

Start at USC

English Language Programs



University of the
Sunshine Coast
Queensland, Australia

2012



CRIICOS Provider Number: 01595D

www.usc.edu.au/international

Welcome

Welcome to the University of the Sunshine Coast (USC) English Language Program (ELP).

I hope you enjoy learning Academic English in USC's friendly and supportive environment.

You will experience many challenges and rewards as you develop your confidence and fluency.

You will join others keen to discover Australian culture and prepare for further studies.

The Sunshine Coast is one of Australia's most beautiful regions and it's just over one hour from Queensland's capital city, Brisbane.

In your free time, you can explore vibrant coastal communities, beautiful beaches, hinterland rainforests and national parks.

I wish you every success in your studies.

Kathy Solomon

Director of Studies

USC English Language Programs



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All information contained in this publication is correct at the time of going to press, however USC reserves the right to alter any course, procedure or fee. Prospective students should check for any amendments before submitting an application. For up-to-date information, visit www.usc.edu.au

University of the Sunshine Coast is registered on the Commonwealth Register of Institutions and Courses for Overseas Students.

CRICOS Provider Number: 01595D

Contact details

USC International

Email: international@usc.edu.au

Tel: outside Australia +61 7 5430 2843
within Australia 07 5430 2843
within Queensland 5430 2843

Postal address: USC International—ML17
University of the Sunshine Coast
MAROOCHYDORE DC QLD 4558
AUSTRALIA

Street address: USC International
University of the Sunshine Coast
Sippy Downs Drive
SIPPY DOWNS QLD 4556
AUSTRALIA

Website: www.usc.edu.au/international

Facebook: www.facebook.com/USCInternational

Accommodation enquiries:

Tel: +61 7 5459 4404

Fax: +61 7 5430 2836

Email: accommodation@usc.edu.au

Visa questions:

Department of Immigration and Citizenship (DIAC) www.immi.gov.au

Your country's representatives in Australia:

Contact details available from Department of Foreign Affairs and Trade
www.dfat.gov.au

Steps to study

Congratulations on receiving your offer to study at USC.

If you have any questions, or need more information, please email study@usc.edu.au

Steps to study

- 1 Accept your offer**
Complete and return your 'Response to Offer' form to USC. (If you are from a DIAC Assessment Level 3 or 4 country and applying for a Pre-Visa Assessment (PVA), send a copy of your PVA)
- 2 Pay your tuition fee in full**
- 3 Confirmation of Enrolment (CoE)**
USC will issue your Confirmation of Enrolment (CoE) if you will be studying on a Student Visa
- 4 Apply for your Student Visa**
Use the CoE to apply for your Student Visa
- 5 Air travel and accommodation**
Book your flight to Brisbane or the Sunshine Coast and finalise your accommodation and airport transfer arrangements

Day 1—Orientation

- 1 Attend Orientation**
Receive Orientation package containing campus and city maps, bus timetables, medical insurance information and other useful details. USC's ELP department will supply you with course materials.
- 2 English level test**
Bring your passport, pens, pencil and eraser for your English level test
- 3 Arrive at USC ELP Reception**
Arrive at the USC ELP Reception Desk before 8.30am
USC ELP Reception—Level 1, ICT Centre, Building J
(see campus map on page 13 of this guide)

8.30am	Meet USC ELP staff
8.40am	Do your English level test
10.30am	Have your photo taken for your Student ID card. Present your passport and visa notification or other valid documentation showing your visa type and visa expiry date. Your Student Identification (ID) card cannot be issued until your passport and visa have been sighted.
11am	Take a guided tour of USC with International Student Services staff
11.30am	Enjoy a morning tea break
12noon	Explore USC or return home to get ready for your first day of classes

Day 2—Classes commence

- 1 Start study**

8.30am	Return to USC ELP Reception area and check whiteboard for classroom location
8.40am	Start your first class

Academic English program dates 2012

Program	Dates*	Number of weeks
DEEP Stage 1/IELTS Preparation (Intermediate) CRICOS Code: 059941A	30 January–6 April 16 April–22 June 30 July–5 October 15 October–21 December	10
DEEP Stage 2/IELTS Preparation (Upper Intermediate) CRICOS Code: 059941A	16 April–22 June 15 October–21 December	10

* Excluding public holidays.

