



international students

2008
orientation guide



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international student orientation guide
produced by english language and international services

orientation

introduction to international student orientation

During International Orientation you will receive all the information you need to begin studying at UNE. Attendance at all sessions of Orientation is compulsory - 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 in addition to the university-wide orientation for all students, known as Orientation Week.

orientation week

University Orientation is held in the week after International Orientation and you will have received the program for UNE Orientation Week with this Guide. During this week you will be able to go to a variety of welcome and information sessions, including:

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

On Monday and Tuesday of University Orientation the academic program for new students will commence. Introductory lectures will be held in all Faculties. 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, you can go to Reception in the International Precinct 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 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/2008>), 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 the International Precinct 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/enrolment/>



the university handbook

The University of New England 2008 Handbook outlines the conditions and rules for your degree. You should read the relevant material when you begin your course of study, and continue to refer to it before making any changes to your enrolment. Rules governing degrees can be complex and difficult to understand, and rules that apply in one course may not apply to another. Detailed course information can be found in school handbooks, though please be aware that International students are not necessarily able to 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/>

...new international students need to attend international orientation, university orientation and enrolment at the start of their degree.

academic and administrative information

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 in 2008 the semesters are as follows:

SEMESTER ONE	8 February to 25 June
SEMESTER TWO	23 July to 26 November
SUMMER SEMESTER	Dec 08 to Jan 09

summer semesters

Some students may accelerate their degree programs by taking additional units during Summer Semester (November – February). 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.

INTERNATIONAL STUDENTS MUST HAVE A FULL-TIME LOAD (4 UNITS PER SEMESTER) AS PART OF THEIR STUDENT VISA CONDITIONS. ANY EXCEPTIONS TO THIS RULE MUST BE APPROVED BY THE INTERNATIONAL SERVICES MANAGER.

the university community

The University is a community much like any other, 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 of them will prefer to be called by their first name. Teaching staff 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 taken 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 (see page 11 for more information) or make an appointment to talk to the International Services Manager for advice.

starting classes

Undergraduate and postgraduate coursework students will need to know what to expect when they start classes, and how to go about finding classrooms and lecture theatres. Research students will need to speak with Research Services and their supervisors about the expectations governing research students.



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>. To find your classes, you will need to be familiar with the buildings on campus. See the following link for campus maps <http://www.une.edu.au/campus/campinfo.htm>.

Classes begin 14 February 2008 for Semester One, and 24 July 2008 for Semester Two.

Your timetable will show several different types of classes:

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, 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 discussion.

laboratory sessions

Laboratory sessions are classes held in the more applied disciplines (e.g. sciences) and involve students working in a laboratory 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 their phone numbers and email addresses. Throughout your studies you will be expected to use Information Technology 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.

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, 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, staff at the Student Centre can help.

research degrees

PhD's 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 advice. If you are having difficulty understanding material in your course, or completing assignments on time, you need to get in touch with your lecturers. Teaching staff have staff 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 more difficult to address.

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:

- | | |
|-----------------------------|--|
| <i>class work</i> | may includes essays, laboratory reports, spot tests, field work etc. set during the semester |
| <i>continual assessment</i> | may involve completing regular small tests or quizzes, and handing in short essays, usually on a weekly basis during class |
| <i>examinations</i> | 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.



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 http://www.une.edu.au/aso/referencing_style_guide.htm

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/offsect/plagiarism_avoidance.htm

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.

help and advice

Being in a new town in a new 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 the International Precinct at any time, with any problem. The staff in International Services will talk to you about what you need, and 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

The International Services office is situated in the International Precinct (Building E21) on Booloominbah Drive. 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 International students with most matters.

p: 6773 3192 e: ioserv@une.edu.au
w: <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 on campus at:

p: 6773 4444 e: studentcentre@une.edu.au
w: <http://www.une.edu.au/studentcentre/>

english language centre

The English Language Centre is located in the International Precinct. 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.

p: 6773 3192 e: elc@une.edu.au or ielts@une.edu.au for IELTS enquiries
w: <http://www.une.edu.au/elc>

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 well. In addition, Academic Skills advisors offer individual consultations to all students at the University.

p: 6773 3600 e: asohelp@une.edu.au
w: <http://www.une.edu.au/tlc/aso>

university medical centre

The University has a Medical Centre which is located in Claude Street, close to Wright Village, and staffed by doctors and nursing staff.

p: 6773 2916
w: <http://www.une.edu.au/finance/mc2.htm>

counselling

The University provides a counselling service for all students. If you feel lonely, or homesick, or you have problems you need to discuss with a professional counsellor, you can make an appointment between 8am and 4.30pm to see someone.

p: 6773 2897 e: counselling.service@une.edu.au
w: <http://www.une.edu.au/counselling>

equity office

The 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.

p: 6773 2897

e: studentequity@une.edu.au

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

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. To learn more about the services available and costs involved see the website at <http://www.une.edu.au/campus/yarmgwanga/yarm.html>. 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>. It provides the opportunity for students to sell books they no longer need, particularly text books from classes they have finished, and to buy the books they need at a cheaper price.

