011         |
| Marking and Moderation   | 7 - 23 February 2011         |
| Exam processing  | 21 - 23 February 2011        |
| Results ratified   | 24 February 2011             |
| Results published  | 25 February 2011             |
| Special Exams  | 7 - 11 March 2011            |

# Principal Dates 2011: ISBT Melbourne

| Teaching Period 1 / 2011   |                            |
|--|----------------------------|
| Teaching Period Dates: 28 February - 24 June 2011 / Teaching: 7 March - 27 May 2011            |                            |
| Enrolment  | 28 February - 4 March 2011 |
| Orientation  | 4 March 2011               |
| Lectures Commence  | 7 March 2011               |
| Last day to enrol (New students)   | 11 March 2011              |
| Last day to enrol (Continuing students)  | 18 March 2011              |
| Last day to change Course  | 18 March 2011              |
| Last day to add a unit   | 18 March 2011              |
| Last day to withdraw without financial penalty from a Course / Unit (continuing students only) | 1 April 2011               |
| Last day to withdraw without academic penalty (W Grade)  | 29 April 2011              |
| STU Vac  | 30 May - 3 June 2011       |
| Exams  | 6 - 17 June 2011           |
| Marking and Moderation   | 6 - 22 June 2011           |
| Exam processing  | 20 - 22 June 2011          |
| Results ratified   | 23 June 2011               |
| Results published  | 24 June 2011               |
| Special Exams  | 4 - 8 July 2011            |

| Teaching Period 2 / 2011   |                              |
|--|------------------------------|
| Teaching Period Dates: 27 June - 21 October 2011 / Teaching: 4 July - 23 September 2011        |                              |
| Enrolment  | 27 June - 1 July 2011        |
| Orientation  | 1 July 2011                  |
| Lectures Commence  | 4 July 2011                  |
| Last day to enrol (New students)   | 8 July 2011                  |
| Last day to enrol (Continuing students)  | 15 July 2011                 |
| Last day to change Course  | 15 July 2011                 |
| Last day to add a unit   | 15 July 2011                 |
| Last day to withdraw without financial penalty from a Course / Unit (continuing students only) | 29 July 2011                 |
| Last day to withdraw without academic penalty (W Grade)  | 26 August 2011               |
| STU Vac  | 26 - 30 September 2011       |
| Exams  | 3 - 14 October 2011          |
| Marking and Moderation   | 3 - 19 October 2011          |
| Exam processing  | 17 - 19 October 2011         |
| Results ratified   | 20 October 2011              |
| Results published  | 21 October 2011              |
| Special Exams  | 31 October - 4 November 2011 |

| Teaching Period 3 / 2011  |                              |
|---|------------------------------|
| Teaching Period Dates: 24 October 2011 - 24 February 2012 / Teaching: 31 October 2011 - 27 January 2012 |                              |
| Enrolment   | 24 - 28 October 2011         |
| Orientation   | 28 October 2011              |
| Lectures Commence   | 31 October 2011              |
| Last day to enrol (New students)  | 4 November 2011              |
| Last day to enrol (Continuing students)   | 11 November 2011             |
| Last day to change Course   | 11 November 2011             |
| Last day to add a unit  | 11 November 2011             |
| Last day to withdraw without financial penalty from a Course / Unit (continuing students only)          | 25 November 2011             |
| Last day to withdraw without academic penalty (W Grade)   | 23 December 2011             |
| STU Vac   | 30 January - 3 February 2012 |
| Exams   | 6 - 17 February 2012         |
| Marking and Moderation  | 6 - 22 February 2012         |
| Exam processing   | 20 - 22 February 2012        |
| Results ratified  | 23 February 2012             |
| Results published   | 24 February 2012             |
| Special Exams   | 5 - 9 March 2012             |

# Student Services

ISBT Student Services has a front counter where you can ask any questions. If you have questions about your study, visas, health cover, or life in Melbourne, come and see us.

Staff can:

- Advise/counsel
- Provide accurate information on visa regulations for student visa holders;
- Provide information concerning life in Melbourne
- Help manage financial problems
- Provide one-on-one support to individual students in crisis
- Monitor academic progress and provide necessary support
- Provide pre-arrival information
- Provide request letters, sign official documents and perform other administrative tasks

## Social activities program

Student Services runs a diverse social activities program each semester, which will give you a chance to see some wonderful scenery and sights, and some insight into lifestyle in Australia. These include weekends or one day trips to various interesting locations in Melbourne, the beautiful Yarra Valley or the beaches and seaside towns on the Coast. There will be information about social activities during orientation, and also on student notice boards throughout the semester.

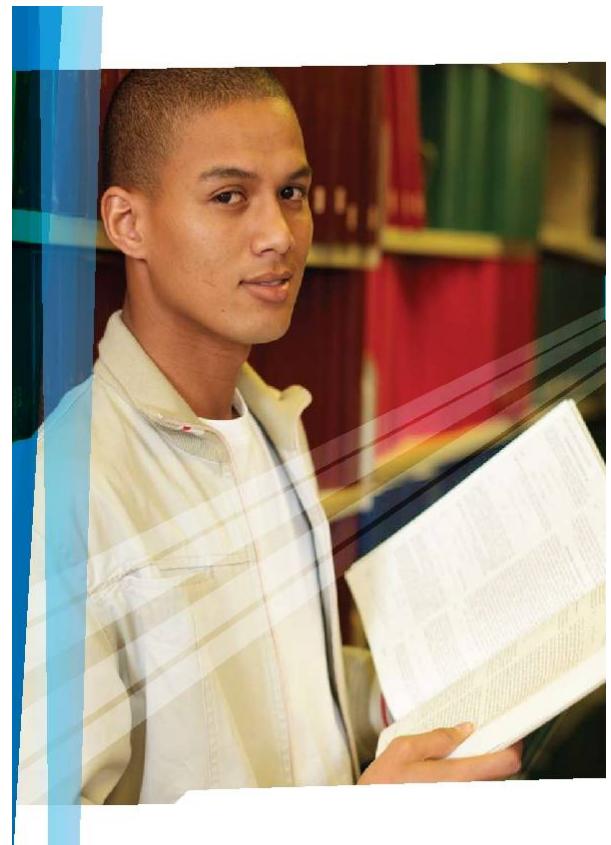
## Counselling service

If you need assistance with any sort of difficulty, such as adjusting to a new environment and country, or understanding different ways of studying, ISBT counsellors can help you. Counsellors can also help you with difficult personal situations such as a financial problem or illness in the family, and will also advocate on behalf of students. ISBT counselling service is free, confidential and voluntary.

