



## **International Student Handbook**

**Pre-enrolment to Graduation 2019**

<b>WELCOME TO THE UNIVERSAL HIGHER EDUCATION (UHE)</b> .....	<b>5</b>
<b>PRE-ENROLMENT INFORMATION</b> .....	<b>6</b>
WHY HIGHER EDUCATION? .....	6
MODE OF STUDY .....	6
AREAS OF STUDY: COURSE PROGRAMS .....	6
CREDIT FOR RECOGNISED PRIOR LEARNING (RPL) .....	6
OVERSEAS STUDENT HEALTH COVER (OSHC) .....	7
WORKING WHILE YOU STUDY .....	7
TRAVELLING WITH FAMILY / SCHOOLING FOR YOUR CHILDREN .....	7
ORIENTATION PROGRAM FOR NEW STUDENTS .....	7
STUDENT VISA REQUIREMENTS .....	7
<b>ENROLMENT INFORMATION</b> .....	<b>8</b>
AGE REQUIREMENTS .....	8
ACADEMIC REQUIREMENTS .....	8
LITERACY AND NUMERACY REQUIREMENTS .....	8
ENGLISH LANGUAGE REQUIREMENTS .....	8
COURSE CREDIT AND RECOGNISED PRIOR LEARNING (RPL) .....	9
OVERSEAS STUDENT HEALTH COVER (OSHC) .....	10
WORKING WHILE YOU STUDY .....	10
TRAVELLING WITH FAMILY / SCHOOLING FOR YOUR CHILDREN .....	10
REFUND POLICY .....	11
REFUND POLICY PROCEDURE .....	12
STUDENT TRANSFER POLICY .....	13
TRANSFERS TO UNIVERSAL HIGHER EDUCATION .....	13
TRANSFER FROM UNIVERSAL HIGHER EDUCATION TO ANOTHER PROVIDER .....	14
PROTECTION FOR OVERSEAS STUDENTS .....	14
STUDENT VISA CONDITIONS .....	15
STUDY LOAD .....	15
CONTACT DETAILS FOR STUDENTS .....	15
ACCESS AND EQUITY .....	16
<b>PREPARATION BEFORE LEAVING YOUR HOME COUNTRY</b> .....	<b>16</b>
EXPECTATIONS .....	16
CULTURAL ADJUSTMENTS .....	16
TIPS FOR A SUCCESSFUL ADJUSTMENT .....	17
TRAVELLING TO MELBOURNE .....	17
ARRIVE ON TIME .....	17
DOCUMENTS TO BRING WITH YOU .....	19
HAND LUGGAGE .....	19
CARRY ON BAGGAGE .....	19
AUSTRALIAN CUSTOMS AND QUARANTINE .....	20
MONEY ON ARRIVAL .....	21
INSURANCE .....	21
BANKING .....	21

***Once printed this is an uncontrolled document – refer to online version for original***

LIVING COSTS .....	22
ABOUT AUSTRALIA .....	23
WELCOME TO MELBOURNE.....	23
WHAT TO BRING .....	24
AUSTRALIA CULTURE - SOCIAL CUSTOMS AND CONVENTIONS.....	24
PUNCTUALITY .....	25
ADDRESSING PEOPLE .....	25
HUMOUR .....	25
TOPICS TO AVOID IN CONVERSATION .....	26
OFFERING GIFTS.....	26
SERVANTS.....	26
SMOKING .....	26
BARGAINING .....	26
QUEUING .....	26
<b>AS A STUDENT OF UHE.....</b>	<b>27</b>
STUDENT CODE OF CONDUCT .....	27
YOUR RIGHTS AND RESPONSIBILITIES.....	27
OUR TEACHING METHODS.....	28
EDUCATION SUPPORT .....	28
METHODS OF ASSESSMENT .....	28
PLAGIARISM.....	29
DEFERRING, SUSPENDING OR CANCELLING STUDY POLICY .....	29
COMPLETION OF STUDY WITHIN EXPECTED DURATION .....	30
MAINTAINING SATISFACTORY COURSE PROGRESS.....	30
INTERVENTION STRATEGIES .....	31
ACADEMIC COUNSELLING .....	31
STUDENT WELFARE – COUNSELLING .....	31
DRIVING A CAR IN AUSTRALIA .....	32
TAXIS.....	32
BICYCLES .....	32
PUBLIC (PAY) TELEPHONES .....	32
MOBILE PHONES .....	33
EMERGENCY TELEPHONE NUMBER .....	33
MAIL/POSTAGE .....	33
SENDING AND RECEIVING PARCELS FROM HOME .....	33
SHOPPING.....	33
CHEMIST OR PHARMACIES.....	33
SPECIALTY FOOD STORES .....	34
ACCOMMODATION .....	34
PRIVATE RENTAL OR BOARD .....	35
SOCIAL AND CULTURAL LIFE.....	35
LOCAL TOURIST ATTRACTIONS .....	35
NATURAL ATTRACTIONS .....	35
WHAT’S ON IN MELBOURNE .....	35

***Once printed this is an uncontrolled document – refer to online version for original***

TELEVISION AND RADIO .....	35
SPORTING CLUBS .....	36
DISCOUNTS WITH YOUR STUDENT ID CARD .....	36
RELIGION – PLACES OF WORSHIP .....	36
THE LAW .....	36
YOU HAVE RIGHTS .....	37
STUDENT SERVICES OFFICERS .....	37
SURVEYS / FEEDBACK .....	37
LOST PROPERTY .....	37
SECURITY ON CAMPUS .....	38
FEELING ILL? .....	38
EMERGENCY PROCEDURES.....	38
COMPLAINTS AND APPEALS POLICY AND PROCESS .....	38
MAKING A COMPLAINT .....	40
LODGING AN APPEALS .....	40
FOREIGN EMBASSIES AND CONSULATES IN AUSTRALIA .....	41
<b>GRADUATION DAY .....</b>	<b>41</b>
<b>HOW DO I CONTACT UHE? .....</b>	<b>42</b>
<b>KEY STAFF AT UHE .....</b>	<b>42</b>

***Once printed this is an uncontrolled document – refer to online version for original***

## Welcome to The Universal Higher Education (UHE)

This handbook is designed to provide you with all the information you will need to understand your whole Student Learning Journey from Pre-enrolment through until your Graduation. It is designed to ease your transition into studying and living in Australia. This is an extraordinary time in your life and you will be feeling nervous and excited which is a very normal way to be feeling. You may already have friends in Melbourne who can help you to settle in, but don't worry if you do not, because you will soon make some.

We suggest you read through this handbook to make sure you and your family are aware of each stage of what to expect when you undertake your studies with UHE.

UHE operates under a strict Code of Conduct that outlines how it will carry out its services, policies and procedures as a Higher education provider and seeks to comply with the requirements of the Higher Education Standards Framework. We encourage you to read our Code of Conduct as well as our other Policies and Procedures available on [www.uhe.com.au](http://www.uhe.com.au) to ensure that you have all the information you require in order to make fully informed decisions about your studies.

For any other information, you are encouraged to email us on [info@uhe.com.au](mailto:info@uhe.com.au) and our friendly staff will be happy to answer any questions that you may have.

The following Australian government websites are very useful in providing more information about Australia:

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

<https://www.welcometoaustralia.org.au/>

**Good luck in this new exciting phase of your life's journey. We look forward to meeting you in Melbourne and are happy that you have chosen to study with UHE!**



---

***Once printed this is an uncontrolled document – refer to online version for original***

## Pre-enrolment Information

UHE is required to provide students with comprehensive information about their course prior to the acceptance of an offer of a place in a course of study.

## Why Higher Education?

When you enrol into a Higher Education course you are starting a pathway that could lead you on to greater opportunities. This pathway could lead you into a new career or the pathway into the next level course. For example, successful completion of the bachelor courses leading to Master and PhD. Successfully completing a Bachelor could enable you to apply for entry into higher degree in university.

Whichever pathway you choose UHE staff will help you to achieve your goal.