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. Care should also be taken with personal possessions while on campus; bags, computers, cameras or phones should not be left unattended.



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.

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 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 the International Precinct 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

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 able 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>.



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 get into 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.

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 (<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 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 at <http://www.une.edu.au/studentcentre/Personallink.htm>.
- 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.
- 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 at 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 Faculty Mentor, supervisor or the International Precinct 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 the International Precinct 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 twelve months, except in a few exceptional circumstances. In most cases, you will be required to complete twelve 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 who travel with you must not leave Australia after you.
- 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, 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 the International Precinct for advice.



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>

fee and refund policy

International students are required to pay at least one semester's fees in order to receive a Confirmation of Enrolment. Should your enrolment change, or your circumstances alter, you can request a refund. It is important that you understand the University's refund policy (below) and the dates which govern whether or not you will be refunded your fees. Withdrawal from a subject at certain times of the year may result in a fail result, and ineligibility for a refund of fees. More information about fees can be found at <http://study.une.edu.au/stufees.php>

living in armidale



accommodation

The University provides two types of accommodation – residential colleges and self-catering flats. Further information can be found at the accommodation website <http://www.une.edu.au/eao/index.html> If you require assistance throughout the year with accommodation, please see International Services.

Some students prefer to live in Armidale in rented accommodation. If you are looking for a flat, or a shared house, you should note that it can be hard to find in the early part of each semester when students are returning to study at UNE. Real Estate agents who manage rented accommodation can be found at the following website http://www.une.edu.au/recruit/app_info/realstate.htm. You should also consult the 'Guide to Renting' in your orientation pack.

shopping

The shopping area in Armidale is in the centre of town, around the Mall on Beardy Street. Trading hours are generally 9am to 5pm Monday - Fridays and 8.30am to 12.30pm on Saturdays. Supermarkets generally have extended shopping hours and are open from early in the morning to late in the evening, seven days a week. Larger supermarkets and health food stores in Armidale stock a great range of international food – including Asian, Mediterranean, European and African ingredients. Fresh fruit, vegetables, meat, poultry and bread are also readily available. For more information about shops and restaurants in Armidale, see the 'New England Regional Visitors Guide' in your Orientation pack.

banking and finance services

Most Australian banks have branches in Armidale, as well as providing internet and phone banking. ATM cards from overseas will work in automatic tellers in Australia, but may not work for EFTPOS purchases. If you wish to establish a bank account while you are in Australia, you will need proper identification. In most cases, a passport will be sufficient. Students might like to open accounts with the New England Credit Union, which has a branch on campus.

religion

Armidale hosts organisations representing many of the world's religions. On campus there are also religious services and representatives. The University has its own Mosque (opposite the International Precinct), through which halal food can be purchased. The University Chaplaincy, which has chaplains from the major Christian denominations, can be found in the Old Lodge, next to the International Precinct. Please refer to the religious services booklet in your orientation packs, or the Guide to New Residents, for more information about these religious organisations and how to get in contact with them.

accommodation - shopping - medical services - religion - employment - postal services - banking and finance services - transport - parking on campus - bicycles - public transport - taxis - travel and transport - newspapers - phones and internet - public libraries - sport - art and culture - cinema - museums - music and entertainment - arriving with children - children's health care - playgroups - education - indigenous australia

medical services

Armidale has a base hospital with an emergency department. If you are injured, or are with someone who needs urgent medical attention, you can go to the emergency department twenty-four hours, seven days per week. The Armidale and New England Hospital is at the corner of Rusden and Barney Streets, and can be reached by phone on 6776 4738 during business hours (9am-5pm Monday to Friday). After hours you can ring 6776 4622. If you are in a medical emergency and need an ambulance, your health cover will cover the cost of this. Armidale also has a Police Station and a Fire Service.

Emergencies - Police, Fire Brigade or Ambulance (medical) call 000

You need to be able to tell the operator exactly where you are (including town/city and street address) and details of the emergency.