UNE Student Assist staff and the International Services Manager at UNE in Armidale are also available for help and support via email and telephone. Further information about UNE Student Assist and UNE International Services can be found at: <http://www.une.edu.au/elis/>

## Learning Assistance Lecturer

Assists with study, time management, and English language. Study skills classes are arranged once every week and individual appointments can be made.



## **IT Helpdesk**

Provides help with computers in the computer lab and organises all your printing requirements.

## **Unit Lecturers**

Teach classes; provide information and assistance with assessments and exams.

## **Librarian**

Assists in finding books, locating journals online, and accessing the UNE library.

## **UNE-ISBT Program Director**

James Hunter is UNE's senior academic staff member who oversees all academic issues, course progress and liaises with ISBT Lecturers and UNE Unit Coordinators. Please contact ISBT Student Administration should you need to meet with him.

## **Campus Manager**

Warren Obst is the ISBT Melbourne Campus Manager. He will be available to address both issues and concerns that ISBT Student Administration staff are unable to. Please contact Student Administration should you need to meet with him.

**Location:**  
574, St.Kilda Road,  
Melbourne

**Call:**  
**Ext 3665**  
For all enquiries

**Office Hours:**  
Monday to Friday:  
(9am - 5pm)  
CLOSED on Saturday,  
Sunday and  
Public Holidays

**Call:**  
**Ext 3665**  
For all enquiries

## **International Services (UNE)**

You should talk to ISBT staff first for advice about visa conditions and changes to enrolment. UNE's International Services (IS) office is situated on the University's main campus in Armidale. Staff members are available to assist International students, and may be contacted by phone or email.

**Tele: (02) 6773 3192**

**Email: [ioserv@une.edu.au](mailto:ioserv@une.edu.au)** **Web: <http://www.une.edu.au/elis/>**

## **Academic Skills Office (UNE)**

UNE's Academic Skills Office is available to all students of the University. It has a webpage with information including how to study well, academic writing and reading and oral presentations. Academic Skills advisors offer individual consultations to all students at the University, via phone, fax, email or online.

**Tele:** (02) 6773 3600

**E-mail:** [asohelp@une.edu.au](mailto:asohelp@une.edu.au) **Web:** <http://www.une.edu.au/tlc/aso>

## **Equity Office (UNE)**

The Equity Office based at the University can assist you if you believe you are being harassed or unfairly treated by staff or other students. Racial vilification and sexual harassment are illegal in Australia and the Equity Office can inform you of your rights and responsibilities in this regard. You should first talk to staff at ISBT or the UNE-ISBT Program Director.

**Tele:** (02) 6773 2897

**Email:** [studentequity@une.edu.au](mailto:studentequity@une.edu.au) **Web:** <http://www.une.edu.au/eeo>

# **Technology – Computer & Internet Access**

## **Your UNE Account**

As an ISBT/UNE student you are able to obtain access to the UNE computer network and other IT services.

You are able to register for your account as soon as your enrolment has been processed and your enrolment period has started. Please visit the UNE online registration page and follow the prompts on the page to register. Once you submit your online request, your account will be available to you in about two hours. This will give you access to the internet, online teaching resources, library resources and email.

<http://www.une.edu.au/it-services/students/student-getstarted/index.php>



## **Computer Labs**

Three computer labs with 20 – 25 computers in each are available for academic purposes such as assignment preparation, research or other study. You may also use these for checking email. All computers have fast internet connection and the latest Microsoft products.

## **Printing**

Printers are available just outside the computer labs. Your printer card will be issued at enrolment. Please note a fee is charged for printing.

# Accommodation

If you have not organised accommodation in Australia, please contact ISBT staff immediately. The beginning of each term is a very busy time and accommodation may take a little longer to find during these periods.

There are several options for accommodation, including rental, shared house or apartment and homestay. Most international students prefer to share rental accommodation to reduce costs.

Remember that finding the right style of accommodation for your needs is very important – the success of your studies largely depends upon it. Ask yourself before you commit yourself:

- Do I want to live alone, with other students, or an Australian family?
- Do I need to be close to public transport?
- Is parking a priority?
- How much can I really afford to pay in rent?
- Do I want the financial and physical responsibility of running my own home?

## Renting In Melbourne

Renting is an attractive option for many students. It provides you with a degree of stability and the option of taking in other students to help you with the rent if required.

### Finding a place to rent

1. Check the local papers on Saturdays
2. Check the rental board located in Student Services
3. Use the internet – there are many good sites available such as [www.realestate.com.au](http://www.realestate.com.au) and

## Your legal rights and responsibilities as a tenant

**The Victorian Department of Consumer Affairs** publishes Renting a Home: A guide for Tenants and Landlords which contain information about tenancy agreements, bonds, condition reports, paying rent, installation/connection charges, repairs, entry by landlord, rent increases, ending a tenancy and useful contacts. A copy is available from [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**The Tenants Union of Victoria Ltd** provides advice, assistance and advocacy for tenants of private and public residential properties and residents of rooming houses and caravan parks in Victoria.

Ph: (03) 9416 2577

**Youth Central:** [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au) is a useful website providing information on your rights and responsibilities as a tenant in Victoria and keeping up with the latest news about rental housing in Melbourne. There are many Fact Sheets covering topics such as starting a tenancy, bond, boarders & lodgers, repairs, how to give notice, etc

## The Share House Option

A share house is a popular alternative to renting your own house. When you share a house, your bills, rent and possibly food costs will be much lower and if the house is already established, you do not have to outlay money on large purchases such as TV's fridges and furniture.