## Mode of Study

UHE only provides full-time classroom-based training and assessment for international students. UHE does not provide distance education or arrangements with other registered providers, persons or businesses to provide courses or parts of courses.

## Areas of Study: Course programs

At UHE, we offer the following programs of study:

- Bachelor of Information Technology
- Bachelor of Multinational Film Production

For more information regarding our courses including unit details, fees, starting dates, English language proficiency, assessment requirements, course duration, and all other information regarding your studies at UHE please visit our website [www.uhe.com.au](http://www.uhe.com.au) , contact [info@uhe.com.au](mailto:info@uhe.com.au) or call in to our campus to speak with a Student Support Officer.

## Credit for Recognised Prior Learning (RPL)

Recognition of prior learning (RPL) is defined in the AQF as follows: Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

---

***Once printed this is an uncontrolled document – refer to online version for original***

Credit for RPL may affect the duration of your course and, therefore, the duration of your visa. Where credit is granted, it is important to remember that your visa conditions require that you maintain a full-time enrolment load. You must apply for RPL at the time of enrolment.

### Overseas Student Health Cover (OSHC)

You will be required to have Overseas Student Health Cover (OSHC) for the duration of your course in Australia. This rule also applies to any members of your immediate family who accompany you in Australia. The health insurance fee must be paid before your visa can be issued, and you will be required to renew the health cover when it falls due.

### Working While You Study

If you have permission to work on your student visa (condition 8105) you are allowed to work while studying. As an international student, you can work a maximum of 20 hours per week while the course is in session. And during student vacations you can work full-time (normally 40 hours per week).

If you have a husband or wife who will be with you in Australia for the duration of your study they are permitted to work 20 hours per week while your course is in session and during student vacations can work full-time (normally 40 hours per week).

### Travelling with Family / Schooling for Your Children

For students travelling with children there is an education levy to pay for each child enrolled in public school. We advise all students travelling with family members including children to check carefully to ensure you have the correct information: <http://www.homeaffairs.gov.au/Trav/Stud>

### Orientation Program for new students

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the college and introduce studying, living in Melbourne, transportation, facilities and accommodation. In addition, you will meet some staff, a tour of the campus will take place and an opportunity to ask questions will be given.

### Student Visa requirements

---

***Once printed this is an uncontrolled document – refer to online version for original***

You must comply with all of your Visa requirements as updated by [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) from time to time. It is particularly important that you maintain satisfactory attendance and academic course progress.

### Enrolment information

The UHE Admissions Policy facilitates the selection of international students who have the appropriate skills and abilities to successfully complete their studies within the normal duration of the qualification/course. Students are enrolled into courses that best align with their aspirations, individual choices and learning needs;

The admissions process is applied in a fair, objective and consistent manner to all students and complies with all relevant legislative and regulatory requirements – see Admissions Policy.

### Age Requirements

All students must be aged 18 years or over at the time of applying for admission.

### Academic Requirements

Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into Bachelor programs.

### Literacy and Numeracy Requirements

Satisfactory evidence that the student has the required level of literacy and numeracy skills to complete the qualification. If students do not meet English and Numeracy requirements, students will be asked to take further language, literacy and numeracy training e.g. Foundation skill programs etc.

### English Language Requirements

All UHE Bachelor programs have an entry requirement of IELTS score 6.0 with no sub- score less than 5.5 (please visit [www.ielts.org](http://www.ielts.org) for details) or equivalent.

If the IELTS/TOEFL test shows that the English language requirements have not been met, then the student will need to undertake a period of study in an English language course that gives an outcome at the upper intermediate level.

---

***Once printed this is an uncontrolled document – refer to online version for original***



International students who are citizens of the following countries are not required to provide evidence of English language proficiency provided they have at least one assessable qualification at year 12 level or above from one of the countries listed AND the language in which they undertook the qualification was English:

- Canada (excluding Quebec)
- Fiji
- Ireland
- Kenya
- New Zealand
- Papua New Guinea
- Singapore
- Solomon Islands
- South Africa
- United Kingdom (including Northern Ireland)
- United States of America
- Samoa
- Zambia

Similarly, applicants who have successfully completed two full-time years of study or equivalent at a secondary (years 10-12) or post-secondary educational institution, where the sole language of instruction and assessment was English, do not have to provide a current IELTS certificate and may not be required to undertake a language test, if they can provide an original or certified statement or certificate of confirmation, issued by that institution. This study must have been completed no more than two years prior to the date of application to the UHE program.

### Course Credit and Recognised Prior Learning (RPL)

### Recognition of AQF Qualifications (Credit Transfer)

If you are seeking national recognition for AQF Qualifications and/or Statements of Attainment awarded by another recognised training organisation, you must either present the original documents for photocopying or appropriately verified copies of original documents. The copies will be kept in your student file.

Only original, verified AQF Qualifications and Statements of Attainment will be fully recognised. UHE offers the opportunity to apply for credit transfer at the time of enrolment.

---

***Once printed this is an uncontrolled document – refer to online version for original***

Recognition of prior learning (RPL) is defined in the AQF as follows: Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Course Credit or RPL may affect the duration of your course and, therefore, the duration of your visa. Where credit is granted, it is important to remember that your visa conditions require that you maintain a full-time enrolment load. **You must apply for Course Credit or RPL at the time of enrolment.**

**For more information, please refer to the Academic Credit Policy.**

### Overseas Student Health Cover (OSHC)

You will be required to have Overseas Student Health Cover (OSHC) for the duration of your course in Australia. This rule also applies to any members of your immediate family who accompany you in Australia. The health insurance fee must be paid before your visa can be issued, and you will be required to renew the health cover when it falls due.

### Working While You Study

If you have permission to work on your student visa (condition 8105) you are allowed to work while studying. As an international student, you can work a maximum of 20 hours per week while the course is in session. And during student vacations you can work full-time (normally 40 hours per week).

If you have a husband or wife who will be with you in Australia for the duration of your study they are permitted to work 20 hours per week while your course is in session and during student vacations can work full-time (normally 40 hours per week).

### Travelling with Family / Schooling for Your Children

For students travelling with family members including children there is additional documentation and financial requirements to enable them to travel with you. For example an education levy to pay for each child enrolled in public school, plus evidence of annual income of at least AUD 70,000 plus other costs. We advise all students travelling with family members including children to carefully check <http://www.homeaffairs.gov.au/Trav/Stud> to ensure you have all the correct information you need.

---

*Once printed this is an uncontrolled document – refer to online version for original*

## Refund Policy

All refunds will be considered under UHE Refund Agreement. You will need to submit an application for the refund to be considered. The full refund policy is available on the website ([www.uhe.com.au](http://www.uhe.com.au)) or can be requested from UHE Administration. The key events that will cause a refund are identified in the Refunds Table.

Refunds will be paid directly to the student or to the alternative payee by request in writing of the student. To be able to claim a refund, the student must complete the withdrawal process with Admissions. Then, student must complete and submit refund application form and other required forms (if applicable), available from UHE Administration. The application will be assessed within 4 weeks from the day of receipt of a filled and signed refund request form and the applicant will be notified in writing of the outcome.