There is a Medical Centre on campus, and Armidale also has a number of medical doctors and dentists. Contact numbers for Armidale Medical Services can be found in the New Residents Guide in your Orientation Pack.

employment

International students can apply for a student work visa once they have commenced their study in Australia. Please see the DIAC website <http://www.immi.gov.au/study/working/index.htm> for more information on how to apply online. Please note an application fee payable to DIAC will apply.

Getting part-time work in Armidale can be difficult. However, persistence generally pays off! Most jobs in Armidale are advertised online through <http://www.jobsearch.com.au> or through <http://www.seek.com.au>. Many jobs are listed in the local papers; sometimes there are signs in the stores advertising vacancies; otherwise you will need to go into stores and businesses with a copy of your résumé (and a good attitude!) and ask about available positions.

Many larger stores or retail chains will require you to apply online through their head office - again, asking the business is a good way to start.

In 2007 there were two new retail centres built with many shops and food outlets, which gives international students many more opportunities for casual employment. Please note that businesses sometimes prefer students who can work in holiday times, so you need to decide if you are available to do so.

International Services has a casual employment board which can be found in front of the reception desk at the International Precinct.

postal services

These are provided by Australia Post – see the website <http://www.auspost.com.au> for the range of services offered. Students are able to send mail around the University by using the internal mail system. Just give your internal mail to International Services staff. There is an Australia Post agent in the newsagency on campus.



sport

There are a wide variety of sporting facilities on campus, in addition to the many sport and recreation activities in Armidale.

Sport UNE offers students a great range of on-campus sporting facilities and will also be able to put help you contact different sporting teams in Armidale.

Sport UNE

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

Sporting links - Armidale

<http://www.armidale.info/sport.htm>

<http://www.armidale.info/armidalesportsreccentre/index.htm>

newspapers

Local papers and most Australian newspapers are available from the campus newsagency, and from newsagents around Armidale. In addition to Australian newspapers, there is a selection of international papers available in the Dixon Library Reading Rooms.

phones and internet

Like most places in the world, Armidale has a number of outlets and services that will supply you with mobile, phone and Internet services. There are several main providers of landlines, mobile phones and internet in Australia. Some of the major ones are Optus, Telstra, Virgin and AAPT. Make sure you understand what you are signing up for with any provider. You also need to be aware that mobile phone coverage in Australia can be sporadic outside urban areas. Check service availability with your phone provider.

public libraries

Students at UNE all have access to the Dixon Library on campus. Some student may also like to join the Armidale City Library, which has books and DVDs for loan, as well as a large children's library. The Library is in 121 Faulkner Street, just up from the Post Office, phone 6772 4711. There is a Children's Library at the Railway Station, Brown Street, Armidale, phone 6772 8838. There is a membership fee of \$5.00 per month, or \$50.00 per year per family.

parking on campus

Students are able to use University parking areas when they are on campus. You need to register and pay if you want to park on campus. The forms and prices can be found at <http://www.une.edu.au/fms/campus-services/parking/> Roads around campus have the same rules as elsewhere. Please ensure you are familiar with road rules and conditions.

travel and transport

Armidale is well serviced by other transport services including train and bus services and daily flights. You are able to book travel through travel agencies in town, or directly with the providers. The Armidale regional airport has 4-5 daily flights between Sydney and Armidale. Flights can be booked directly through the airline, or through travel agents. QantasLink is the airline that operates these flights.

STA travel cards (student concession cards) are available from the International Precinct. Most transport services offer discounts to students - make sure you ask when booking.

Please note: hitch-hiking is strongly discouraged by the Police. It can be very dangerous and students are strongly cautioned against it.

bicycles

Many students use bicycles to get around town and University. Armidale has a number of excellent bike paths that are used by many people. If you use a bike path, or ride on the roads, you need to be aware of traffic rules and conditions, like any other driver. Please note: it is illegal to ride a bicycle on a bike path or road without a bicycle helmet.

public transport

Buses run between the shopping centre in Armidale and the University, and follow set routes around town. There is a bus timetable in the Orientation pack you received with this guide. There are a variety of pick up points around campus, and the buses will set down at designated bus stops around town. All of these are indicated on the timetable.

taxis

The main taxi ranks in Armidale are near the Post Office in Faulkner Street and in Dangar Street near Brumby's Bakery. You can order a taxi by phoning 131 008. Taxis are fitted with meters and the amount you will be charged is shown on the meter on the dashboard.

