

# SECTION 4

## Studying at *(institute)*

*[Institute web address]*

*[CRICOS provider number]*



## Section 4: Studying at

### To Begin

- Arrive Early
- What to Do First
- International Student Orientation
- Faculty/Course Orientation
- International Student 'Code of Conduct'
- Academic Policies & Procedures
- Complaints & Grievances
- International Student Visa Conditions
  - Academic Progress
  - Attendance
  - Current Address Details

### Student Administration Information

- Paying fees
- Enrolment
- ID Cards
- Refund & Cancellation Policy
- Textbooks

### Student Support Services

- International Student Office
  - Key Personnel
- Academic Skills Assistance
  - Key Personnel
- Campus Ministry/Pastoral Care
  - Key Personnel
- Counselling
  - Key Personnel
- Disability Services
  - Key Personnel
- Ancillary Student Services
  - Student Accommodation Office
  - Student Employment Office
  - Student Notice Boards

Student Union/Association

### Key Personnel

- International Student Coordinator
- Accommodation/Homestay Coordinator
- Academic Skills Advisor/s
- ESL Support Officer

### Quick Guide to Key Personnel

### Campus & Facilities

- List of Facilities
- Campus map

### Calendar of Events

- Social Activities in the First Week
- Social Activities throughout the Semester/Year

### Subject Selection

### Timetables

### Academic Support & Expectations

- Teaching & Learning in Australia
- Keys to Academic Success
- Study Skills
- Plagiarism
- Resources
- Tutoring
- English Language Support

### Assessment & Reports

### Library Services

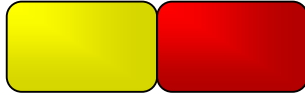
### Computer Labs

- How to Access Internet on Arrival

### Health & Safety on Campus

### My Student Survival Page

## To Begin:



### Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

### Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
  - International Office staff and their duties
  - Course or Academic Advisor
  - ESL Advisor
  - Student Services staff
  - Religious/Cultural/Ministry staff
  - Accommodation/Homestay Coordinator
  - Counsellors
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Clubs and Associations
  - Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

*[Include any important points common to experiences at your institution.]*

### What to Do First

Report to the International Office or welcome area for International Students.

*[Include any specific instructions here.]*

### International Student Orientation

*[Insert dates and times, timetables for sessions, and other relevant information.]*

## **Faculty/Course Orientation**

*[Insert dates and times, timetables for sessions, Key Faculty staff names and contact numbers.]*

## **International Student 'Code of Conduct'**

*[Insert outlines, advice, contact information for student advocates and links to where this information is available.]*

## **Academic Policies & Procedures**

*[Insert outlines, advice and links to where this information is available.]*

## **Complaints & Grievances**

*[Insert outlines, advice and links to where your policy is available.]*

## **International Student Visa Conditions**

For a full list of **mandatory** and **discretionary** student visa conditions please visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm)

### **Academic Progress**

*[Insert a reminder of the institution expectations to meet immigration requirements and steps to take if students are concerned.]*

### **Attendance**

*[Insert a reminder of immigration requirements and institution options and steps to take if students are concerned.]*

### **Current Address Details**

Students on an International Student Visa no longer need to keep DIAC informed of their home address in Australia, as DIAC will check these details with your education provider if required. Therefore you **MUST** maintain a current residential address on your student file **AT ALL TIMES**.  
*[Include simple instructions for changing a student address at your institution.]*

## **Student Administration Information**



*[Outline the conditions and expectations of your institution surrounding these headings.]*

### **Paying Fees**

### **Enrolment**

## **ID Cards**

## **Refund & Cancellation Policy**

## **Textbooks**

## **Student Support Services**



*[Insert telephone & office numbers, mailing addresses & introduce the staff. Reinforce the emergency 24 hour student contact.]*

## **International Student Office**

**Key Personnel:**

## **Academic Skills Assistance**

**Key Personnel:**

## **Campus Ministry/Pastoral Care**

**Key Personnel:**

## **Counselling**

**Key Personnel**

## **Disability Services**

## **Key Personnel**

### **Ancillary Student Services**

**Student Accommodation Office:**

**Student Employment Office:**

**Student Notice Boards:**

### **Student Union/Association**

**Key Personnel:**



*[List the key contact personnel here and cross-reference to those listed in the offices above eg: See also International Student Office.]*

**International Student Coordinator**

**Accommodation / Homestay Coordinator**

**Academic Skills Advisor/s**

**ESL Support Officer**

# Quick Guide to Key Personnel:



*[As an alternative to the presentation above, OR as a one page quick access guide within or separate to the Section. A table as below can operate as a reminder to students when issues arise during their studies. A third column could be added containing contact details; name; office address; email and/or phone number]*

## WHO TO SEE

## ISSUES

### ACADEMIC

Lecturers

Questions about content of units, teaching procedures, assessment.

Course Coordinator

Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (**Inform International Education Office**)

Academic Skills Adviser

Help with reading, writing, note taking, preparation for exams & assignments

### ADMINISTRATIVE

International Student Adviser

Visa problems, financial problems, enrolment and short term accommodation

International Student Adviser

Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.

Student Administration

Timetable, registration in subject units, change of address.

### PERSONAL

Student Counsellor

Problems with relationships, home-sickness, gambling, depression, relationship issues.

Campus Minister

Spiritual / religious issues, personal problems.

Equity & Equal Opportunity Office

Sexual harassment, discrimination issues.

Disability Adviser

Examination / study adjustments.

Accommodation Office

Accommodation issues

## **Campus & Facilities:**



**List of Facilities**

**Campus map**

## **Calendar of Events:**



*[You may wish to include the international student orientation timetable, full institution orientation activities, faculty activities, but highlight the social opportunities students will have to get to know others. You may also wish to cross-reference this to Section 5: Social and Cultural.]*

**Social Activities in the First Week**

**Social Activities throughout the Semester / Year**

## **Subject Selection:**



## **Timetables:**





# Academic Support & Expectations



*[Insert excerpts from your institution's Student Manual. Include links or reference to the full document.]*

## Teaching & Learning in Australia

### Keys to Academic Success

### Study Skills

### Plagiarism

### Resources

### Tutoring

### English Language Support

*[Insert below expectations of students at your institution. Include links or reference to official documents if necessary.]*

## Assessment & Reports:



## Library Services:



**Computer Labs:**



**How to Access Internet on Arrival**

**Health & Safety on Campus:**



# My Student Survival Page

*[Make this page the end of the document. Students can use this page to record names and contact numbers of new friends they make during orientation, lecturers, or other details they collect during orientation and want to remember later.]*

**EMERGENCY 000** or **112** from my mobile (to override key locks)

## Government Departments

**DIAC** – Department of Immigration & Citizenship  
**131 881** [www.immi.gov.au](http://www.immi.gov.au)

**ATP** – Australian Taxation Office  
Tax File Number: **132 861** [www.ato.gov.au](http://www.ato.gov.au)

## Health Cover

*[Insert preferred provider, local office details etc.]*

## Institution 24hr Emergency

*[Insert details.]*

# My Important People & Places