Refund Situation	Refund of Course fees	Refund of enrolment fees
1. UHE does not deliver the program for which the student has paid for the following reasons: <ul style="list-style-type: none"> <li>• The course does not begin on the agreed commencement Date.</li> <li>• The offer is withdrawn by the Institute.</li> <li>• The course ceases to be provided, at any time, after it commences but before it is completed.</li> <li>• The course is not provided in full to the student because a sanction has been imposed on the registered provider.</li> </ul>	Full refund of unspent fees (if student does not accept alternative course offered by UHE)	Yes (only in first two refund situations)
2. Student (offshore or onshore) is refused an Australian Student Visa (copy of refusal letter required) or illness or disability prevents the student from taking up the course.	All prepaid fees less \$500	No
3. Student default where the UHE has not entered into a written agreement that meets the requirements of section 47B of the Act (refer 47E (1)(b)(i) of the Act) with the student - that is, a compliant agreement.	All prepaid fees \$500	No
4. Onshore student is refused an Australian Student Visa but student already commenced his/her course	Remaining unspent fees, less \$500	No

***Once printed this is an uncontrolled document – refer to online version for original***

Refund Situation	Refund of Course fees	Refund of enrolment fees
(copy of refusal letter required); includes visa extension & new applications.		
5. Student defaults or withdraws from course during visa processing but already commenced his/her course.	Remaining unspent fees, less \$500	No
6. Student withdraws from course 10 weeks (70 days) or more prior to eCoE commencement date.	70% of All prepaid fees	No
7. Student withdraws from course 5 weeks (35 days) or more prior to eCoE commencement date.	50% of All prepaid fees	No
8. Student withdraws from course less than 5 weeks, on the eCoE commencement date or after that date.	No	No
9. If a student has also paid a deposit for future courses when enrolling in a package of courses.	Deposit paid less \$500 for each course	No
10. Student defaults due to one or more of the following acts and CoE(s) gets cancelled by institute; <ul style="list-style-type: none"> <li>the student failed to pay an amount payable to the provider for the course;</li> <li>the student breached a condition of his/her student visa; including non-commencement of the course</li> <li>misbehaviour by the student/ breach of code of conduct.</li> </ul>	No refund for all courses in package	No refund
11. Student is granted permanent residency/obtains visa other than student visa, after the course commencement date.	No refund. Full course fees due as per student agreement	No

### Refund Policy Procedure

**Note:** Refunds of any monies received by the Institute on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to that company's refund policy.

For further information on the Institute's refund policy, please contact the Student Services Officer.

For the entire refund policy please ask the student services officer or refer to the website

<http://uhe.com.au>

*Once printed this is an uncontrolled document – refer to online version for original*

## PROCEDURE

- a) The process is started by the student completing and submitting a Refund Application Form.
- b) This form will be reviewed for completeness and the date received and by whom will be entered on the form.
- c) The form is then passed to Finance to review current payment status and amounts owing / in credit are recorded.
- d) The student file is then checked together with the Student Management System to confirm the dates and the refund calculated based on the table above.
- e) Before the refund can be issued it must be approved by the Accounts Manager.
- f) All documentation relating to a refund (whether granted or not) must be filed in the student file.

## Student Transfer Policy

All student visas are granted with the 'No Change of Provider' condition. This means that international students must stay with UHE the first 6 months of their principal course. If the student is enrolled in a package of courses, they must stay with the institute for the length of the prerequisite courses, and then the first 6 months of the main course. In addition, The UHE will not knowingly enrol a transferring student from another education provider prior to 6 months of their principal course being completed. This policy does not apply to students who have already completed 6 months of their principal course.

## Circumstances where student transfer is allowed within six months

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has provided a written letter of release;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- the student has no outstanding fees owing to the UHE;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

## Transfers to Universal Higher Education

---

***Once printed this is an uncontrolled document – refer to online version for original***

Onshore international students who are bound by “No Change of Provider” condition, and wish to enrol in the UHE course, must complete an application form together with supporting documents and a release letter from their current provider before UHE will issue an eCoE.

UHE Admissions Office will check PRISMS and the student’s visa in their passport to ascertain the principal course and whether they satisfy the 6-month ruling.

### Transfer from Universal Higher Education to another provider

Onshore international students who are bound by “No Change of Provider” condition and wish to enrol into a course with another provider must submit a Transfer Request Form along with a valid letter of offer from the other provider to a UHE Student Services Officer for consultation in the first instance.

Where the student still wishes to proceed with the transfer request the transfer request form along with offer letter is forwarded to the Finance area for consideration.

A transfer will only be granted if the student satisfies the 6-month ruling and a letter of release will be provided within 10 working days of the transfer request being lodged with the Finance department.

Where a letter of release has been granted, the Administration Department will submit a course variation through PRISMS using the ‘transferred to another provider variation’. A copy of the course variation will be placed in the student’s file.

Where a letter of release has been granted, it will be issued at no cost to the student and will be advised that the student need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

Where UHE does not grant a letter of release, the student will be provided with written reasons for refusing the request within 10 working days and will be informed of his / her right to appeal the decision, in accordance with the Student Complaints and Appeals Policy.

Students will not be granted a release letter, where deemed to be detrimental to the student. UHE will maintain records of all requests from students for a letter of release and the assessment of, and decisions regarding, the request on the student’s file.

### Protection for overseas students

---

***Once printed this is an uncontrolled document – refer to online version for original***

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location match the information on CRICOS.

### Student Visa Conditions

Visa conditions must be upheld by Student Visa holders. Any breach of conditions may result in cancellation of your visa and you may have to leave Australia.

- The Student Visa holder is obliged to remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- The Student Visa holder must be financially stable to fund travel, tuition and day-to-day living expenses for themselves, their partner and dependent children for their length of stay in Australia.
- Satisfactory course progress must be shown by the Student Visa holder as outlined in UHE policy.
- Health insurance must be maintained by the Student Visa holder and their family members if any.
- The Student Visa holder has seven days to inform UHE of their address on arrival, and within seven days of any change of address.

### Study Load

An international student may only study full time. As holders of a Student Visa, they must complete their course full-time within the expected period unless a waiver of circumstances is made (refer to Student Visa conditions).

### Contact details for students

UHE maintains student details in our Student Management System. We need to ensure this is always up to date, therefore students must advise UHE Reception staff of any change in contact details within 7 days of these changes occurring.

---

***Once printed this is an uncontrolled document – refer to online version for original***

If the Australian Department of Home Affairs need to contact you regarding your visa, they will contact UHE so it is very important that we have your correct details.

### Access and Equity

Access to education and training must be equal for all participants. Services should be available to everyone who is entitled to them and should be free from any form of discrimination, irrespective of a person's country of birth, culture, language, culture, race or religion, gender, sexuality or social status.

UHE has several policies and procedures relating to the fair treatment of students, staff and visitors.

### Preparation before leaving your home country

#### Expectations

Living and studying in a foreign country can be both challenging and exciting. You will leave behind your family, friends, favourite foods and places, customs and languages, climate and much more. However, you will gain a lifetime of experiences that will allow you many opportunities to realise your personal, academic and professional goals and dreams.

Studying abroad will give you the opportunity to gain a sense of independence grounded in personal responsibility. Adjustment is easier if you keep your expectations reasonable. Expect some ups and downs. This is normal and remember the first few months are the most difficult. These are some examples of adjustments you need to make:

- ✓ Lifestyle changes: increased personal responsibility, such as having to do simple chores like cooking, shopping and cleaning, as well as learning to budget and balance work and study
- ✓ Understanding and tolerating other people's cultural values and ways of thinking
- ✓ Increasing your English language competencies
- ✓ Making new friends and increasing your social networks
- ✓ Understanding different styles of learning and teaching
- ✓ Different climate
- ✓ Differences in population density and public transportation

### Cultural adjustments

---

***Once printed this is an uncontrolled document – refer to online version for original***

File Name: UHE – International Student Handbook: Pre-enrolment to Graduation V2.0

Version Date: November, 2019

Authorised by: CEO

Review Date: December, 2020

Document Owner: CEO



You will find many things different when you arrive in Australia. Below are a few basic principles which will help you adjust into a new culture. Our friendly team at UHE can help you a lot more when you arrive.

- ✓ You do not have to change your basic moral, cultural or religious beliefs. All you need to do is be proud and confident of who you are and to keep an open mind. Look, learn and listen to other people's perspectives.
- ✓ In a multicultural society, we value individual and cultural differences. Having a strong identity and belief in yourself will help you form a strong basis on which to build tolerance.
- ✓ In Australia, there are over 200 cultural groups. You will no doubt find people from your culture with whom you can share traditions and gain a sense of belonging.
- ✓ Australia is proud of its multi-cultural history and celebrates diversity and the richness of various cultures.

