ISBT

UNE

UNIVERSITY OF NEW ENGLAND

INTERNATIONAL STUDENT HANDBOOK
2010

UNIVERSITY OF NEW ENGLAND COURSES
at
INTERNATIONAL SCHOOL OF BUSINESS AND TECHNOLOGY,
SYDNEY, AUSTRALIA

CRICOS Provider Name and Number: University of New England 00003G
ISBT conducts UNE Courses or Programs on behalf of UNE

November 2009

Contents

WELCOME 3

SECTION 1: ARRIVAL IN AUSTRALIA 4

IMPORTANT CONTACT DETAILS 4

PRINCIPAL DATES: ISBT SYDNEY 5

STUDENT SERVICES 10

Counselling service 10
Learning Assistance Lecturer 10
IT Helpdesk 11
Unit Lecturers 11
Librarian 11
UNE Program Director 11
Campus Manager 11
International Services (UNE) 11
Academic Skills Office (UNE) 11
Equity Office (UNE) 12

TECHNOLOGY – COMPUTER & INTERNET ACCESS 12
Your UNE Account 12
Computer Labs 12
Printing 12

ACCOMMODATION AND TRANSPORT 13
ACCOMMODATION 13
Renting In Sydney 13
Finding a place to rent 13
Your legal rights and responsibilities as a tenant 14
The Share House Option 14
Homestay 14
Public Transport 14
Airport Link 14
Buses 15
Trains: Interstate and Intrastate Services 15
Ferries 15
Light Rail 16
Monorail 16
Taxis 16
Driving in Australia 16

BANKING 17
Australian Banks 17
Opening a bank account 17
Banking Facilities Close to ISBT 17
Transferring Money to Australia 18
International Money Transfer 18
Travellers' Cheques 19
Automatic Teller Machines (ATMs) 19
Exchange Rate Issues 19

COMMUNICATIONS **20**
Phoning Home 20
Home Phone (Landline) 20
Pre-paid Mobile Phone Services 20
Mobile Phone Contracts 21
Internet Access 21
Phone and Internet Contracts 21

COPING WITH LIFE IN AUSTRALIA **22**
Homesickness 22
Safety 23

SECTION 2: STUDYING @ ISBT **27**

FACILITIES **27**
Teaching 27
Library 27
Academic and English language support 27
Student lounge and recreation 28
First Aid and Medical 28
Course advice and enrolment assistance 28
Course accreditation 28
Highly qualified academic staff and small class sizes 28

ENROLMENT AND COURSE PROGRESS **29**
Subject changes after enrolment 26
Advanced standing / recognition of prior learning 26
Fast-track study opportunity 26
Deferring, suspending and cancelling enrolment 26
Assessment 26
Examination results 27
Graduation 27

ACADEMIC INFORMATION **27**
Attendance and Course progress 27
Academic Progress 27
Consulting tutors and lecturers 28
Assessment 28
Time management 29
Plagiarism 29

YOUR RESPONSIBILITIES **30**
Contact details 30
Academic 30
Administrative 30

PROBLEMS? **30**
Student Rights 30
Appeals, Complaints and Grievance Procedures 31

SECTION 3: IMPORTANT INFORMATION **32**

VISA CONDITIONS **32**

MEDICAL SERVICES **33**

DOCTORS **33**
Hospital 34
Pharmaceuticals/ Prescriptions 34

TAX FILE NUMBER **34**

NATIONAL CODE **34**

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
University of New England

KISHORE VALLAM
CEO
International School of Business and Technology

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 02 92621280
Enrolling online	Orientation Week, UNE And ISBT Staff	Telephone 02 92621280
Using online services	Orientation Week, ISBT Helpdesk	Telephone 02 92621280
Personal problems	ISBT Counselling Service	Telephone 02 92621280
	Campus Manager	Telephone 02 92621280
	Lifeline (Free Telephone Counselling Service)	Telephone 13 11 14
Accommodation	ISBT Student Services Staff	Telephone 02 92621280
Language and learning	ISBT Learning Assistance Lecturer	Telephone 02 92621280
Academic concerns	Campus Manager	Telephone 02 92621280
Visa	ISBT Student Services Staff	Telephone 02 92621280
	International Services Manager, UNE	Telephone 02 6773 3361
	DIAC (Department of Immigration and Citizenship)	Telephone 131 881
Medical	Nearest Medical Centre Address / Phone	Telephone 02 92619200
	Sydney Medical Centre, Shop M1 (on the Mezzanine Level), 580 George St, Sydney	
Child care	ISBT Student Services Staff	Telephone 02 92621280
Security	ISBT Student Services Staff	Telephone 02 92621280
Legal concerns	ISBT Student Services Staff	Telephone 02 92621280
	International Services Manager, UNE	Telephone 02 6773 3361
Financial issues	Campus Manager	Telephone 02 92621280