If you're considering living in a share house the fact sheets available through: [www.ric.org.au/sharehousing/intro.html](http://www.ric.org.au/sharehousing/intro.html) will provide you with information on finding a housemate, choosing a housemate, and the rules and etiquette of living in a share house. The 'When things go wrong' page also covers managing and resolving household conflicts. ISBT Student Services are also happy to talk to you about living in share accommodation.

## Homestay

Homestay with an Australian family who provide accommodation and meals is also a good option for international students. The approximate cost of homestay is between AUD\$250 to AUD\$290 per week. ISBT Student Services keeps a list of homestay providers to assist students in making necessary arrangements.

# Transport

## Public Transport

Melbourne's public transport system comprises of trains, trams and buses. You can use all three on one ticket or Metcard. Metcards are available at train stations, on buses and trams and for purchase from retail outlets throughout the Melbourne metropolitan area.



The best way to get around the Central Business District is to catch the City Circle Tram, a free service that runs around the perimeter of the CBD.

In Victoria, international students are ineligible for concession on public transport. If you use public transport frequently you can save money by purchasing a weekly, monthly or yearly ticket.

### WARNING:

If you travel without a valid ticket, or on a concession ticket without a concession card, you are at risk of being fined by inspectors.

Melbourne's public transport network is split into two zones which are colour coded for easy recognition: Zone 1 is yellow and Zone 2 is blue. ISBT Melbourne is situated in Zone 1.

Train and tram services generally operate between 5.00am and 12.00midnight Monday to Saturday, and 8.00am to 11.00pm Sundays. Operating hours vary for local bus services.

For more information about Melbourne's public transport system, including fares and timetables, phone Metlink on 131 638 or visit [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

## Trains: Metropolitan Services

Melbourne's train network operated by Metro, services the metropolitan area with 15 train lines. There are two main railway stations in the CBD: Flinders Street Station, at the corner of Swanston and Flinders Streets, which is the main terminus for Melbourne metropolitan rail services and Southern Cross Station at the intersection of Bourke and Spencer Streets, which is the main hub for country rail services. Trains normally run 5am - midnight, Monday - Thursday, with extended hours to around 1am on Friday and Saturday nights. You can plan how to use Melbourne's public transport system using MetLink (includes all train, trams and bus services).

Melbourne Transport Infoline: call 131 638

Train website: [www.metlinkmelbourne.com.au/timetables/metropolitan-trains](http://www.metlinkmelbourne.com.au/timetables/metropolitan-trains)

## NightRider Bus Service

NightRider is a bus service that provides a safe, cheap alternative for late night travel home on the weekends. Buses travel from the city to Melbourne's outer suburbs, departing every hour between 12.30am and 4.30am on Saturday and Sunday mornings. NightRider has more than 300 stops along nine major routes to Bayswater/Belgrave, Craigieburn, Croydon, Dandenong, Eltham, Epping, Frankston/Mornington, St Albans/Melton and Werribee, so there are plenty of places to get on or off. Customers who already have a valid Metcard ticket are able to take a NightRider bus at no extra cost.

## Taxis

There is an abundance of taxis that can be hailed from the street, or engaged at any station or over phone. Free Taxi call available in all around.

Taxis are generally an expensive mode of transport. The following companies offer services in and around Melbourne:

North Suburban Taxis: 13 1119

Silver Top Taxis: 131 008

Yellow Cabs: 132 227

## Trams

Melbourne's tram network, operated by Yarra Trams, is one of the largest functioning tram networks in the world. Trams normally run 5am - midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights.

Trams going outside the CBD run to the inner suburbs and in some instances a little further. There are different departure points throughout the CBD. A light rail service runs to the popular tourist destinations of St Kilda and Port Melbourne (Beacon Cove).

The City Circle tram service operates within Melbourne's central business district. The service operates in a circular route passing major tourist attractions, as well as linking with other tram, train and bus routes in and around Melbourne. Trams run in both directions approximately every twelve minutes between 10am and 6pm Sunday to Wednesday and extended hours, 10am - 9pm Thursday, Friday and Saturday. Clockwise service:  
*Flinders Street > Harbour Esplanade > Docklands Drive > La Trobe Street > Victoria Street > Nicholson Street > Spring Street > Flinders Street*

Melbourne Transport Infoline contact Yarra Trams: 1800 800 166

Tram website:  
<http://yarratrams.com.au/>



## **Buses**

There are over 300 bus routes across Melbourne servicing cross-suburban travel, CBD trips for commuters, connections to train stations, major shopping centres, and leisure and sporting venues.

Many of Melbourne's bus routes have been upgraded and run 6am - 9pm Monday - Friday, 8am - 9pm Saturday and 9am - 9pm Sunday. NightRider is a bus service that provides a safe, easy and inexpensive way to travel after midnight on weekends.

Buses run every 30 minutes 1.30am - 4.30am on Saturday mornings and 1.30am to 5.30am on Sunday mornings. There are additional buses on selected routes and special services may operate for major events such as New Year's Eve. Regional buses operate within towns and cities all over Victoria. Some routes also serve smaller centres outside towns. Telebuses are demand responsive services. Passengers can board or leave buses at one of the fixed stops in the area or can be picked up or dropped off at home.

Melbourne Transport Infoline: call 131 638

Melbourne Buses website: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

## **Trains: Interstate and Intrastate Services**

Southern Cross (Spencer Street) Station is the main junction for interstate and intrastate rail services. V/Line trains and coaches operate between Melbourne and regional towns and cities. Some routes also provide a local service between nearby towns, suburbs and cities. Information about these services is available from:

Melbourne Transport Infoline: call 131 638

Countrylink Infoline: <http://www.metlinkmelbourne.com.au/timetables/v-line/>

## **Airport Link**

Several airport bus services connect the suburbs to both Melbourne and Avalon Airports.