### Tips for a successful adjustment

- ✓ Plan to arrive early. This will allow you time to explore your new environment and organize essentials.
- ✓ Attend Orientation Programs and meet your peers and our Student Support staff.
- ✓ Choose the right accommodation. This alone can be challenging so our friendly Student Support staff can advise you in finding accommodation.
- ✓ Ask for help if you are experiencing any problems or do not understand something. Remember, our team at UHE have worked with international students for many years so we understand how you are feeling.

### Travelling to Melbourne

- ✓ Check your baggage weight limits with your airlines.
- ✓ Clearly label all your luggage.
- ✓ Ensure you order special meals on your flight if you are vegetarian or require special a diet.
- ✓ Wear comfortable clothes and shoes.

### Arrive on time

It is important to arrive on time before Orientation, Enrolment and your course commencement date. Students who arrive late often experience more difficulties adjusting into living and studying in Australia.

---

***Once printed this is an uncontrolled document – refer to online version for original***

Beginnings are psychologically important and experience shows that students who arrive late often feel anxious and frustrated and may experience difficulties settling in.

Our Orientation Program provides you with the opportunity to learn more about your course, essential information about studying in Australia and the opportunity to mix with other new students in a relaxed atmosphere. Information is provided for late arrivals but you may feel a bit left out and behind the progress of the rest of your group. So plan ahead and arrive on time!

However, if you are going to be late for your Enrolment and Orientation Program, it is very important that you inform us as soon as possible by emailing [info@UHE.com.au](mailto:info@UHE.com.au). This will allow us to ensure that every effort is made to enable you to have as smooth a start as possible

---

***Once printed this is an uncontrolled document – refer to online version for original***

## Documents to bring with you

- Valid passport and current student visa
- Air ticket
- Letter(s) of Offer from UHE
- Electronic Confirmation of Enrolment (eCOE)
- Student Agreement Form
- Certified copies of original results and academic transcripts from your previous education institute
- Receipts of payment (e.g. Tuition fee, OSHC, bank statements)
- Certified copy of IELTS results or other English certificates if appropriate
- Medical records (especially vaccination records) and any medical prescriptions
- Valid driver's licence or other personal identification
- Contact details of your country's embassy in Australia
- Contact details for UHE
- Legal documents such as marriage or birth certificates in English
- Receipts for valuable goods you bring with you

It is a good idea to keep all these documents in a folder in your hand luggage.

## Hand luggage

Your hand luggage should include:

- ✓ Passport and student visa
- ✓ Airline ticket
- ✓ Valuables
- ✓ Folder containing all your documents as listed above
- ✓ Medications and/or prescriptions
- ✓ Your pre-departure guide

## Carry on baggage

Liquids, gels and aerosols: You are only permitted a small amount in your cabin or carry-on luggage. Small containers of 100mls are permitted and must be sealed in a transparent plastic bag.

---

***Once printed this is an uncontrolled document – refer to online version for original***

## Australian customs and quarantine

When you arrive in an Australian airport you will proceed to the Entry Control point, where you need to have the following documents ready:

- Passport
- Completed Incoming Passenger Card

Australia has strict quarantine laws to protect our valuable agricultural industries and environment. Before you get off the plane, you will be required to complete the Incoming Passenger Card, which you will receive on the plane.

If you are carrying any items that are listed as quarantine, you must declare these. If you are in doubt, it is better to DECLARE than take risks...Answer "Yes" if you are carrying any food, wooden material, plant material or animal products.

If you do not obey the quarantine regulations, penalties can occur, such as on the spot fines, detention, or deportation. On the spot fines can be AUD\$420,000 and imprisoned for up to 10 years and get a criminal record for serious breaches.

Australian customs use sniffer dogs to detect illegal drugs or food matter in people's bags or in their clothing. Quarantine regulations also apply to parcels or mail sent to you by family or friends from your home country. All parcels must have accurate descriptions and declaration about the contents of the package. Prohibited items may result in prosecution.

The Customs Services Department is responsible for ensuring that all passengers comply with Australian customs laws. All passengers are screened and luggage is x-rayed. There are a number of matters to note as an international student:

**Money:** You can bring an unlimited amount of foreign currency. However, if the amount is over the equivalent of AUD\$10,000, then you must declare this.

**Medication:** Contact your nearest Australian diplomatic mission to confirm that the medicine and quantities you will bring with you are permitted. A letter from your doctor is necessary. You can also check with the Therapeutic Goods Administration about which prescribed drugs you can bring and in what quantities. Please visit: [www.tga.gov.au](http://www.tga.gov.au)

**Prohibited goods:** include steroids, firearms, weapons and any kind of illicit drugs

**Do not carry goods for other people.** If these goods are prohibited, you will be responsible

---

*Once printed this is an uncontrolled document – refer to online version for original*

Declare items that need duty/sales tax

For further information regarding quarantine matters, please visit the Australian Customs Services Website: [www.australia.gov.au](http://www.australia.gov.au)

### Money on arrival

Australia's currency is decimal, with the dollar as the basic unit. Notes come in \$5, \$10, \$20, \$50 and \$100. Coins come in 5 cents, 10cents, 20 cents, 50 cents, \$1 and \$2. All major credit cards and traveller's cheques are widely accepted in Melbourne.

It is a good idea to have some Australian currency with you on arrival. You may need this for phone calls, to purchase basic necessities or for a taxi fare. AUD\$300-AUD\$500 is an estimate of cash that may help with basic necessities.

Furthermore, you will need sufficient funds to cover the initial costs of establishment, such as bond money for your accommodation and rent, as well as money for electricity, gas phone connections, food, stationery and books. It can take 5 or more days for a bank draft to clear so it's a good idea to make sure you have access to additional cash upon your arrival. We suggest that you check <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> prior to travelling so that you are aware of the average living costs in Australia.

### Insurance

It is a good idea to consider insurance on expensive items to protect against loss or theft for:

- Laptop computers, jewellery, digital cameras etc
- Purchasing a car means that you are urged to take out comprehensive insurance, with third party insurance as a minimum.

### Banking

It is recommended that you set up a bank account soon after you arrive. This will allow you access to additional funds from overseas bank accounts. You may also be able to open a bank account before leaving your home country at a reciprocating bank in Australia.

Bank charges apply to all accounts. However, most banks offer the option of a student account that usually involves fewer fees than regular accounts. Check with all the banks to make sure you get the best deal.

---

***Once printed this is an uncontrolled document – refer to online version for original***

To open a bank account, you will need proof of identity. Your passport is the main form of identity. You may also need at least one other piece of identification, such as a Student ID. Australian financial institutions use a points system. Applicants need to provide 100 points of identity when they open an account. For example, a Passport usually equates to 70 points and photo ID (e.g. driving license) equates to 40.

Banks are usually open Monday to Friday 9:30am-4:30pm. Some banks are also open on Saturdays from 9:00am to 1:00pm. Banks are closed on Sundays and all Public Holidays. Some of the major banks in Australia and their websites are:

ANZ Bank	<a href="http://www.anz.com">www.anz.com</a>
Commonwealth Bank	<a href="http://www.commbank.com.au">www.commbank.com.au</a>
Westpac Bank	<a href="http://www.westpac.com.au">www.westpac.com.au</a>
St George Bank	<a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a>
Bendigo Bank	<a href="http://www.bendigobank.com.au">www.bendigobank.com.au</a>
National Australia Bank	<a href="http://www.nab.com.au">www.nab.com.au</a>

### Living costs

It is difficult to be precise regarding the cost of living as each person or family will have their own particular living standards and lifestyle. However, a general guide to the cost of living can be found on <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Below is a “basket” of everyday products, and their approximate costs. It should be remembered that these costs vary from city to city and also, from rural to urban areas. These prices are an approximate of the Victorian average and are to be used as a guide only.

International students will require approximately AU\$20,000 per year to cover living expenses (this is in addition to tuition fees). Depending on your lifestyle you may require more or less than these amounts.