Accepting your offer

- Sign and return your 'Response to offer' form to accept your offer to study.
- Pay the total amount shown on the Fees Notification in your offer letter.
- Your place is confirmed when your acceptance and payment have been received.
- Once your place is confirmed, arrange your visa, flights and accommodation.

Please send acceptances and payments to USC International:

Email: study@usc.edu.au
Fax: +61 7 5430 2836

Deferring your start date

- If you cannot start on the date stated in your offer letter or confirmation of enrolment (for Student visa applicants), USC will allow you to defer.
- If you want to defer, you will need to advise USC International Admissions:
Email: study@usc.edu.au, or
Fax: +61 7 5430 2836.
- You will need to tell Admissions staff when you would like to start.
- When your deferral is approved, you will receive a new letter of offer.
- You should request deferment as soon possible. Deferments received after the start date may only be possible under limited circumstances and may attract financial penalty in accordance with USC's refund policy.

Steps to study

Fees information

Application fee

- You must pay an A\$150* application fee when you submit your application.

* 2012 rates. Subject to annual review and change.

Calculation of tuition fees

- Tuition fees are charged for each course and may vary in each year of enrolment.
- Tuition fees are reviewed within an agreed review period.

For more information, contact USC International

Tel: +61 7 5430 2843

Email: study@usc.edu.au

Payment of fees

Tuition fees must be paid in full at the time you accept your offer, or after you have accepted your offer and before classes start.

Consequences of not paying fees

- A student with an overdue debt cannot attend classes or receive a certificate of attainment.
- A student whose enrolment is cancelled for non-payment of fees remains liable for those fees. The student will not be able to enrol again unless the debt is paid.

Student Fees and Charges Policy and Procedures—Refund Policy

- The USC Student Fees and Charges Policy and Procedures (in relation to the refund of program monies) can be found at www.usc.edu.au/international-student-rules
- The Student Fees and Charges Procedures outline refunds payable in the case of both student and provider default, amounts that may or may not be repaid, and the processes for claiming a refund.
- All international students who want to study at USC should ensure they read and understand the Student Fees and Charges Policy and Procedures before accepting their offer.

Your visa

Student visa

The Department of Immigration and Citizenship (DIAC) requires each person who comes to Australia to study, to hold a valid visa.

- If you intend studying for more than four months you will need to apply for a student visa.
- To be eligible for a student visa you must be enrolled as a full-time student for the duration of your English studies.
- USC will issue you with a Confirmation of Enrolment (CoE) after you have accepted your offer and paid your tuition fees.
- Use the CoE to apply for your student visa through DIAC.
- You can lodge your application online using the E-Visa service (for eligible students), or by lodging a Form 157A—Application for a student visa—at your nearest Australian Embassy.
- Form 157A can be downloaded from the DIAC website www.immi.gov.au
- As an international student with a student visa, you must have visa length Overseas Student Health Cover (OSHC) while you study in Australia. This is a condition of your visa and ensures access to medical services at reduced costs.

Packaged program students—your student visa

When applying for your student visa, you should indicate your intention to study each of the programs in your package, otherwise a 'no further stay' condition may be placed on your visa.

To apply for a student visa, which covers the duration of your entire study package (eg English language and degree/Study Abroad programs), you will need a Confirmation of Enrolment (CoE) for each program.

For packages that conclude with a USC undergraduate program, you should apply for a student visa under the higher education sector subclass 573 for award programs, or Non-Award subclass 575 for Study Abroad programs.



For packages concluding with a USC postgraduate research program, you should apply for a student visa under the postgraduate research sector subclass 574.

- If you are from an Assessment Level 1 or 2 country, you will need a CoE from USC before applying for your visa.
- If you are from an Assessment Level 3, 4 or 5 country and require a Pre-Visa Assessment (PVA), you should use your letter of offer from USC for the PVA. You should wait for the outcome of your PVA before obtaining your CoE.

You may only complete a maximum of 12 weeks study if you hold a tourist visa, or a maximum of four months study if you hold a working holiday visa. Working holiday visas are only available to citizens of selected countries.