Sydney Campus

Student Services
Tele: + 61 2 9262 1280
Fax: + 61 2 9262 1238
E-mail: info@isbt.nsw.edu.au
www.isbt.nsw.edu.au

UNE Campus

International Services
Tele: 02 6773 3192
Fax: 02 6773 3325
E-mail: ioserv@une.edu.au
www.une.edu.au

Principal Dates: ISBT Sydney

Teaching Period 3 / 2009 Teaching Period Dates: 23 November 2009 - 26 February 2010 / Teaching: 30 November 2009 - 5 February 2010	
Enrolment	23 - 27 November 2009
Orientation	27 November 2009
Lectures Commence	30 November 2009
Last day to enrol (New students)	4 December 2009
Last day to enrol (Continuing students)	11 December 2009
Last day to change Course	11 December 2009
Last day to add a unit	11 December 2009
Last day to withdraw without financial penalty from a Course / Unit	24 December 2009
Last day to withdraw without academic penalty (W Grade)	15 January 2010
STU Vac	8 - 11 February 2010
Exams	12 - 17 February 2010
Marking and Moderation	12 - 23 February 2010
Results processing (Progressive)	12 - 24 February 2010
Results ratified	25 February 2010
Results published	26 February 2010

January

Week	M	T	W	T	F	S	S
				1	2	3	4
	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
	26	27	28	29	30	31	

February

Week	M	T	W	T	F	S	S
							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	

March

Week	M	T	W	T	F	S	S
							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					

April

Week	M	T	W	T	F	S	S
			1	2	3	4	5
	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
	20	21	22	23	24	25	26
	27	28	29	30			

May

Term Week	M	T	W	T	F	S	S
					1	2	3
	4	5	6	7	8	9	10
	11	12	13	14	15	16	17
	18	19	20	21	22	23	24
	25	26	27	28	29	30	31

June

Week	M	T	W	T	F	S	S
11	1	2	3	4	5	6	7
12	8	9	10	11	12	13	14
Ex	15	16	17	18	19	20	21
Ex	22	23	24	25	26	27	28
M	29	30					

July

Week	M	T	W	T	F	S	S
			1	2	3	4	5
	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
E	20	21	22	23	24	25	26
E	27	28	29	30	31		

August

Week	M	T	W	T	F	S	S
						1	2
1	3	4	5	6	7	8	9
2	10	11	12	13	14	15	16
3	17	18	19	20	21	22	23
4	24	25	26	27	28	29	30
5	31						

September

Week	M	T	W	T	F	S	S
5		1	2	3	4	5	6
6	7	8	9	10	11	12	13
7	14	15	16	17	18	19	20
8	21	22	23	24	25	26	27
9	28	29	30				

October

Week	M	T	W	T	F	S	S
9				1	2	3	4
10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	18
12	19	20	21	22	23	24	25
S	26	27	28	29	30	31	

November

Week	M	T	W	T	F	S	S
							1
Ex	2	3	4	5	6	7	8
Ex	9	10	11	12	13	14	15
R	16	17	18	19	20	21	22
E/R/P	23	24	25	26	27	28	29
1	30						

December

Week	M	T	W	T	F	S	S
1		1	2	3	4	5	6
2	7	8	9	10	11	12	13
3/4	14	15	16	17	18	19	20
5	21	22	23	24	25	26	27
6	28	29	30	31			

E = Enrolment
Ex = Exam Period
M = Marking and Moderation
R = Results Processing
P = Results Published
S = SWOT Vac