### We estimate your average weekly living costs may be:

Accommodation (depending on your “style” of accommodation)	\$90 - AU\$450
Electricity, gas & phone connection	\$34 - AU\$140
Phone calls - mobile phone calls will be more expensive	\$20 - AU\$55
Food, groceries – cooking at home	\$80 - AU\$280
Bus fares	\$20 - AU\$55

***Once printed this is an uncontrolled document – refer to online version for original***

Personal items, entertainment etc. \$80 - AU\$150

**Some typical costs in Melbourne:**

A cup of coffee	\$4.50
Lunch in a café	\$15 - \$25
Fast food e.g. (McDonalds etc.)	\$10
Yum Cha (Dim Sum)	\$20
Take Away food (Indian, Chinese, Thai, Pizza, etc)	\$20
Movies (many theatres have “movie nights” that will be cheaper)	\$18

**About Australia**

- Australia is itself an island continent and the sixth largest country in the world.
- Australia has six states: New South Wales, Victoria, Queensland, Western Australia, South Australia, and Tasmania.
- It has two mainland territories: Australian Capital Territory and the Northern Territory.
- Australia’s capital is Canberra.
- The weather is temperate for most of Australia. The northern parts of the country experience warmer weather, while temperatures in the southern states are relatively cool, but not harshly cold.
- Australia’s first inhabitants were the Aboriginal people who migrated here some 60,000 years ago. They have a rich culture closely connected to nature.
- Migrants first arrived in Australia in 1788.
- Football and cricket are popular sports.
- Australia prides in its multiculturalism with people coming from over 200 countries. This is reflected in its tolerance for people, its various cuisines, and its diverse lifestyles and cultures.

**Welcome to Melbourne**

Melbourne is Victoria's capital city and the business, administrative, cultural and recreational hub of the state. The entire Greater Melbourne area covers 9992.5 km<sup>2</sup> and has a population of around 4.5 million.

The City of Melbourne municipality covers 37.7 km<sup>2</sup> and has a residential population of over 148,000 (as of 2016). It is made up of the city centre and a number of inner suburbs, each with its own distinctive character and with different businesses, dwellings and communities living and working there.

---

*Once printed this is an uncontrolled document – refer to online version for original*

The City of Melbourne's population is made up of many groups of people of all ages and from many different cultures. Residents include young professionals, international students and older couples looking to enjoy everything the city has to offer.

On an average weekday around 903,000 people use the city, and each year Melbourne hosts over a million international visitors.

Metropolitan Melbourne's suburbs spread more than 40 km to the south, are hemmed in by the Dandenong ranges 30 km to the east, extend up to 20 km to the north and sprawl across vast, flat basalt plains to the west.

Melbourne residents enjoy a temperate climate influenced by its location at the apex of one of the world's largest bays, Port Phillip Bay.

For more information about Melbourne see <http://www.melbourne.vic.gov.au>

### What to bring

It is suggested that you pack or purchase in Australia very light clothes for summer and warm clothes for winter such as a woolen jumper or coat.

Students in Australia dress casually. Jeans or trousers with casual shirts or running shoes are commonly worn. However, if you are going for a job interview or attending a special occasion, formal clothing is recommended. For festive or cultural occasions, it is quite appropriate to wear traditional dress and accessories.

You can buy most clothes in Australia. You need to think very carefully about your priorities as you are only allowed a limited amount of weight. If you have excess luggage, it may be cheaper to send the excess as unaccompanied luggage. It's a good idea to check with your travel agent.

Make a check list of your personal belongings of what to bring when you travel to Australia.

### Australia Culture - social customs and conventions

There is no such thing as 'typically Australian'. Australia is home to over 150 ethnic groups and this diversity is reflected in day to day living from food to festivals. There are some distinct values which Australians aspire to:

---

***Once printed this is an uncontrolled document – refer to online version for original***



- Tolerance for diversity of race, religion and customs
- Equity and social justice. Australians like to have a “fair go” and are egalitarian. People are treated the same regardless of social status. Australians believe in equality and that all people deserve respect.

Education institutes in Australia encourage students to speak freely and to question a decision which may be perceived to be unfair. This is reflected in the UHE’s complaints and appeals processes.

In Melbourne it is very common for people to maintain their own customs, without feeling alienated. You can feel safe in maintaining your religious values, what foods you can or cannot eat what language you speak and what you choose to wear. People generally tolerate social customs, habits and accept different perspectives on life.

### Punctuality

Punctuality is important in Australia. You need to arrive to classes on time. If you have an appointment you also need to be on time. If you are not able to make it on time, you need to phone and let UHE or the person know that you will be late. However, social occasions are more relaxed and it is not considered bad to be a few minutes late.

### Addressing people

Australians are fairly easy going and laid back. This comes across in the dress code and the manner in which people communicate.

Australians usually address their teachers by their first name rather than title. This may be a different way of interacting compared with your own home country. It is not meant to offend. In Australia, it is customary to maintain eye contact when you are communicating.

### Humour

Australian humour is intended to break the ice or appear friendly. Humour is sometimes hard to understand especially if you are new. Just listen and take it all in with an open mind. Humour is a tool for bonding and creating friendships.

---

***Once printed this is an uncontrolled document – refer to online version for original***

Australians have a habit of giving people we meet a 'nickname'. This means if your name is Michael we will probably call you 'Mick'. If you are very tall, we will probably call you 'Shorty'. This is not meant to be offensive – it is generally a sign of being accepted into the group.

### Topics to avoid in conversation

Topics generally to avoid until you know the person well are: personal relationships, how much you earn, how much something costs, politics, and religion.

### Offering gifts

Be careful offering gifts to people in authority, such as your trainers. It could be misinterpreted as if you trying to seek favours.

### Servants

Australians are taught at an early age to be self-reliant and independent. There are no servants as such in Australia. Chores are shared equally between males and females. In shared accommodation, you will be expected to share in the shopping, cooking and cleaning.

### Smoking

Smoking is prohibited in public places and transport. Heavy penalties exist for smoking in prohibited areas.

### Bargaining

This is not a common practice in Australia, as prices are generally fixed. Some bargaining is permissible in markets.

### Queuing

Always wait your turn in a queue. Don't push in as this is considered very rude in Australia.

---

***Once printed this is an uncontrolled document – refer to online version for original***

## As a Student of UHE

### Student Code of Conduct

UHE's Student Code of Conduct Policy and Procedures outline the expected behaviours of students whilst studying at UHE. It is a good idea to read through this policy to make sure you understand what is required of yourself and other students.

We expect our students and staff to be able to study and work in a safe, positive and healthy environment.

**Bullying:** students are not to behave in a manner that may be considered abusive or insulting. Behaviour that intimidates, humiliates, degrades, or teasing or spreading malicious gossip will not be tolerated.

**Social Media:** students need to be aware that when using social media i.e. facebook, twitter etc, the activities are public, and prospective employers and members of the public may view them. The Student Code of Conduct outlines expected behaviours when using social media.

**Discrimination:** students need to be aware that under the Equal Opportunity Act 2010 (Vic), a person discriminates against another person if they treat a person less favourable in the same circumstances, or in circumstances which are not material different. This includes their sex, age, race, sexual preference etc.

**Harassment:** students are not to engage in behaviour that is aggressive, offensive, intimidating or humiliating towards other students or staff. If you observe such behaviour, or experience such behaviour, please speak to our Counsellor, Academic Manager or another staff member and they will provide you further guidance and assistance.

### Your Rights and Responsibilities

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation are designed to protect the interests of overseas students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

### The ESOS framework protects your rights, including:

---

***Once printed this is an uncontrolled document – refer to online version for original***

The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and/or your provider's agent. Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement. Your right to get the education you paid for.

## Our Teaching Methods

Our teaching methods include face-to-face instruction to small groups of students and one-to-one individual support, attention and assistance where required. All instructions are in English. UHE is set-up with facilities which provide plenty of opportunity and ample space for you to practice and develop your skills.

## Education Support

Our trainers want you to do well in your studies, so we offer education support strategies such as:

- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Individual in-class support and advice
- Encouraging students to work at their own pace
- We offer additional tutorial times for students to work in small groups with their trainer
- You can book in to a tutorial by email – ask Student Services about tutorial bookings or email your trainer directly to organise your tutorial time

## Methods of Assessment

Assessments are unit based which means you are tested against the standards outlined in the units within the relevant courses and its defined assessment guidelines.