For more information, visit

www.immi.gov.au

Address notification

- You must provide USC with an Australian address and telephone number within seven days of your arrival.
- If you change your address or telephone number, you must notify USC of your new details within seven days.

Enrolment information

- Under the Education Services for Overseas Students (ESOS) Act, USC must advise relevant government departments of your enrolment details.
- Under law, any changes to your enrolment or any breach of visa conditions relating to attendance must be reported.

For more information, visit

www.aei.gov.au/Regulatory-Information





Preparing to travel to Australia

Change of program provider

- You must remain enrolled at USC for the first six months of your primary program of study, or for the duration of your program if it is less than six months.
- If you request a letter of release, in writing, USC will automatically give you one, if you provide a valid unconditional letter of offer from another registered education provider.

Age requirement

- The minimum age for enrolment in USC programs is 18 years of age.

Overseas Student Health Cover (OSHC)

- The Australian Government requires all student visa holders* to have approved health cover for the duration of their visa.

**Some Swedish, Norwegian and Belgian students are exempt from OSHC.*

Other valid visas

If you are studying a program, or package of programs, for less than four months, and you meet the relevant visa assessment criteria, you may be eligible to study on a visa other than a student visa such as an Electronic Travel Authority (ETA) or a Working Holiday Maker Visa.

To find out which visa you require, visit

www.immi.gov.au

Health cover and travel insurance for non-student visa holders

If you are not a student visa holder, you are not eligible for OSHC.

You should ask a travel agent, or search online for health and/or travel insurance to meet your personal needs.

Education for school-aged children

Students with school-aged children have a wide choice of education providers.

For more information, visit:

Public schools

www.education.qld.gov.au/schools/about

Private schools

www.aisq.qld.edu.au

Fees apply at private and public (government) schools.

Before you leave home

- Have a medical and dental check-up.
- Make two photocopies of your passport, visa and other important documents. Leave one set of copies at home and put another set in your luggage.
- If you would like a transfer from Brisbane or Sunshine Coast airports to your accommodation, indicate your preference on your application form.
- If you would like to use a credit card in Australia, you should open a credit card account. Credit cards are not usually issued to overseas students in Australia.
- Enquire about schooling or childcare if you have children.
- Check that you have paid your fees.

What you should bring

- your valid passport
- your student visa and entry permit (if you have one)
- if you have applied online and obtained an E-Visa, bring a hard copy of the visa grant-notification email, which states the expiry date
- your letter of offer from USC
- a copy of your Confirmation of Enrolment (CoE)
- your tuition payment receipt
- some form of identification (ID) such as a driver's licence, a certified copy of your birth certificate or an ID card

Quarantine matters—what you cannot bring into Australia

To protect Australia's unique environment and important agriculture industries, strict quarantine laws are enforced at all Australian international airports and mail centres.

On the aircraft, before your arrival in Australia, you will be given an Incoming Passenger Card to fill in. You must tick YES to declare if you are carrying any food, plant material or animal products.

TIP: If you are unsure about items you are carrying—declare them.

In many cases, items will be returned to you after inspection. However, any items that have a pest or disease risk will be withheld.

Depending on the quarantine risk, some items can be treated to make them safe (fees apply), while other risk items may be seized and destroyed.

To find out more about what you cannot bring or mail into Australia, visit

www.aqis.gov.au

Pre-existing conditions and OSHC—treatment and medication

OSHC will cover you for immediate treatment of illness or ailment, unless it is for a pre-existing condition.

There is usually a 12-month waiting period before prescription medication and medical treatment can be covered for a pre-existing condition.

OSHC provides limited cover for prescription medicines for conditions that are not pre-existing.

Students must pay the part payment amount for each prescription item and may receive a refund for the difference up to the maximum allowable amount per prescription item.

For full policy details, check with your OSHC provider.

Bringing prescription medication into Australia

If you need prescription medication for an existing condition, you should investigate whether you can have your prescription filled in Australia, or whether you will need to bring a supply with you.

Most medications are available in Australia and you can have prescriptions for those medications filled at a chemist (pharmacy) in Australia.

If your medication is available in Australia, you should make a list of the generic names of your medications, so that an Australian doctor can write you a prescription for the medicine you need.

If your medication is not available in Australia, and you need to bring prescription drugs with you, please refer to the Therapeutics Goods Administration (TGA).