Teaching Period 1 TBA	Teaching Period 2 13 July - 27 November 2009	Teaching Period 3 23 November 2009 - 26 February 2010
Enrolment / Orientation: 16 - 20 March 2009	**Enrolment / Orientation:** 13 - 31 July 2009	**Enrolment / Orientation:** 23 - 27 November 2009
SWOT Vac: 13 - 16 June 2009	**SWOT Vac:** 26 - 30 October 2009	**SWOT Vac:** 8 - 11 February 2010
Exams: 17 - 27 June 2009	**Exams:** 2 - 13 November 2009	**Exams:** 12 - 17 February 2010
Marking and Moderation: 29 June - 7 July 2009	**Marking and Moderation:** 2 - 25 November 2009	**Marking and Moderation:** 12 - 23 February 2010
Results Processing: 29 June - 8 July 2009	**Results Processing:** 2 - 25 November 2009	**Results Processing:** 12 - 24 February 2010
Results Ratified: 9 July 2009	**Results Ratified:** 26 November 2009	**Results Ratified:** 25 February 2010
Results Published: 10 July 2009	**Results Published:** 27 November 2009	**Results Published:** 26 February 2010

Teaching Period 1 / 2010 Teaching Period Dates: 1 March - 25 June 2010 / Teaching: 8 March - 28 May 2010	
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	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
Results processing (Progressive)	7 - 23 June 2010
Results ratified	24 June 2010
Results published	25 June 2010

Teaching Period 2 / 2010 Teaching Period Dates: 28 June - 22 October 2010 / Teaching: 5 July - 24 September 2010	
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	30 July 2010
Last day to withdraw without academic penalty (W Grade)	27 August 2010
STU Vac	27 September - 7 October 2010
Exams	8 - 15 October 2010
Marking and Moderation	8 - 20 October 2010
Results processing (Progressive)	8 - 20 October 2010
Results ratified	21 October 2010
Results published	22 October 2010

Teaching Period 3 / 2010 Teaching Period Dates: 25 October 2010 - 25 February 2011 / Teaching: 1 November 2010 - 28 January 2011	
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	26 November 2010
Last day to withdraw without academic penalty (W Grade)	24 December 2010
STU Vac	27 - 31 December 2010 and 31 January - 10 February 2011
Exams	11 - 18 February 2011
Marking and Moderation	11 - 23 February 2011
Results processing (Progressive)	11 - 23 February 2011
Results ratified	24 February 2011
Results published	25 February 2011

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	1 April 2011
Last day to withdraw without academic penalty (W Grade)	29 April 2011
STU Vac	30 May - 9 June 2011
Exams	10 - 17 June 2011
Marking and Moderation	10 - 22 June 2011
Results processing (Progressive)	10 - 22 June 2011
Results ratified	23 June 2011
Results published	24 June 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	29 July 2011
Last day to withdraw without academic penalty (W Grade)	26 August 2011
STU Vac	26 September - 6 October 2011
Exams	7 - 14 October 2011
Marking and Moderation	7 - 19 October 2011
Results processing (Progressive)	7 - 19 October 2011
Results ratified	20 October 2011
Results published	21 October 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	25 November 2011
Last day to withdraw without academic penalty (W Grade)	23 December 2011
STU Vac	26 December 2011 - 1 January 2012 and 30 January - 9 February 2011
Exams	10 - 17 February 2012
Marking and Moderation	10 - 22 February 2012
Results processing (Progressive)	10 - 22 February 2012
Results ratified	23 February 2012
Results published	24 February 2012

Teaching Calendar 2010-2011

January

Week	M	T	W	T	F	S	S
6					1	2	3
7	4	5	6	7	8	9	10
8	11	12	13	14	15	16	17
9	18	19	20	21	22	23	24
10	25	26	27	28	29	30	31

February

Week	M	T	W	T	F	S	S
11/12	1	2	3	4	5	6	7
S/Ex	8	9	10	11	12	13	14
Ex	15	16	17	18	19	20	21
P	22	23	24	25	26	27	28

March

Week	M	T	W	T	F	S	S
E	1	2	3	4	5	6	7
1	8	9	10	11	12	13	14
2	15	16	17	18	19	20	21
3	22	23	24	25	26	27	28
4	29	30	31				