driving in australia

If you are going to drive a car, truck or motorbike you will need a valid driver's licence. You may not need to obtain a NSW licence if you are holding a current driver's licence from your home country. For further information, contact Community Relations Commission in Sydney on 1300 651 500 or consult the website <http://www.crc.nsw.gov.au>. It is strongly recommended that students in this situation obtain the NSW Road User's Handbook and Driver Ability Road Test Handbook so that they understand NSW road rules and conditions, particularly if they are not used to driving in rural areas where road hazards might include wildlife and livestock. Both handbooks are available online at: <http://www.rta.nsw.gov.au> in a variety of languages. If you do not have a current licence you will need to obtain one in order to drive a vehicle in Australia. For more information on how to obtain your driver's licence see the Roads and Traffic Authority website at: <http://www.rta.nsw.gov.au/licensing/index.html>

If you buy a car in Australia you will need to register and insure the vehicle. More information on this process is available at <http://www.rta.nsw.gov.au/registration/index.html>. Please note that it is illegal to drive an unregistered, uninsured vehicle in Australia. All vehicles must be safety checked before they are driven on the roads.

As a driver in Australia you need to be aware of the road rules and conditions under which all drivers use the roads, particularly blood alcohol levels and speed restrictions. Police patrol the roads in Australia and if you are stopped by the police for a traffic infringement you may be fined, required to appear in court, have your car impounded, lose your license, or even imprisoned.



art and culture

cinema

The Belgrave Cinema is located next to the Ex-Services Club in Dumaresq Street. Local newspapers list the films being shown each week and their starting times. You can also get this information by phone on 6773 3833. The Services UNE Website also has cinema times and upcoming events on campus at <http://www.servicesune.com.au>.

museums

Armidale is fortunate to have an excellent art museum. The New England Regional Art Museum (NERAM) is situated at 126 Kentucky Street in parkland, and has a café open during the day. For more information about current exhibitions and collections see the website at <http://www.neram.com.au>.

The Armidale Folk Museum, in Faulkner Street next to the Armidale City Library, houses interesting memorabilia about Armidale and Australia's history. It is a great way to learn about how people lived in Australia.

UNE has a Museum of Antiquities on campus, which contains prehistoric Aboriginal collections and Near Eastern and Classical antiquities. The entrance to the Museum is located at the top of the concrete ramp into the Arts Building on UNE campus.

music and entertainment

Armidale has several symphony orchestras and regularly hosts large concerts with national and international musicians. Armidale also has many pubs, clubs and restaurants, theatre presentations, and art exhibitions. Local newspapers are the best source of information about what is going on in town. There are also many clubs and societies including artistic and craft groups, theatre groups, music groups or sporting groups you can get involved in. Look in newspapers, ask people you know or seek advice from the International Services staff.

The InTune Magazine (which comes in the free weekly newspaper 'The Extra') is a great source for everything that is going on in Armidale - from cinema screenings, gigs and live music, to craft workshops and yoga classes.

THERE IS LOTS TO DO IN ARMIDALE, SO GET OUT THERE!



arriving with children

children's health care

If you have a child under three years of age, you can use the services offered by the Early Childhood Centre, in the Community Health Centre, Armidale and New England Hospital. Phone them on 6776 4747 for more details. In Australia, children starting school at age five need to have hearing, speech and vision tests. The Community Health Centre can assist you to arrange to get these tests done, if you need them. If your children have come with you to Australia, you should let the International Services Officer know, so that we can ensure that you have access to the services you need.

If you need other family support services while a student of the University, you should see the International Services Officer, or the University Counselling Service, who will help you find the services you need. To find out about English Language training for children, please see the International Services Manager.

playgroups

Playgroups are for children aged from a few months up to 4 years 9 months. They are a good way for families new to Armidale to meet other people. Children must be accompanied by an adult for the duration of the playgroup. Playgroups are usually held on weekday mornings, and a small fee (\$AU1.00) is charged per session. Playgroups in Armidale are listed in the Telephone Directory, under 'Playgroups'.

education

If you have brought your children to Australia and they are over five years of age, you are required by law to place them in primary or secondary school. Armidale has a number of good schools. Before you can enrol your child in school you will need to have the appropriate visa for them from the Department of Immigration, Multicultural and Indigenous Affairs. Children of international students must pay full fees at any school they attend. If you have school age children and are not sure about enrolling them in school, or if you would like to find out about English Language training for children, please see the International Services Manager.