Methods of assessment include:

- Assessment during the course delivery to ascertain how you are progressing
- Assessment of performance at the end of the units
- Recognition of prior learning (if applicable)
- Assessment methods may involve you in:
  - Demonstration of practical skills / role play
  - Written questions
  - Oral questions

---

***Once printed this is an uncontrolled document – refer to online version for original***

- Presentations
- Case studies and business simulations
- Exams or Final Knowledge tests
- Projects/Reports

At the start of every unit, you will be given information on the unit and a delivery schedule including the content of units of competency and the assessment activities to be completed. The outcomes of assessment are Pass, Credit, Distinction and High Distinction or Fail. Students assessed as fail can request a reassessment as soon as the results are published in the Student Portal. All assessments are submitted and assessed on Moodle.

### Plagiarism

Plagiarism is the copying or imitation of someone else's work or ideas without acknowledging its original source. This includes obtaining information from books, the internet and from fellow students. This can sometimes happen when students study together and write down exactly the same information as each other when answering a question.

Plagiarism is regarded as cheating and severe penalties may be imposed i.e. failing a unit of study if a student is found to have plagiarised work. UHE now has plagiarism software installed to assist in identifying instances of plagiarism.

### Deferring, Suspending or Cancelling Study Policy

The UHE Deferment, Suspension and Cancellation Policy outlines the processes if students need to defer, cancel or suspend their studies. It is available on UHE website: [www.uhe.com.au](http://www.uhe.com.au)

Students are not permitted to postpone the commencement of their studies or to suspend studies except on exceptional grounds such as illness, (supported by a doctor's certificate) or other exceptional compassionate conditions beyond the student's control, such as bereavement.

If a student defers, suspends or cancels their study, this may affect their visa. The student should contact DHA for advice before making any decisions. DHA makes the final decision as to whether the reasons for the request are acceptable.

Students applying for deferment or suspension of studies need to fill out the appropriate form available from one of our Student Support Officers. UHE will then inform DHA where the application

---

***Once printed this is an uncontrolled document – refer to online version for original***

will be considered. The application must be supported with evidence, however there is no guarantee that an application to defer or suspend studies will be approved.

Students have the right to appeal a decision by UHE to defer, suspend or cancel their studies and UHE will not notify DET via PRISMs of a change to the enrolment status until the internal complaints and appeals process is completed. For more information refer to the Deferring, Suspending or Cancelling Student’s Enrolment Policy and Procedure.

### Completion of Study within Expected Duration

Student Visa holders are required to complete their studies within the period specified in their eCoE unless exceptional and compassionate circumstances apply. Should the student choose to study less than a 100 per cent load in a teaching period, they must ensure that completion of their course will end at the expected time.

If early course completion of a course occurs, UHE must report this to the DHA where the duration of the student’s visa will most possibly be reduced. For more information refer to the Monitoring Course Progress, attendance and course duration Policy.

### Maintaining Satisfactory Course Progress

It is a requirement of your visa that you maintain satisfactory course progress in every study period. A study period is defined as one term. UHE has adopted a proactive approach in monitoring international student course progress and of contacting and counselling students who are at risk of failing to meet the accepted course progress requirements.

Students who persist in failing to meet course progress requirements – even after attempts by UHE to notify and counsel them through the intervention strategy – shall be reported to Department of Home affairs in accordance with the ESOS Act 2000;

Stage of Intervention	Intervention Time
Stage 1: Early detection of, and intervention in, unsatisfactory course progress	During First Study Period – email or call from Student Services Officer (SSO)
Stage 2: Unsatisfactory course progress (50% or more Fail of total units) at end of a designated study period	End of First Study Period - First warning letter and intervention meeting with (SSO)

***Once printed this is an uncontrolled document – refer to online version for original***

Stage 3: Monitoring of students with unsatisfactory course progress during a consecutive study period	During Second Study Period - email or call from Student Services Officer (SSO)
Stage 4: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements	Mid Second Study Period – Formal meeting with SSO
Stage 5: Letter of Intention to Report	End Second Study Period
Stage 6: Reporting of student’s breach of visa conditions via PRISMS	20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted

### Intervention Strategies

UHE provides a range of interventions to assist students to achieve academic success. These strategies include: assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills; attending a study group; counselling provided by the Academic Manager or Qualified Counsellor; Referral to external organization for assistance; opportunity for reassessment; reduction in course study load; undertaking a review of the students results; attending additional classes; or combination of above methods.

### Academic Counselling

Students may make an appointment at any time to meet with the Academic Coordinator for counselling regarding their studies. The Academic Manager will discuss an intervention plan (if required) or other action plan with the student to provide them with assistance or will refer the student to the Counsellor if the matter is one requiring confidential, personal counselling.

### Student Welfare – Counselling

UHE takes student wellbeing very seriously and understands that life can sometimes be very difficult for international students, particularly as they may not have any family members living in Australia to provide them with support.

UHE has a qualified counsellor on staff to provide students with a free, confidential counselling service. Our Counsellor can assist with a range of problems and issues including: personal or family issues; relationship issues; grief and loss issues; work related issues; student or study related issues;

***Once printed this is an uncontrolled document – refer to online version for original***

time management and goal setting; mental health issues such as depression and anxiety; other issues and concerns.

Students can make an appointment with the Counsellor via Reception or the Academic Manager.

### Driving a car in Australia

As you hold an international student visa, you will be regarded as a visiting driver. If you hold a current overseas driver license you are not required to get an Australian license even if your stay is longer than three months. If the license is not written in English, an International Driving Permit, or an English translation must also be carried with the license when driving. You must carry your license with you when you are driving. There is an on-the-spot fine for not having your license on you.

You can find important information about licenses, car registration and rules and regulations at [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

Australians drive on the left side of the road. Strict drink-driving laws apply. Seat belts must be worn by drivers and passengers. For details about insurance, buying a car etc visit: [www.drive.com.au/](http://www.drive.com.au/)

### Taxis

Taxis operate all over Melbourne and Taxi ranks are located outside many shopping centres, bus stations, the airport and railway station. It is quite acceptable to “hail” or “flag” down a vacant taxi anywhere. Although they are convenient, taxis can be expensive. The taxi flag fall is fixed and is automatically calculated by a computer. Tipping is optional.

### Bicycles

Bicycle riders are expected to comply with normal traffic rules and the wearing of helmets is compulsory. It is advisable to get a map which displays the various bike pathways in and around the various parts of the Melbourne to make sure you stay safe.

### Public (pay) telephones

There are many public payphones in Melbourne, although most people now carry their own mobile phone. For a list of where you can find a payphone, check: <https://www.telstra.com.au/consumer-advice/payphones>

---

***Once printed this is an uncontrolled document – refer to online version for original***



## Mobile phones

Many students set up mobile phone accounts very soon after arriving in Australia. It is recommended that you carefully examine a mobile phone contract before accepting or signing to make sure that you obtain the best deal and do not pay too much for your phone service.

## Emergency telephone number

The free national telephone number for all emergency services in Australia including **AMBULANCE, FIRE, and POLICE is 000**. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

## Mail/Postage

There are **Australia Post** shops in most suburbs. Services include lettergram and facsimile, letter and parcel posting, money orders (similar to a cheque) and a bill paying service where you can pay most government bills and charges, including electricity, telephone, gas and water bills. There are no deliveries on weekends or public holidays. Call 13 13 18 for general enquiries. The Australia Post (TM) website is [www.austpost.com.au](http://www.austpost.com.au).

## Sending and Receiving Parcels from Home

Parcels entering or being sent from Australia containing foodstuffs, plants, material or medicines are liable to examination by postal authorities and customs. Always check with the post office or courier service regarding items you wish to send or receive if you are unsure.

## Shopping

There are many major shopping complexes in and around Melbourne. They have a range of large department stores and large supermarket and grocery chains such as Coles, Woolworths, Aldi, Big W, Kmart and Target. The cost of food and grocery items in Australia varies from location to location and from shop to shop.