### Skybus

The Skybus Super Shuttle runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, seven days a week. The service runs every 10 minutes between 8am and 8pm (less frequently at other times), and takes 20 minutes to get from the airport to the City centre. The Skybus stops at Melbourne Airport's South/Virgin Blue terminal and the Qantas domestic terminal and at Southern Cross (Spencer Street) Station in the City. Minibuses run between Southern Cross (Spencer Street) Station.

Skybus tickets are available from the driver, at ticket kiosks in the airport terminals, The MetShop or online. V/Line tickets, free travel passes and concessions are not accepted by Skybus. For more information: [www.skybus.com.au](http://www.skybus.com.au) or call (03) 9335 3066

### Sunbus

Sunbus runs services between Avalon Airport and the Melbourne central business district. City stops are at Southern Cross (Spencer Street) Station Transit Centre (Firefly Coaches sales booth) and outside Hotel Bakpak at 167 Franklin Street.

For more information: [www.sunbusaustralia.com.au](http://www.sunbusaustralia.com.au) or call (03) 9689 6888

### Airport Bus Eastside

Airport Bus Eastside provide an airport bus shuttle service to and from Melbourne Airport to Melbourne's northern and eastern suburbs. There are two types of services available, a regular route service with over 20 stops, as well as a door to door service that can pick you up or drop you off at home. Airport Bus Eastside offer 10 services a day on weekdays, four on Saturdays and public holidays and two on Sundays. For large groups, a charted service is also available.

More information: [www.airportbus.com.au](http://www.airportbus.com.au) or call 03 9729 7622

### Frankston and Peninsula Airport Shuttle

Frankston and Peninsula Airport Shuttle service provides travel to the Melbourne Airport and provides pickup from Rosebud through to St Kilda. The service operates every day except Christmas day with up to 22 services in and out of the Melbourne Airport.

More information: <http://www.fapas.com.au>

### Tullamarine Bus Lines

Providing bus services for Moonee Ponds, Broadmeadows, Sunbury, Greenvale, Essendon, Tullamarine and the Melbourne International & Domestic Airport. Services directly to the Melbourne Airport pick-up daily from some railway stations and from Melbourne. These are Metcard-ticketed services, and timetable information is available on [www.tullamarinebus.com.au](http://www.tullamarinebus.com.au)

## **Driving in Australia**

You are advised to take an Australian driving test if you intend to drive while you are here. A guide to road rules is available from the Roads and Traffic Authority (VIC Roads) [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) We also advise before you start driving in Australia to take some lessons to familiarise yourself with local driving conditions and road laws. Road laws include:

- Driving on the left-hand side of the road; this applies to all states in Australia
- All occupants in a car, including passengers, must wear seatbelts.
- “Drink Driving” – ie. Driving when over the legal blood alcohol limit – can result in heavy fines or even loss of licence (including an overseas licence) You may drive on a valid overseas licence indefinitely while holding a student or temporary visa, provided the licence is either in English or is accompanied by an official English translation (eg. An International Driving Permit). An International Driving Permit is a translation of a driver licence; it is not a licence itself. For your International Driving Permit to be valid, you must also carry your overseas licence when driving.

# Banking

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. It is best to visit a bank that is located close to ISBT, because they have more experience with international students and can better meet your banking needs.

The major banks in Australia include:

## Australian Banks

Commonwealth Bank

National Australia Bank

Westpac Bank

ANZ Bank

St George Bank

HSBC

Citibank

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

Most banks are open from 9am to 5pm 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.

Detailed information on banking in Australia can be found here:

<http://www.studymove.com/index.php/Getting-Organised/Banks.html>

## 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 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).

## Banking Facilities Close to ISBT

All the major banks have branches within 5 minutes walk from the campus. A map of bank locations is available from Student Services.

## **Transferring Money to Australia**

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

- a) international money transfer,
- b) using travellers cheques or
- c) with Automatic Teller Machines (ATM's).

### **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) a money transfer service provider eg. Western Union; Moneygram
- b) postal offices eg. Australia Post <http://www.auspost.com.au>; and
- c) 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:

- a) complete name of the bank;
- b) branch name and code; and
- c) 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.

### **Travellers' Cheques**

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 (ATMs)

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 \$800 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. Even though the Australian dollar has been very stable in recent years it is best to plan ahead to avoid complications.

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.

# Communications

## Phoning Home

### Home Phone (Landline)

You can arrange connection through any of the Australian phone companies listed to the right.

There are many companies offering a range of 'phone plans' and prices. It may be 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 or 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 40c/50c. STD (long distance) & ISD (international) calls vary considerably from company to company. Students should consider the use of purchasing a Calling Card.

**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.

**Major Australian Phone Companies**

|  |  |
|--|--|
|  | <a href="http://www.telstra.com">www.telstra.com</a>                   |
|  | <a href="http://www.optus.com.au">www.optus.com.au</a>                 |
|  | <a href="http://www.vodafone.com.au">www.vodafone.com.au</a>           |
|  | <a href="http://www.aapt.com.au">www.aapt.com.au</a>                   |
|  | <a href="http://www.soulaustralia.com.au">www.soulaustralia.com.au</a> |

## **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 ISBT
- 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.

## **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 contact go to [www.acma.gov.au](http://www.acma.gov.au)

## **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.

## Internet Access

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](http://www.acma.gov.au/WEB/STANDARD/pc=PC_1796)

### Remember.....

Advertisements that suggest a product is 'free' or a service is 'unlimited' are too good to be true.

It is important to know the full cash price, the service costs and the limitations of offers before making a decision.

If in doubt, don't sign. Ask for help from one of ISBT's Student Services Officers.



### More information contact:

*Australian Communications and Media Authority*

E-mail: [sfoaregister@acma.gov.au](mailto:sfoaregister@acma.gov.au).