the Australian Aboriginal flag, symbol of the Aboriginal people

indigenous australia

Students should be aware that Indigenous communities have particular cultural protocols which require respect for country and elders. This is central to the Indigenous community and it is important that non-Indigenous peoples are respectful of this. At times International students will attend events where the speakers acknowledge the traditional owners of the land. Some Australians choose this method to indicate their support for Aboriginal people by acknowledging Indigenous people as the First Nation of this country. To find out more about Indigenous Australia, go to the following links:

<http://www.abc.net.au/message>

<http://www.abc.net.au/missionvoices>

The Armidale Aboriginal Cultural Centre and Keeping Place provides the public with an introduction to Aboriginal culture in Australia. Students who wish to know more about Aboriginal people should visit the Cultural Centre at 128 Kentucky Street. Information about the Centre is available at the website <http://www.acckp.com.au>

The Staff at English Language and International Services acknowledge the traditional owners of this land.

principal dates

semester one 2008

Tuesday 29 January	Summer semester examinations start
Friday 1 February	Summer semester examinations end
Friday 8 February	International students' orientation starts
Monday 11 February	Semester One starts + Domestic student orientation starts
Thursday 14 February	Lectures start (New Students)
Monday 18 February	Lectures start
Monday 25 February	Last day to add full-year/first semester units to an existing on-campus enrolment
Friday 4 April	Lectures end
Monday 7 April	Residential schools start
Saturday 26 April	Residential schools end
Monday 28 April	Lectures recommence
Friday 2 May	Last day to withdraw from first semester units without academic penalty
Friday 6 June	Lectures end
Monday 9 June	Queen's Birthday (Public Holiday)
Tuesday 10 June	Examinations start
Wednesday 25 June	Examinations end + First Semester ends
Monday 7 Jul	Residential schools start
Friday 18 Jul	Residential schools end

semester two 2008

Thursday 24 Jul	Mid-Year Orientation starts (for both international and domestic students) Semester Two starts
Friday 25 July	Mid-Year Orientation ends
Monday 28 July	Lectures start + Last day for examination results to be made available to students
Monday 4 August	Last day to add second semester units to an existing on-campus (internal) enrolment
Sunday 31 August	Census Date (semester two and full-year units)
Friday 12 September	Lectures end + Last day to withdraw from whole-year units without academic penalty
Sunday 14 September	Residential schools start
Friday 19 September	Last day to withdraw from second semester units without failure
Sunday 28 September	Residential schools end
Monday 29 September	Lectures recommence
Friday 7 November	Lectures end
Wednesday 12 November	Examinations start
Wednesday 26 November	Examinations end + Semester Two ends

important phone numbers

UNE

English Language and International Services

p: 02 6773 3192

f: 02 6773 3325

e: ioserv@une.edu.au

<http://www.une.edu.au/uneweb/intrstd.html>

Student Centre

p: 02 6773 4444

e: studentcentre@une.edu.au

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

Academic Skills Office

p: 02 6773 3600

e: asohelp@une.edu.au

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

Counselling and Careers Service

p: 02 6773 2897

e: careers.service@une.edu.au

e: counselling.service@une.edu.au

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

Equity Office

p: 02 6773 3591

e: equity@une.edu.au

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

Access Centres

p: 02 6773 4439

e: fkelly@une.edu.au

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

University Medical Centre

p: 02 6773 2916

<http://www.une.edu.au/finance/mc2.htm>

Yarm Gwanga Child Care

p: 02 6773 3173

e: yarm@une.edu.au

<http://www.une.edu.au/campus/yarmgwanga/yarm.html>

United Campus Bookshop

<http://www.ucb.net.au>

UNESA Second-hand Bookshop

p: 02 6773 5106

<http://www.servicesune.com.au/support/bookshop.htm>

Safety and Security

p: 02 6773 2099

OTHER

EMERGENCY (Police, Ambulance, Fire Brigade)

p: 000

DIMA (The Department of Immigration and Multicultural Affairs)

p: 131 881

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

Armidale and New England Hospital

p: 02 6776 4738

after hours: 02 6766 4622

LIFELINE (free telephone counselling service)

p: 13 11 14

New England Travel

Agents for Student Travel Australia (STA)

p: 6772 1722

Countrylink Travel

Bus and Train travel

p: 6772 7623

QANTAS

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

p: 13 13 13

Armidale Flight Centre

Travel Agent

p: 6772 1905

Produced by English Language and International Services
The University of New England
Armidale, NSW 2351

p: 02 6773 3192

f: 02 6773 3325

e: ioserv@une.edu.au

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

Information correct at time of printing (January 2008)