April

Week	M	T	W	T	F	S	S
4				1	2	3	4
5	5	6	7	8	9	10	11
6	12	13	14	15	16	17	18
7	19	20	21	22	23	24	25
8	26	27	28	29	30		

May

Week	M	T	W	T	F	S	S
8						1	2
9	3	4	5	6	7	8	9
10	10	11	12	13	14	15	16
11	17	18	19	20	21	22	23
12	24	25	26	27	28	29	30
S	31						

June

Week	M	T	W	T	F	S	S
S		1	2	3	4	5	6
Ex	7	8	9	10	11	12	13
Ex	14	15	16	17	18	19	20
R/P	21	22	23	24	25	26	27
E	28	29	30				

July

Week	M	T	W	T	F	S	S
E				1	2	3	4
1	5	6	7	8	9	10	11
2	12	13	14	15	16	17	18
3	19	20	21	22	23	24	25
4	26	27	28	29	30	31	

August

Week	M	T	W	T	F	S	S
4							1
5	2	3	4	5	6	7	8
6	9	10	11	12	13	14	15
7	16	17	18	19	20	21	22
8	23	24	25	26	27	28	29
9	30	31					

September

Week	M	T	W	T	F	S	S
9			1	2	3	4	5
10	6	7	8	9	10	11	12
11	13	14	15	16	17	18	19
12	20	21	22	23	24	25	26
S	27	28	29	30			

October

Week	M	T	W	T	F	S	S
S					1	2	3
S/E	4	5	6	7	8	9	10
E	11	12	13	14	15	16	17
P	18	19	20	21	22	23	24
E	25	26	27	28	29	30	31

November

Week	M	T	W	T	F	S	S
1	1	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30					

December

Week	M	T	W	T	F	S	S
5			1	2	3	4	5
6	6	7	8	9	10	11	12
7	13	14	15	16	17	18	19
8	20	21	22	23	24	25	26
S	27	28	29	30	31		

E	= Enrolment
Ex	= Exam Period
M	= Marking and Moderation
R	= Results Processing
P	= Results Published
S	= SWOT Vac

Teaching Period 1 1 March - 28 May 2010	Teaching Period 2 28 June - 22 October 2010	Teaching Period 3 25 October 2010 - 25 February 2011
Enrolment / Orientation: 1 - 5 March 2010	**Enrolment / Orientation:** 28 June - 2 July 2010	**Enrolment / Orientation:** 25 - 29 October 2010
SWOT Vac: 31 May - 4 June 2010	**SWOT Vac:** 27 September - 7 October 2010	**SWOT Vac:** 27 - 31 December 2010 31 January - 10 February 2011
Exams: 7 - 18 June 2010	**Exams:** 8 - 15 October 2010	**Exams:** 11 - 18 February 2011
Marking and Moderation: 7 - 23 June 2010	**Marking and Moderation:** 8 - 20 October 2010	**Marking and Moderation:** 11 - 18 February 2011
Results Processing: 7 - 23 June 2010	**Results Processing:** 8 - 20 October 2010	**Results Processing:** 11 - 23 February 2011
Results Ratified: 24 June 2010	**Results Ratified:** 21 October 2010	**Results Ratified:** 24 February 2011
Results Published: 25 June 2010	**Results Published:** 22 October 2010	**Results Published:** 25 Febuary 2011

Teaching Calendar 2011

January

Week	M	T	W	T	F	S	S
S						1	2
9	3	4	5	6	7	8	9
10	10	11	12	13	14	15	16
11	17	18	19	20	21	22	23
12	24	25	26	27	28	29	30
S	31						

February

Week	M	T	W	T	F	S	S
S		1	2	3	4	5	6
S/Ex	7	8	9	10	11	12	13
Ex	14	15	16	17	18	19	20
P	21	22	23	24	25	26	27
E	28						

March

Week	M	T	W	T	F	S	S
E		1	2	3	4	5	6
1	7	8	9	10	11	12	13
2	14	15	16	17	18	19	20
3	21	22	23	24	25	26	27
4	28	29	30	31			