## Chemist or Pharmacies

The pharmacist can give you advice on the choice of medication and provide medication from a prescription issued by a doctor. Note - prescriptions are not covered by OSHC.

---

*Once printed this is an uncontrolled document – refer to online version for original*

## Specialty Food Stores

### Halal Butchers

There are many Halal butcher shops throughout Melbourne and are easy to find:

<http://www.halalsquare.com.au/melbourne/cuisines/butchers.aspx>

### Asian Groceries

Asian groceries are generally available in the large supermarkets, but more variety is found in the Asian grocery stores which are situated in all almost shopping areas around Melbourne, and in the CBD.

### Eating Out

There take-aways, fast food outlets, food courts in all major shopping malls, and restaurants all over town and are very easy to find.

## Accommodation

In Australia, most students who attend college stay in private accommodation in the suburbs near or around the college. This accommodation is usually shared with other students and varies considerably in style, standard and cost. The system of renting and your rights as a tenant may be different from your home country, so read the following information for more details.

UHE students have a range of accommodation choices. You may wish to live in apartments or houses shared with other students, or live with an Australian family – called Homestay.

### Homestay

If you choose the Homestay option, you will need to evaluate your expectations of what your family will be like. Australian families vary in cultural background and size. Homestay hosts often work during the week; however, some families may have someone at home during the day. Many families have commitments (e.g. hobbies, sport, and relaxation time) during the evenings and/or on weekends, therefore your hosts may not always be available to spend time with you. The food provided might also be different to what you are used to. Whatever the case, you will need to be flexible and open to new experiences. Contact UHE for approved Homestay providers.

---

***Once printed this is an uncontrolled document – refer to online version for original***

### Private Rental or Board

After you arrive and settle into your course, you may decide to move to accommodation that is cheaper than Homestay. Local newspapers and real estate agents advertise private rental or board accommodation. Also, share accommodation may be available with other students at the college, or you may decide to rent your own unit or house.

Information on renting residential property is available from Consumer Affairs Victoria:

<https://www.consumer.vic.gov.au/>

### Social and Cultural Life

Melbourne is a multicultural city, with food from many nations, newspapers in numerous languages and places of worship for all religions. It has an efficient transport system, so make sure you balance study with pleasure and see some of the magnificent sights around Melbourne.

### Local Tourist Attractions

Check out: <https://www.tourismvictoria.com/> for lots of ideas of where to go and what to see in Melbourne and Victoria.

### Natural Attractions

Melbourne is ideally situated for people who love the great outdoors. With the ocean nearby, an hour or two drive to the mountains and the snow in winter – Melbourne and Victoria have something for everyone.

### What's On in Melbourne

Your local council and local newspapers list upcoming events and entertainment in your area. A number of newspapers publish reviews of current movies, music, theatre, exhibitions and plays.

<https://whatson.melbourne.vic.gov.au/Pages/Home.aspx>

### Television and Radio

There are 5 main television stations in Melbourne. The commercial stations are 10, 9 and 7, while the government regulated stations are Channel 2 (ABC – Australian Broadcasting Corporation) and SBS. The latter televises programs and movies from around the world.

---

***Once printed this is an uncontrolled document – refer to online version for original***

There are many radio stations in Melbourne including some where you will be able to hear news and programs from your home country. <http://worldradiomap.com/au/melbourne>

### Sporting clubs

If you want to join a sporting club, work out at a gym, or improve your swimming or participate in any sport, check in your local newspaper or:

<http://teammelbourne.org.au/clubs-and-sports/>

<https://www.socialsport.com.au/>

### Discounts with your student ID card

Your student ID card will allow you discounts on travel, museums, cultural venues, movies and more. Unfortunately it will not permit you a discount for travelling on public transport.

### Religion – Places of Worship

Many different religions are practiced in Australia, and you have complete freedom to practice your own religion. There are places of worship for everyone to be found all across Melbourne.

<https://www.onlymelbourne.com.au/c-2027/religion>

<http://melbourneprayertimes.com/melbourne-australia-mosques.html>

<http://www.india2australia.com/list-hindu-temples-victoria/>

If you need assistance to find a place of worship, please ask one of our staff at reception and they will be happy to assist you.

### The Law

The police are here to help us to live in peace by preventing and investigating crime, by protecting people and their property and by keeping roads safe. They can arrest if they suspect that the law has been broken. However, the police are not allowed to harm you (unless it is necessary for the protection of others), and they are not in any way connected to the army. Please note that it is a criminal offense to bribe a Police Officer, even with a small amount of money. Police stations are located in most suburbs and it is safe for you to speak to a Police Officer as they are there to help you. They can arrange an interpreter if you need one.

---

***Once printed this is an uncontrolled document – refer to online version for original***

## You have rights

Everyone in Australia has rights, including rights to:

- Privacy, confidentiality, feeling safe
- freedom to practice your own culture or religion (if they don't break any Australian laws) and
- the right of "assumed innocence" (that is, you are not treated as 'guilty' unless you are proven to be).

Being harassed or discriminated against because of your race, sex, sexuality, religion or social status is not tolerated in Australia. If you believe that your rights have been violated, please contact the Academic Manager or the UHE Counselor who will be able to help you or will refer you to the correct person or organization. Please refer to the UHE Complaints and Appeals Policy on our website or the Student Handbook for more information.

## Student Services Officers

If you need help and are not sure what to do, we have a Student Services Officer on campus who can help you. To make an appointment with the Student Services Officer, please visit Reception, or telephone (03) 9600 0087. If you need to contact UHE after hours in the case of an emergency, please call the CEO, Dr Ashok Chanda on 0421784045. Note – this mobile numbers is for emergencies only.

## Surveys / Feedback

At UHE we want your learning experience to be meaningful and worthwhile. For that reason, we are keen to hear about any suggestions for improvement you may have, or issues you would like to raise or any positive feedback you would like to tell us about. Such feedback is very important to us in order to help with our continuous improvement procedures.

Regular surveys and interviews are conducted by UHE to gather your perception of the quality of service we provide. Please be as honest as possible when responding to a survey or during interviews. Your responses will help towards improving our services and the overall quality of our work.

## Lost Property

---

***Once printed this is an uncontrolled document – refer to online version for original***

Any items found on the Campus will be taken to Reception to be placed in Lost Property. If you lose something on campus, check with Reception to see if it has been handed in. Any items not claimed after three months will be donated to charity.

### Security on Campus

Please do not leave your bags or other belongings unattended on campus. Keep your bags with you when moving from room to room, particularly during breaks.

### Feeling ill?

If you are feeling unwell or have injured yourself, please see Reception staff as we have trained First Aid Officers on staff. There is also a first aid kit at Reception.

### Emergency procedures

Study the exit map on the wall of your classroom. If there is a fire or other emergency:

- A loud alarm will ring
- Follow your teacher to the allocated EXIT. You have to leave the building quickly, so please leave your books and bags behind
- Walk calmly out of the building and refrain from excessive talking
- Your teacher or a fire warden will take you to the assembly point. You must go to the assembly point and have your name marked off the Class Roll to ensure staff know that you are safe

Every six months the College conducts a fire drill. Do not be alarmed when this happens. Emergency Telephone Number: Police/Fire Department/Ambulance – call 000