*Telecommunications Industry Ombudsman*

Tele: 1800 062 058 E-mail: [tio@tio.com.au](mailto:tio@tio.com.au)

# Safety

## Fire Safety

Be prepared for an emergency:

- Make sure your room/house has a smoke alarm
- Test your smoke alarm to ensure it works (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 stop your smoke alarm from working.
- Too many people living in the one house can be unsafe
- Do not use 'double adaptors' or put too many plugs into an electrical 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
- Know/have an 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 and get out of your room
- Close the door behind you – this prevents smoke and fire spreading
- Let others know there is a fire
- When outside STAY outside

## Home Safety

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 a house left open or unlocked where they can get what they want with ease and make a quick getaway. Some general security tips for you:

- Your house number should be seen from the street in case of an emergency
- Keep your front door locked even while at home or in the back yard
- Do not leave messages on your front door as it lets people know you are away
- Avoid having packages delivered and left on your door step
- When out leave a radio or the TV on, or a light on in the evening to make it seem you are home
- Keep cash and valuables out of sight

## Contents Insurance

It is recommended that you obtain Contents insurance for your belongings. 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 things are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 a year depending on the value of your belongings.

## Road Safety

### 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. 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. 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. Ensure you go to the Roads and Traffic website at [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) for more information.

*Speeding* – is not just driving faster than the speed limit, it is also driving too fast for the road, traffic, visibility or weather conditions. When driving watch for – poor road conditions eg. holes in the road and gravel edges. Poor visibility eg. fog, rain, smoke, headlights from other cars and the sun in your eyes. Let pedestrians cross 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.

If you are a pedestrian 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.

## **Public Transport and Traffic Safety**

To assist you in making sure your travel on public transport a safe experience the Police have issued a document outlining how best to protect your personal safety while using public transport. The following information is taken from the NSW Police site on Public Transport and Traffic. More info: [http://www.police.vic.gov.au/content.asp?Document\\_ID=9540](http://www.police.vic.gov.au/content.asp?Document_ID=9540)

Travelling on public transport should be a safe and comfortable experience. Safety systems such as lighting, security cameras, emergency help points and security guards (on various trains only) are all in place to maximise your personal safety while you are in transit.

**Avoid waiting on your own.** Try to wait for public transport near other people and in well-lit areas at night.

**Walk with other people.** When you get off public transport, walk with other people. If you can't reach your destination safely and quickly on foot from your bus or train stop, consider catching a taxi.

**Be alert and confident.** Be alert and aware of your surroundings and make eye contact with others.

**Plan your route.** Plan your route before you depart. Check bus and train timetables and connections to avoid any unnecessary delays.

**Keep your belongings secure.** Carry your handbag or briefcase securely in front of your body. Never leave personal belongings like shopping bags or backpacks unattended at your feet.

**Be assertive.** If another passenger makes you feel uncomfortable or harasses you in any way, be assertive, and move away from your harasser.

**Park close to transport points.** Always park your vehicle in a well-lit area as close as possible to your transport points.

**Take a well-used route.** When you disembark, take a well-used, well-lit route back to your vehicle.

**Travel near the driver or guard.** If you're on an empty train or bus at night, always travel in the carriage closest to the train guard or at the front of the bus near the driver.

**Always carry a mobile phone or phone card.** When you are out and about, make sure you always have your mobile phone, a phone card or spare change with you in case of an emergency. Make sure you keep your mobile phone in a secure place close to your body.

**Report anti-social behaviour.** Always report any anti-social behaviour or harassment to your driver, guard, and conductor or to the police. Program emergency numbers into your phone. There are some very simple precautions you can take to make sure you feel as safe as possible whenever you're travelling.

## **Bus Travel**

Stand back from the curb when you are waiting for your bus to arrive, especially if you have been drinking alcohol. At night, wait at the bus stop in a well-lit area. If possible, always wait near other people rather than on your own. If waiting on your own, be alert to your surroundings. If you feel unsafe in any way, consider catching a taxi or move to the closest populated area. When on board, consider sitting near the bus driver, especially if the bus is relatively empty or at night.

## **Taxi Travel**

Consider phoning for a taxi from a safe place, such as your place of work, rather than hailing one from the street. Specify the route you would like to take to your driver. If your driver takes an alternative route, be assertive and ask him/her to take your specified route. Sit in the back of the taxi and consider travelling with friends. Take note of the taxi company, driver's name and car number. Let the driver know that you've noted their taxi number. At night consider asking your driver to wait for you until you are safely inside your destination.

## **Tram Travel**

When waiting for a tram at night, stand at the Nightsafe area. Avoid sitting near the tram exit doors and try to sit near other passengers, especially at night. In an emergency, use the emergency help points located throughout stations on the CityRail network, or seek assistance from a transit police officer.

If you see any unattended bags or packages on the tram, report them to CityRail staff immediately or by calling 131 638 or contact the Police. Take extra care if you have been drinking alcohol.

## **Train Travel**

When waiting for a train at night, stand at the Nightsafe area (indicated in blue on the platform) to make sure you board the train at the carriage closest to the guard's compartment. Avoid sitting near the train exit doors and try to sit near other passengers, especially at night. In an emergency, use the emergency help points located throughout stations on the CityRail network, or seek assistance from a transit police officer. If you see any unattended bags or packages on the train, report them to CityRail staff immediately or by calling 131 638 or contact the Police. Stand well behind the yellow painted line on the platform when you are waiting for your train. Take extra care if you have been drinking alcohol.

## **Personal Safety and Crime Stopping Tips**

- Be alert (look around), assertive (look like you know what you are doing) and be confident
- Try and walk with other people rather than by yourself
- Carry only the money you need for the day
- Hold onto your things – your wallet, handbag phone. Don't put things down and walk away or leave items that can be seen in your car – they could be stolen.
- 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)

## **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 undertake each activity you will be doing. Watch for weather changes and 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.

Do not feed or touch native animals and watch for snakes and spiders – especially where you are putting 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**

- 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

## 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 devris

## Beware of Too Much Sun

- Be sun safe at all times by putting on a hat and shirt while not swimming, wear sunglasses and always put on sunscreen

**Remember in any life threatening Emergency always call '000' first for Fire, Police or Ambulance.**

**Be ready to give the operator your name and where you are located.**

# Coping with Life in Australia

## Homesickness

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 ringing 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, please ask for help.