April

Week	M	T	W	T	F	S	S
4					1	2	3
5	4	5	6	7	8	9	10
6	11	12	13	14	15	16	17
7	18	19	20	21	22	23	24
8	25	26	27	28	29	30	

May

Week	M	T	W	T	F	S	S
8							1
9	2	3	4	5	6	7	8
10	9	10	11	12	13	14	15
11	16	17	18	19	20	21	22
12	23	24	25	26	27	28	29
S	30	31					

June

Week	M	T	W	T	F	S	S
S			1	2	3	4	5
S/Ex	6	7	8	9	10	11	12
Ex	13	14	15	16	17	18	19
P	20	21	22	23	24	25	26
E	27	28	29	30			

July

Week	M	T	W	T	F	S	S
E					1	2	3
1	4	5	6	7	8	9	10
2	11	12	13	14	15	16	17
3	18	19	20	21	22	23	24
4	25	26	27	28	29	30	31

August

Week	M	T	W	T	F	S	S
5	1	2	3	4	5	6	7
6	8	9	10	11	12	13	14
7	15	16	17	18	19	20	21
8	22	23	24	25	26	27	28
9	29	30	31				

September

Week	M	T	W	T	F	S	S
9				1	2	3	4
10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	18
12	19	20	21	22	23	24	25
S	26	27	28	29	30		

October

Week	M	T	W	T	F	S	S
S						1	2
S/Ex	3	4	5	6	7	8	9
Ex	10	11	12	13	14	15	16
P	17	18	19	20	21	22	23
E	24	25	26	27	28	29	30
1	31						

November

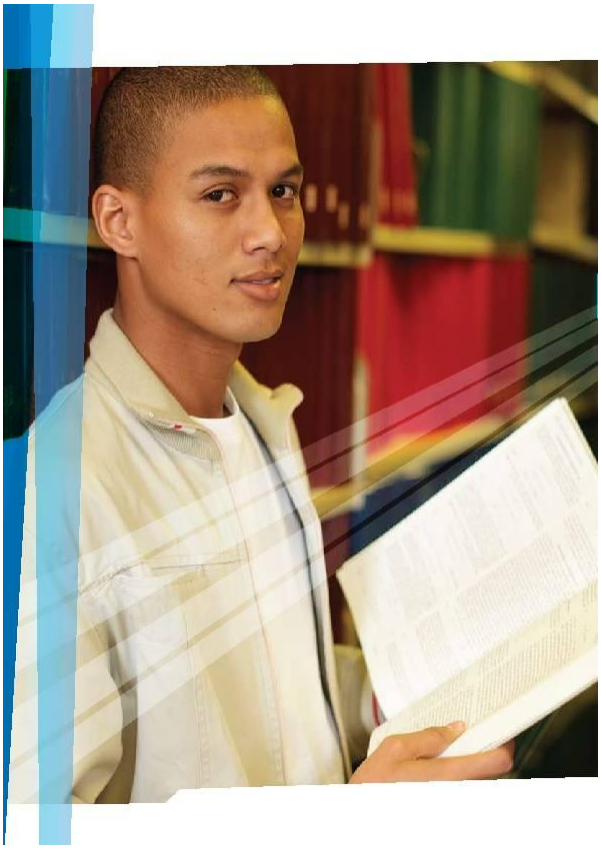
Week	M	T	W	T	F	S	S
1		1	2	3	4	5	6
2	7	8	9	10	11	12	13
3	14	15	16	17	18	19	20
4	21	22	23	24	25	26	27
5	28	29	30				

December

Week	M	T	W	T	F	S	S
5				1	2	3	4
6	5	6	7	8	9	10	11
7	12	13	14	15	16	17	18
8	19	20	21	22	23	24	25
S	26	27	28	29	30	31	

E	=	Enrolment
Ex	=	Exam Period
M	=	Marking and Moderation
R	=	Results Processing
P	=	Results Published
S	=	SWOT Vac