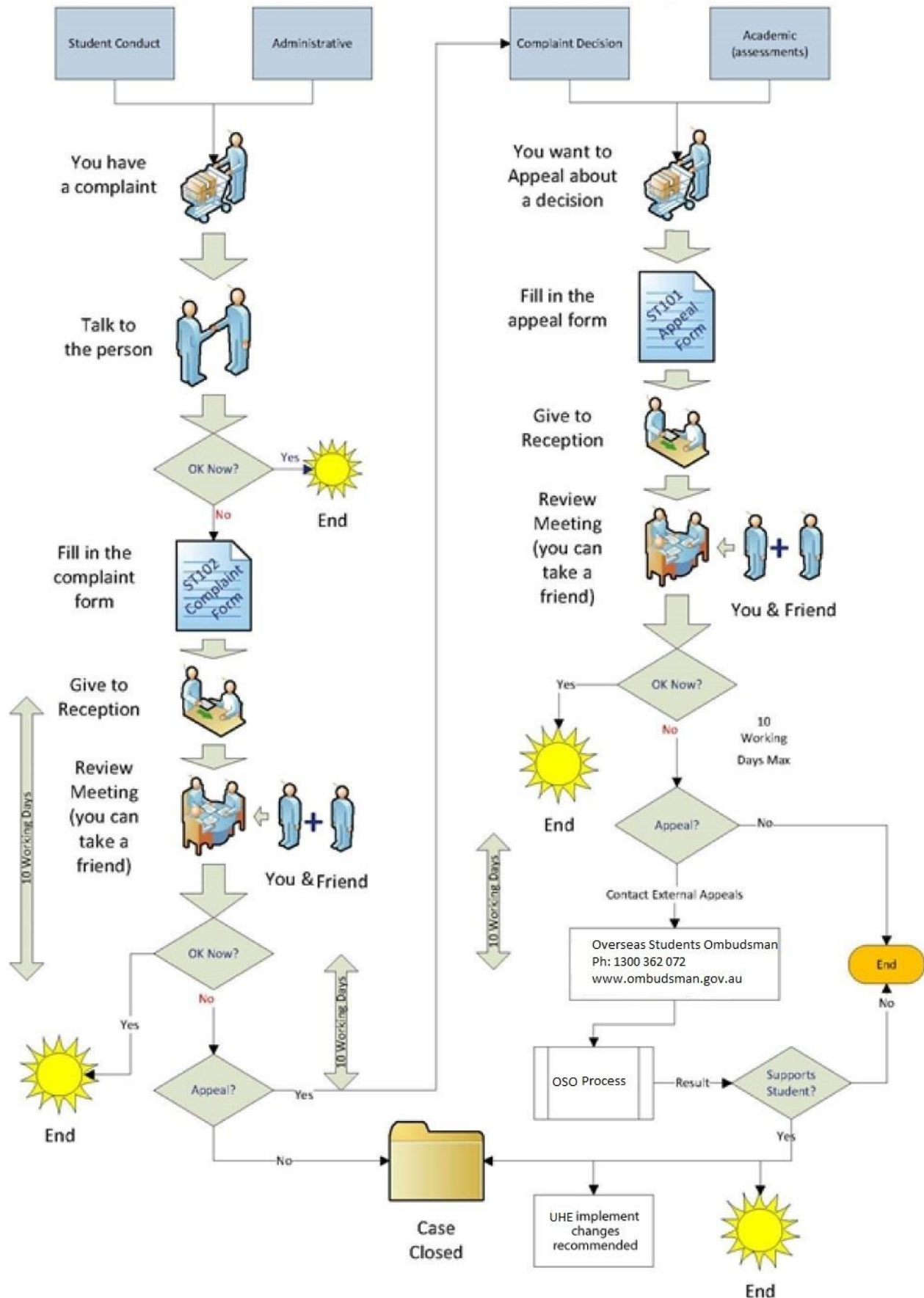
### Complaints and Appeals Policy and Process

If you have a problem with the services provided or any other issue while you are a student here, then UHE has a clearly defined process to support any complaint or appeal.

Please try to talk to the other person first – this is often the best way to resolve an issue. However, if that does not work then the process UHE follows is shown below.

---

***Once printed this is an uncontrolled document – refer to online version for original***



## Making a complaint

A concern becomes a complaint when it is reported to a person in authority at UHE and requires action or response according to the UHE Complaints & Appeals Policy. A complaint can be about a facility, a condition, a person or people. UHE's Complaints Policy and Procedure provides for two ways to raise a complaint or concern - either **Informal** or **Formal**.

If you have a concern or problem, please speak with your Teacher or Receptionist to discuss your issue. If you cannot resolve it, they will refer you to the Student Services Officer. If the issue is still not resolved you will be referred to the Academic Manager. The Student Services Officer or the Academic Manager will actively (and informally) assist you in your problem, but if it cannot be resolved, the formal procedure will begin.

To enable the Formal procedure to start, students must complete a Complaints and Appeals Form outlining their issues, providing as much detail as possible including (where relevant) actions to be taken to resolve the issue. The complaint can be handed in to Reception or emailed to: [info@uhe.com.au](mailto:info@uhe.com.au). If the complaint is made verbally (for reasons of special circumstance i.e. disability), the Academic Manager must summarise the Complaint and/or Appeal in writing and have it signed by the person making the complaint.

UHE will investigate the student's concerns: investigation will involve contacting the party/parties against whom the complaint was made and allowing him/her to respond in writing in relation to the complaint. Alternatively, a meeting will be arranged with the parties involved where students have the right to appoint an independent nominee to attend all discussions.

If the student is not satisfied with the outcome or resolution of any given complaint, they can lodge an Internal Appeal and if a student is still not satisfied with the results of this appeal, they are able to appeal externally. The Overseas Students Ombudsman (OSO) provides access to independent mediators at no cost to the student.

**Please note that your complaint will be treated confidentially and that you will not be penalised in any way if you decide to raise a complaint, either informally or formally.**

## Lodging an Appeals

If you are not satisfied with the decision made by UHE, you can appeal that decision. Appeal procedures cover the following areas:

**Not Satisfactory grades** – referred to Academic Manager to assess

---

*Once printed this is an uncontrolled document – refer to online version for original*



**Unsuccessful RPL applications** - further information/proof may be required to support this appeal  
**Unsuccessful Applications for Extensions:** referred to Academic Manager to assess

In each case, the procedure is relatively the same:

- Take the result, decision, or unsuccessful application to the appropriate staff member.
- Complete a Complaints and Appeals form, which is available from Student Services Officer or the Reception
- The Student Services Officer or the Academic Manager assesses the situation, including why the original decision was made, and asks why the original decision should be changed.
- If the Student Services Officer or the Academic Manager believes there is no basis for overturning the original decision, it will go no further. If the staff member believes there is a basis for overturning the original decision, the original process, whatever it was, is performed again by the staff member you're now dealing with. From this, a new decision is made.
- They will also advise the original staff member of the new decision.
- All documents relating to the Appeal are kept in the student file and the details recorded in the Complaints and Appeals Register. If the appeal is confidential, a detailed diary note may be kept in the Student Welfare files, with a reference placed in the student file, Student Database and the Complaints and Appeals Register.

### Foreign Embassies and Consulates in Australia

You may need to contact your Embassy or Consulate in Australia. You will find their details at the link below:

<http://protocol.dfat.gov.au/Mission/list.rails>

### Graduation Day

Graduation is the time to celebrate your academic success with your family, friends and teachers who have helped and supported you along the way.

UHE will hold Graduation Ceremonies for students who wish to participate in this 'coming of age' event, where you are moving from one chapter of life to another. It is often thought of as a statement that we are moving from youth to adulthood, when days as a student are ending and life as an adult citizen is beginning.

Graduation Day provides you with an opportunity to share all the hard work you put into your studies with your friends and family.

---

***Once printed this is an uncontrolled document – refer to online version for original***

### How do I Contact UHE?

The address of UHE:

Level 4

131 Queen Street Melbourne

VICTORIA, AUSTRALIA 3000.

Telephone Number: 03 – 9600 0087

Fax Number: 03 – 9642 1470

Email: [info@uhe.com.au](mailto:info@uhe.com.au)

To speak to Student Services or to ask about your application please call: 03 9600 0087

\* If you are calling from overseas, please dial +61 3 9600 0087.

Key Staff at UHE

Admissions Officer

Email: [admissions@uhe.com.au](mailto:admissions@uhe.com.au)



***Once printed this is an uncontrolled document – refer to online version for original***

File Name: UHE – International Student Handbook: Pre-enrolment to Graduation V2.0

Version Date: November, 2019

Authorised by: CEO

Review Date: December, 2020

Document Owner: CEO