# Section 2: Studying @ ISBT

## Facilities

### Teaching

ISBT Melbourne has modern well-equipped learning facilities including lecture facilities with audio visual projection equipment, small sized tutorial rooms and computer laboratories with fast internet access and appropriate software. There are study areas for groups and individuals in addition to teaching rooms. Staff and students may use computers, photocopiers, television and video/DVD players, digital cameras, scanners and audio visual projectors to help with teaching and learning.

### Library

The ISBT library services include photocopying, printing and email services. The library collection includes books, journals, audio-visual materials as well as other resources and provides workspace for students. Online training is available in Internet and research skills. The ISBT library holds a limited number of copies of all prescribed texts and readings, including up to date copies of handbooks of professional organisations such as computing and accounting bodies.

Students also have full online access to UNE's Dixson Library in Armidale.

The UNE University Library has an extensive collection of books, journals and online resources. Students can obtain copies of articles and exam papers, and request advice from librarians on search strategies and information tools to use.

Join the UNE library email list for updates on services and resources and for regular search tips.  
See <https://mail.une.edu.au/lists/cgi-bin/listinfo/unelibrary>.

Additional information on the services and resources outlined below is available on the University Library page <http://www.une.edu.au/library>.

### Academic and English language support

ISBT has specially trained staff to help you with study methods, such as note taking, referencing, essay and report writing, paraphrasing, grammar, oral presentations, researching, time management and exam preparation and techniques. ISBT and UNE academic staff conduct free additional classes, study skills groups and give individual assistance for students who want to improve their marks or who are having difficulty with their studies.

UNE's Academic Skills Office in Armidale can also provide support online; further information and contact details for the UNE Academic Skills Office can be found at:  
<http://www.une.edu.au/for/current-students/#item2>

## **Student lounge and recreation**

There is a recreation lounge at ISBT with a fully equipped kitchen, food and soft drink vending machines, a large plasma screen television, lounge chairs and dining tables. You can heat meals, make tea and coffee or relax with other students between classes. A wide range of recreation, entertainment, sporting facilities, cafes and fast food outlets is also available in Melbourne. You will find many types of food, supermarkets, movie cinemas, convenience stores and internet cafes nearby.



## **First Aid and Medical**

First Aid kits and supplies are kept on the premises. The First Aid Officer responds immediately to requests for first aid assistance, such as for minor illness or injuries. If there is a medical emergency staff will assist and call the appropriate emergency service. There are medical centres in Melbourne where you can see a doctor without an appointment, and several large hospitals have emergency departments. There are telephone numbers listed in the front of this Handbook.

## **Course advice and enrolment assistance**

All university students in Australia are required to enrol in their course by submitting an enrolment form, either in hard copy or online. Compulsory online enrolment for UNE courses at ISBT is held in the orientation week held before classes commence each semester.

There will be UNE and ISBT staff available to help you enrol in the correct course and units of study. Enrolment is a good opportunity to meet academic and administrative staff and managers from both UNE and ISBT.

## **Course accreditation**

All UNE-ISBT courses are accredited by the relevant professional bodies (except where specified). Each is also registered with the Australian Government through the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Further information about CRICOS is available at <http://cricos.dest.gov.au/>.

## **Highly qualified academic staff and small class sizes**

ISBT academic staff are selected by UNE and ISBT. They are highly qualified in their academic area, experienced and dedicated to best practice in teaching whilst creating a caring environment for their students. ISBT has small class sizes to maximise interaction between academics and students to ensure rich learning experiences.

There is also a senior academic staff member of UNE (UNE-ISBT Program Director) located at the ISBT campus to oversee the delivery of the UNE courses and to ensure that they consistently meet UNE's high quality standards.

# Enrolment and Course Progress

## Subject changes after enrolment

If you find you have made a mistake, or decide that you want to change your subjects after you have enrolled, you should speak to the Campus Manager ISBT 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 also need to be aware of certain administrative dates and the implications these have for changing subjects. For example, you may not be able to receive a refund on fees. Withdrawal from a unit is permitted only under *exceptional circumstances* where special permission is obtained from the University after discussion with the Campus Manager, ISBT.

## Advanced standing / recognition of prior learning

Some students who have completed prior studies at a NOOSR-recognised university may be eligible for advanced standing or exemption from some units. Applications for advanced standing must be made prior to enrolment and must include full details of the subject, including an official academic transcript (or certified copy), a description of the assessment and grading system and a certified English translation if necessary. If you receive advanced standing, your study plan will be amended, and you will receive a refund or credit towards another unit for any fees paid for the unit concerned. Students should be aware that this may affect their Visa conditions and Confirmation of Enrolment (CoE).

## Fast-track study opportunity

UNE courses at ISBT run in three consecutive semesters each year, which allows students to complete their course more quickly than in the conventional two semester system if they wish to do so. For example a 1.5 year course can be completed in just one year. UNE and ISBT staff are available during enrolment to advise you about this option. Semesters 1 and 2 are compulsory and Summer Semester is available to students who wish to take advantage of the fast-track opportunity.

## Deferring, suspending and cancelling enrolment

You may only defer or temporarily suspend your studies during the course, including granting a leave of absence, through formal agreement with UNE, and under certain limited circumstances. You must speak to the Campus Manager, for information on this matter, as it may affect your visa.

## Assessment

Each unit will have at least one assignment to be completed outside of class. This could include writing an essay, writing a computer program or solving accounting problems. Your lecturer will discuss assessments at the beginning of the semester, and there is information in your unit material also. If you have any difficulties understanding questions or what is required in the assessment you should ask for assistance immediately.

## Examination results

Your examination (exam) results will be available online after the exam period is complete. You will be able to access your results through myUNE.

## **Graduation**

The University holds graduation ceremonies twice a year, in March/April and in October. The ceremonies usually take place outdoors in the grounds of the University campus in Armidale, NSW.