Teaching Period 1 28 February - 27 May 2011	Teaching Period 2 27 June - 23 September 2011	Teaching Period 3 24 October 2011 - 27 January 2012
Enrolment / Orientation: 28 February - 4 March 2011	**Enrolment / Orientation:** 27 June - 1 July 2011	**Enrolment / Orientation:** 24 - 28 October 2011
SWOT Vac: 30 May - 9 June 2011	**SWOT Vac:** 26 September - 6 October 2011	**SWOT Vac:** 26 December 2011 - 1 January 2012 and 30 January - 9 February 2012
Exams: 10 - 17 June 2011	**Exams:** 7 - 14 October 2011	**Exams:** 10 - 17 February 2012
Marking and Moderation: 10 - 22 June 2011	**Marking and Moderation:** 7 - 19 October 2010	**Marking and Moderation:** 10 - 22 February 2012
Results Processing: 10 - 22 June 2011	**Results Processing:** 7 - 19 October 2010	**Results Processing:** 10 - 22 February 2012
Results Ratified: 22 June 2011	**Results Ratified:** 20 October 2010	**Results Ratified:** 23 February 2012
Results Published: 24 June 2011	**Results Published:** 21 October 2010	**Results Published:** 24 Febuary 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 Sydney, come and see us.

Staff can:

- Advise/counsel
- Provide accurate information on visa regulations for student visa holders
- Provide information concerning life in Sydney
- 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 teaching period, 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 Sydney, the beautiful Blue Mountains or the beaches and seaside towns of the South Coast. There will be information about social activities during orientation, and also on student notice boards throughout the teaching period.

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 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 Sydney 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.

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.

Tel: 02 6773 3192
Email: 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.

Tel: 02 6773 3600
E-mail: 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 Program Director.

Tel: 02 6773 2897
Email: studentequity@une.edu.au Web: http://www.une.edu.au/eeo

Technology – Computer & Internet Access

Your UNE Account

As an UNE-ISBT 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. Student Services can assist you with registering.

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

Computer Labs

Three computer labs with 15 – 20 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 and Transport

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 Sydney

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 information on the student noticeboard
3. Use the internet – there are many good sites available such as www.realestate.com.au

Your legal rights and responsibilities as a tenant

Tenants NSW is a useful website providing information on your rights and responsibilities as a tenant in New South Wales and keeping up with the latest news about rental housing in Sydney. There are many Tenancy Fact Sheets covering topics such as starting a tenancy, bond, boarders & lodgers, sharehousing, repairs, how to give notice, etc. They also offer a free advisory service.

Tele: 02 9698 5975

NSW Office of Fair Trading publishes "The Renting Guide" which provides information on your basic rights and responsibilities as a tenant from beginning through to ending a tenancy, how to get repairs done, privacy and what to do if you have a problem. A copy of The Renting Guide is available from Student Services or online
www.fairtrading.nsw.gov.au/About_us/Publications/Property_and_tenancy/ftr66therentingguide.html

The Share House Option

"The Share Housing Survival Guide" www.rlc.org.au/sharehousing/intro.html is a great resource for people thinking about living in share accommodation. It provides information ranging from how to go about looking for a place, what to consider when meeting prospective housemates, how to set up a house, what you can expect it will cost you, what your legal rights and responsibilities are, and things to consider to ensure things go smoothly.

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.

Public Transport

Airport Link

This rail service runs from approximately 5am until Midnight seven days a week, to and from the Domestic and International Terminals and all City Circle railway stations. For more information, call 02 8337 8412 or visit www.airportlink.com.au.

For timetables and trip planning, call 131 500 or visit www.131500.info.

Buses

Sydney Buses operates an extensive network of bus services throughout the city. The main bus terminals are located at Circular Quay, Wynyard, Town Hall and Central Station.

Information about Sydney Bus services is available from:

- Bus kiosks at Circular Quay
- Wynyard Station
- Queen Victoria Building (QVB) and
- Railway Square (Central Station)

Sydney Transport Infoline: www.131500.info Tel:131 500
Sydney Buses website:www.sydneybuses.info.

Trains: Metropolitan Services

CityRail has a large range of leisure and tourist tickets to get you where you want to go. You can travel around the City centre on the City Circle Line (Circular Quay, Wynyard, Town Hall, Central, Museum and St James Stations). There is also a station at Martin Place. Ticket vending machines are open 24 hours. Information about CityRail services is available from Circular Quay and Central Stations.