Students eligible to graduate will be sent information approximately 6 weeks before the graduation ceremony. Graduation is a great day for you and your family and friends to visit UNE and enjoy the success you have achieved.

# **Academic Information**

## **Attendance and Course progress**

Regular attendance at all lectures and classes is required. Full time enrolment and attendance is a requirement of the Department of Immigration and Citizenship (DIAC) to maintain a valid student visa. You will find it very difficult to keep up if you do not attend classes, and there is a possibility that you could be excluded from your course.

Students who fail to meet attendance requirements will be asked to *show cause* why they should not be excluded from their course. Students should be aware that the University is obliged to report to the Australian Government any students who do not regularly attend classes or who are not making satisfactory progress in their studies.

If you are unable to attend classes for more than one week, a written explanation with supporting documentation (such as a medical certificate, or in case of bereavement, a death certificate) MUST be submitted to the Campus Manager.

You may be asked by the Government to leave the country if you do not attend classes and do not make satisfactory progress.



## **Academic Progress**

International students must maintain a certain level of academic achievement to remain enrolled in their course and a student at the University. 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 from the UNE-ISBT Program Director.

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 Campus Manager, UNE-ISBT Program Director or the UNE Academic Skills Office.

If you do fail subjects, you should take proper steps to get assistance. If you get into this situation, you will be notified by letter, and be asked to 'show cause'. This means that you will be asked to formally write a letter to your School explaining why you failed, and what steps you are going to take to fix the situation. The School will then decide what action it will take, and advise you of the decision. In some cases the School 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.

## **Undergraduate and postgraduate coursework**

During your studies you will need to make decisions about subject choice, and the structure of your course. If you need advice about enrolment, course sequences, pre-requisite and co-requisite subjects (i.e. subjects that you need take in a certain order), credit for subjects completed elsewhere or other questions relating to your degree structure, ISBT staff and the UNE ISBT Program Director can help.



## **Consulting tutors and lecturers**

Teaching staff are also available to give you advice. If you are having difficulty understanding material in your course, or completing assignments on time, you need to talk with your lecturers. Remember, it is better to deal with a problem early on. If you leave it to the last minute it will be much more difficult to solve.

## **Assessment**

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

### Class work

This may include essays, oral presentations or online quizzes.

### 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, ask for help. Perhaps discuss the assignment with your classmates, or form a study group. You can also discuss it with your tutor or lecturer, or ask for Academic Skills Assistance from ISBT staff.

Make sure you do this well before the day the assignment is due. You will not usually get an extension because you have not left enough time to complete your assignment!

### Examinations

Examinations (exams) will be held 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. Lecturers in your subjects/units will tell you what you need to do to prepare for exams.

## 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 with ISBT staff for a consultation.

## **Time management**

You need to plan your time effectively in order to keep up with your studies and assignments. Planning your time becomes especially important in revising for exams. The following suggestions will 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, paid work, social life, recreation, 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.

## **Plagiarism**

All students need to be aware of plagiarism as it can result in exclusion from their course. 'Plagiarism' is the term used to describe intentionally or unintentionally representing the work of other people as your own, without due acknowledgement. In short, 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 to the University's referencing guides. If you learn how to reference your sources properly, you will not commit plagiarism inadvertently. The referencing guide can be found at:

[www.une.edu.au/tlc/aso/students/publications/referencing.php](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: [www.une.edu.au/policies/academic/php](http://www.une.edu.au/policies/academic/php)

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.

A further explanation of plagiarism for students who are unfamiliar with Australian assessment methods can be found on the following website:

[www.cshe.unimelb.edu.au/assessinglearning/docs/IntStudents.pdf](http://www.cshe.unimelb.edu.au/assessinglearning/docs/IntStudents.pdf)

# Your Responsibilities

## Contact details

It is essential that the University has your up to date contact details at all times. If you change your address, you must advise ISBT immediately, including changes to email address and telephone number. You should complete a change of address form available from ISBT Administration staff.

Under Australian Immigration law, where a student fails to satisfy course requirements relating to academic performance, the University is required to send a notice informing the student of this to the student's last known residential address. If this address is not up to date, your visa could be cancelled without your knowledge. Such cancellation may not be revoked if it has occurred where you have failed to keep ISBT and the University informed of any change of your address.

## Academic

Regular attendance at all lectures and classes is required. Full time enrolment and attendance is a requirement of the Department of Immigration and Citizenship (DIAC) to maintain a valid student visa. Further information is provided in this Handbook.

If you are experiencing difficulties of any kind that may affect your studies, you must inform the ISBT Campus Manager.

Please be aware of due dates of assignments and assessments. You will be given further information during classes.

You need to read, understand and respect the University's policy on plagiarism and academic misconduct. Information is provided at [www.une.edu.au/policies/academic/php](http://www.une.edu.au/policies/academic/php)

## Administrative

Please be aware of the Key Dates set out in the front of this Handbook. They will assist with planning your study, exams, holidays and any work you might undertake.

# Problems?

## 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.
- Student 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 behavior on the basis of religious views, political outlook, gender, sexual orientation, cultural background, disability or marital status.

The UNE Equity office 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](mailto:studentequity@une.edu.au)

### **Appeals, Complaints and Grievance Procedures**

We hope that your time as a student of ISBT UNE 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 a policy of a Faculty, School or Centre at the University, you are able to make a formal complaint. If matters cannot be resolved at ISBT or by faculty staff, then students are able to lodge a formal complaint with the University's Service Quality Unit.