The City Hopper Train provides unlimited all day rail travel in the area bounded by Kings Cross, North Sydney and Redfern.

Sydney Transport Infoline: www.131500.info Tel: 131 500
City Rail website: www.cityrail.info.

Trains: Interstate and Intrastate Services

Central Railway Station is the main junction for interstate and intrastate rail services. Information about these services is available from:

Train kiosks at Central Station
Sydney Transport Infoline: www.131500.info Tel: 131 500
Countrylink Infoline: www.countrylink.info Tel: 132 232.

Ferries

One of the most delightful ways to make your way to and from the City is to take a ferry on Sydney Harbour. Information about ferry services is available from:

Ferry kiosks at Circular Quay and Manly
Sydney Transport Infoline: www.131500.info Tel: 131 500
Sydney Ferries website: www.sydneyferries.info.

Light Rail

Metro Light Rail is Sydney's newest transport system. Modern trams run from historic Central Station through vibrant Chinatown and Darling Harbour to the Star City Casino, the Sydney Fish Markets and Wentworth Park 24 hours a day, seven days a week. Information about services is available from:

Metro Light Rail Infoline
02 9285 5600
www.metrolightrail.com.au

Monorail

The monorail has a fabulous city loop with eight stops throughout the CBD. The monorail leaves every 3-5 minutes and takes approximately 15 minutes to do the circuit. Single trips or day passes can be purchased at every station. Information about services is available from:

Monorail Infoline
02 8584 5288
www.metromonorail.com.au

Taxis

There is an abundance of taxis that can be hailed from the street, or engaged at ranks at Circular Quay, Wynyard Station, and Town Hall Station.

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 (RTA) www.rta.nsw.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

(www.studymove.com/content/view/79/31/)

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:

Banks	
Commonwealth Bank Westpac Bank St George Bank Citibank	National Australia Bank ANZ Bank HSBC
Some states and territories have established banks which also offer students tailored banking services.	

Most banks are open from 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.

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

Alll the major banks have branches within 2-3 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;
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 around $400 dollars from an ATM per day. However, this may vary between banks.

Exchange Rate Issues

It is very important to consider possible changes in the exchange rate. 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:

Major Australian Phone Companies

Telstra™ www.telstra.com

'yes' OPTUS www.optus.com.au

vodafone www.vodafone.com.au

AAPT TELL IT LIKE IT IS www.aapt.com.au

SOUL www.soulaustralia.com.au

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.

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.
(all costs shown are subject to change)

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

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

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.

Phone and Internet Contracts

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

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

More information contact:

Australian Communications and Media Authority E-mail sfoaregister@acma.gov.au.

Telecommunications Industry Ombudsman Tele: 1800 062 058 E-mail: tio@tio.com.au

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 better or is interfering with your life or stopping you from getting into a new routine, please ask for help from the Student Services staff.

Important Safety Information

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

Police/Fire/Ambulance - (000)
Use in an emergency and have your location (address) ready so you can be found

Crime Stoppers – 1800 333 000
Report crime anonymously

Police Assistance Line – 131 444
For non emergencies

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; and report all crimes to the Police (interpreter services are available).

Swimming

At the Beach

- Swim between the red and yellow flags (they mark the safest place to swim)
- Look at the safety signs to see if there are any dangers
- Always swim with a friend so you can watch out for each other
- If you get in trouble in the water – stay calm, put your hand up for help, try and float while waiting for help, and DON'T swim against the current or rip
- Never swim at unpatrolled beaches

- Never swim at night or before dawn
- Never swim under the influence of alcohol or drugs
- Never run and dive into the water
- Never swim directly after a meal

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.

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 road 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 hand 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.rta.nsw.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 license either Australian or overseas commit an offence to drive/attempt to drive, with a blood alcohol concentration (BAC) that equals or exceeds 0.05%. Drivers on 'P' or 'L' plates cannot drink any alcohol and drive.

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 and always use pedestrian crossings were marked.

Public Transport and Traffic Safety

To assist you in making sure your travel on public transport a safe experience the NSW 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: http://www.police.nsw.gov.au/community_issues

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 commuters.** When you disembark, walk with other commuters. 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 phonecard.** 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, 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.

Ferry Travel

- Plan your ferry trip before you depart – check times and connections to avoid unnecessary delays, especially at night.
- When waiting for your ferry to arrive, stand back from the wharf edge, especially if you have been drinking alcohol.
- Consider sitting near ferry staff or other passengers on board, especially at night.
- If you feel uncomfortable or threatened please advise ferry staff of your concerns.

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 131500 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.

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 tracts 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.

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.

Section 2: Studying @ ISBT

Facilities

Teaching

ISBT Sydney 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 MUST purchase prescribed Text books for EACH enrolled unit

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 Sydney. Just walking down George Street, you will find many types of food, supermarkets, movie cinemas, convenience stores and internet cafes.

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 Sydney 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 provides an 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 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 will be able to do so online at 'myUNE'. 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. Please refer to the Principal dates at the front of this Handbook.

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 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 make 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 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 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 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 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. A student planner may be helpful and can be found at: www.une.edu.au/tlc/aso/students/publications/planners.php

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 - (*can be intentional or unintentional*)

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

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

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

Your Responsibilities

Contact details (*Australian address and phone number*)

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 know 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 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 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

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 behaviour 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

Appeals, Complaints and Grievance Procedures

We hope that your time as a student of UNE-ISBT 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.

Talk with the Campus Manager at ISBT or call the International Services Manager, UNE (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
and the International Students Complaints and Appeals Procedure:
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/) 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:

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.

- 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 Confirmation of Enrolment (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 units 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 units, 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 units 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 units should seek assistance from their Lecturer, the ISBT Campus 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 ISBT Campus Manager, so that this information can be passed on to DIAC.
- 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.
- 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).

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 . When your OSHC comes due for renewal you may change Providers if you want to, but you must maintain your health cover at all times.

The closest public hospital to ISBT is:

Sydney Hospital

8 Macquarie Street Sydney

9382 711

or in an emergency

000

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) and is located in their own building not in a hospital. 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/sydney/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 Sydney CBD and surrounds.

Hospital

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

Pharmaceuticals/ Prescriptions

Pharmaceuticals (drugs or medicines) prescribed by a doctor are not free or available from doctors. They must be purchased at a Chemist (Pharmacy) using the Presciption (Script) issued by the doctor.

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) or obtain a paper form by calling **1300 720 092**.

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 Australian 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

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

Printed November 2009

Important Contact Details

For Help	Contact		
In an emergency	Police/Fire/Ambulance	Telephone	000
Using this handbook	ISBT Student Services Staff	Telephone	02 92621280
Enrolling online	Orientation Week, UNE And ISBT Staff	Telephone	02 92621280
Using online services	Orientation Week, ISBT Helpdesk	Telephone	02 92621280
Personal problems	ISBT Counselling Service	Telephone	02 92621280
	Campus Manager	Telephone	02 92621280
	Lifeline (Free Telephone Counselling Service)	Telephone	13 11 14
Accommodation	ISBT Student Services Staff	Telephone	02 92621280
Language and learning	ISBT Learning Assistance Lecturer	Telephone	02 92621280
Academic concerns	Campus Manager	Telephone	02 92621280
Visa	ISBT Student Services Staff	Telephone	02 92621280
	International Services Manager, UNE	Telephone	02 6773 3361
	DIAC (Department of Immigration and Citizenship)	Telephone	131 881
Medical	Nearest Medical Centre Address / Phone	Telephone	02 92619200
	Sydney Medical Centre, Shop M1 (on the Mezzanine Level), 580 George St, Sydney		
Child care	ISBT Student Services Staff	Telephone	02 92621280
Security	ISBT Student Services Staff	Telephone	02 92621280
Legal concerns	ISBT Student Services Staff	Telephone	02 92621280
	International Services Manager, UNE	Telephone	02 6773 3361
Financial issues	Campus Manager	Telephone	02 92621280

Sydney Campus

Student Services
Tele: + 61 2 9262 1280
Fax: + 61 2 9262 1238
E-mail: info@isbt.nsw.edu.au
www.isbt.nsw.edu.au

UNE Campus

International Services
Tele: 02 6773 3192
Fax: 02 6773 3325
E-mail: ioserv@une.edu.au
www.une.edu.au