You should call the International Services Manager (02 6773 3361) who will advise 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 [www.une.edu.au/eeo/complaints/information.php](http://www.une.edu.au/eeo/complaints/information.php)

and the International Students Complaints and Appeals Procedure:

[www.une.edu.au/elis/services/complaints.php](http://www.une.edu.au/elis/services/complaints.php)

# Section 3: Important Information

## Visa Conditions

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 ([www.immi.gov.au/](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 ISBT of your current Australian address within 7 days of your arrival. If you have not already informed the University of your address in Australia, you must do so before you commence studies.
- 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 during orientation and by your lecturers.
- Any international student visa issued after 26 April 2008 carries the limited right to work in Australia during the period of your CoE. If your visa was issued before 26 April 2008, you cannot work in Australia unless you apply for a new student visa with permission to work once you have arrived in Australia. Under this new student visa you can only work a maximum of 20 hours per week outside your University contact hours. During vacations 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 ISBT or UNE support services. If you continue to fail subjects, your School 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 School 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 their lecturer, the ISBT Campus Manager or Academic Skills Office.
- The information DIAC has about what course you are studying must be accurate at all times. If you wish to change your course you must discuss this with the ISBT Campus Manager, so that this information can be passed on to DIAC.

### IMPORTANT.....

As an international student you must have a full-time load (4 units per semester). This is a condition of your student visa.

Any exceptions to this rule must be approved by UNE's International Services Manager.

- If you wish to change institutions you must discuss this with the ISBT Manager, Academic and Student Services. 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.
- 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 that travel with you must not leave Australia after you.
- If you have the visa condition 8534 or 8535 you are not entitled to be granted a further substantive visa, other than a student visa with permission to work.
- You cannot change your course 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 call UNE International for advice (02 6773 3192).

## 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
- compassionate and compelling circumstances
- course credit
- on-line and distance study allowances
- student support services
- complaints and appeals
- monitoring of course progress and the early intervention strategy

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

# Medical Services

Visit a doctor first if you are feeling unwell. Only visit a hospital if it is an emergency.

## Overseas Student Health Cover (OSHC)

UNE currently has an agreement with Medibank Private, a private health fund, to facilitate the provision of OSHC for on-campus international students. Your Offer of Admission listed the fee associated with your OSHC. Students should note that it is a condition of their Student Visa to maintain current OSHC for the duration of their visa so please note the expiry date of your OSHC. Medibank Private OSHC pays the cost of most medical and hospital treatment students may require while studying in Australia and will contribute to the cost of prescription medicines and emergency ambulance transport. The current cost of OSHC and further information about the scheme is located at :

<http://www.medibank.com.au/productandservices/overseas/students/default.asp>

## Doctors

You may wish to visit a doctor near where you live. In Australia, a doctor is often referred to as a GP (General Practitioner) or MP (Medical Practitioner).

A list of doctors' names, locations and phone numbers can be found in your telephone directory, under Medical Practitioners – most directories have a Locality Guide for the nearest medical centre in your suburb. Doctors4U: [www.doctors-4u.com/Melbourne/home.htm](http://www.doctors-4u.com/Melbourne/home.htm) also provides a comprehensive list of doctors, medical centres, sexual health clinics, after hours doctors, bulk billing doctors, and chemists/pharmacies in the Melbourne CBD and surrounds.

## Hospital

There are several public hospitals in Melbourne if you need to go in an emergency. Each hospital has a 24-hour Emergency and Casualty department where you may seek help.

## Pharmaceuticals/ Prescriptions

Pharmaceuticals prescribed by a doctor are not free or available from doctors. They must be purchased at a chemist (pharmacy).

The closest public hospital to ISBT is:

## ALFRED HOSPITAL

Commercial Road, Prahran  
9276 2000

or in an emergency

**000**

# Tax File Number

As an international student you are able to apply for a Tax File Number (TFN). This number is given to you by the Australia Government and is only issued once in your life time. While you are not required to have a TFN it is essential to have one if you want to work in Australia.

You can apply for a TFN online via the Australia Tax Office

[www.ato.gov.au/corporate/content.asp?doc=/Content/27156.htm](http://www.ato.gov.au/corporate/content.asp?doc=/Content/27156.htm) or obtain a paper form by calling 1300 720 092.

# Important Contact Details

| For Help              | Contact  |                        |
|-----------------------|--|------------------------|
| In an emergency       | Police/Fire/Ambulance  | Telephone 000          |
| Using this handbook   | ISBT Student Services Staff  | Telephone 03 95293665  |
| Enrolling online      | Orientation Week, UNE And ISBT Staff   | Telephone 03 95293665  |
| Using online services | Orientation Week, ISBT Helpdesk  | Telephone 03 95293665  |
| Personal problems     | ISBT Counselling Service   | Telephone 03 95293665  |
|                       | Campus Manager   | Telephone 03 95293665  |
|                       | Lifeline<br>(Free Telephone Counselling Service)   | Telephone 13 11 14     |
| Accommodation         | ISBT Student Services Staff  | Telephone 03 95293665  |
| Language and learning | ISBT Learning Assistance Lecturer  | Telephone 03 95293665  |
| Academic concerns     | Campus Manager   | Telephone 03 95293665  |
| Visa                  | ISBT Student Services Staff  | Telephone 03 95293665  |
|                       | International Services Manager, UNE  | Telephone 02 6773 3361 |
|                       | DIAC (Department of Immigration and Citizenship)   | Telephone 131 881      |
| Medical               | Nearest Medical Centre<br>The Alfred Hospital, 19 Commercial Rd.<br>Prahran, Melbourne, VIC 3181 | Telephone 03 90762000  |
| Child care            | ISBT Student Services Staff  | Telephone 03 95293665  |
| Security              | ISBT Student Services Staff  | Telephone 03 95293665  |
| Legal concerns        | ISBT Student Services Staff  | Telephone 03 95293665  |
|                       | International Services Manager, UNE  | Telephone 02 6773 3361 |
| Financial issues      | Campus Manager   | Telephone 03 95293665  |

## Melbourne Campus

Tele: +61 3 95293665  
 Fax: +61 3 85657699  
 E-mail: [info@isbt.nsw.edu.au](mailto:info@isbt.nsw.edu.au)  
 Web: [www.isbt.nsw.edu.au](http://www.isbt.nsw.edu.au)

## UNE Campus

English Language & International Services  
 Tele: +61 2 6773 3192  
 Fax: +61 2 6773 3325  
 E-mail: [ioserv@une.edu.au](mailto:ioserv@une.edu.au)  
 Web: [www.une.edu.au](http://www.une.edu.au)