For more information, visit

www.tga.gov.au/consumers/travellers-entering.htm

You may bring a three-month supply (at the maximum dose recommended by the manufacturer) of TGA-unapproved medicines into Australia in any one importation, provided that:

- The goods are for use in the treatment of you (the importer) or your immediate family.
- You do not supply (sell or give) the medicine to any other person.
- The goods do not contain a controlled substance.
- The goods are not injections that contain material of human or animal origin (except insulin).
- The total quantity of the medicine imported within a 12-month period does not exceed 15 months supply of the drug (at the maximum dose recommended by the manufacturer).
- A prescription from a registered medical practitioner is held for the goods.

If you need a larger quantity than specified above ie more than three months, your doctor will need to apply to the Special Access Scheme for an exemption under Section 19 of the Therapeutic Goods Act 1989.

For more information, visit

www.tga.gov.au/hp/access-sas.htm

In some cases, approved medication can be mailed to Australia. To find whether your medication is approved, contact the TGA.

For contact details and more information, visit

www.tga.gov.au

What currency should you bring to Australia?

When you arrive at the airport in Australia you will be able to obtain Australian dollars at the Foreign Currency Exchange outlets. You will find it convenient to carry a small amount of Australian dollars. You may need to buy things in places that do not offer foreign currency exchange or that will not accept credit cards for small purchases.

Use a money belt or similar document holder that can be worn under your clothing to carry your money and credit cards. This reduces the risk of theft.

If you have a credit or debit card with the Cirrus or Visa logo on it, you can withdraw Australian Dollars from most Automatic Teller Machines (ATMs) in Australia.

Your bank may charge fees each time you withdraw money, so it may be cheaper to open an Australian account (see 'Banking' on page 7 for more information).

Accommodation and Airport Transfers



When to arrive

You should arrange your accommodation before you arrive, and allow yourself a day or two to familiarise yourself with your new surroundings before you start your English language course.

Homestay

Many ELP students choose Homestay accommodation to experience life with an Australian family.

If you choose Homestay, you will have:

- your own bedroom
- study facilities
- breakfast and dinner (weekdays)
- breakfast, lunch and dinner (weekends)

How to book

Complete the accommodation section of your application form and return it to USC International at least four weeks before your arrival.

- A placement fee of A\$150* applies.
- Homestay costs A\$230* per week (single room, half board, no transport).
- A minimum up-front payment of four weeks rent, or the length of the study program, if less than four weeks, is required.
- This payment is non-refundable as per the Student Fees, Charges and Refund Policy and Procedures www.usc.edu.au/elp-refunds
- You need to give two weeks notice, or two weeks payment in lieu of notice, if you wish to leave homestay accommodation after the initial four-week booking.
- After the initial minimum four-week homestay period, unused homestay rent payments will be refunded, if you cancel in writing at least two weeks before the date you want to vacate.

*2012 rates. Subject to annual review and change.

Student Accommodation

Modern, privately-owned, resort-style student accommodation is conveniently located next to USC.

Both UniCentral and Varsity Apartments provide excellent facilities in a secure environment with on-site managers.

Each four-bedroom apartment has a fully-equipped kitchen, a furnished living area and a balcony or patio.

You have your own room with personal study area, private ensuite shower and toilet, telephone and internet connections.

There is a range of sporting and leisure facilities, including swimming pools, basketball, tennis and beach volleyball courts, games rooms and a gym.

Facilities vary. Check websites for details.

The complexes are:

- linked by pathways to USC
- a 10-minute drive or 20-minute bus ride to the beach
- within easy reach of local shopping centres

For bookings, contact:

Varsity Apartments

Tel: +61 7 5450 2000

www.varsityapartments.com.au

UniCentral

Tel: +61 7 5476 8855

www.unicentral.net.au

For booking assistance, contact:

USC International

Accommodation Services

Tel: +61 7 5459 4404

Email: accommodation@usc.edu.au

A placement fee of A\$150* applies.

**2012 rates. Subject to annual review and change.*

Airport transfers

- Brisbane International Airport is the Sunshine Coast's closest international airport.
- There are frequent international flights direct to Brisbane or you can fly into Sydney, Melbourne, Cairns or Coolangatta (Gold Coast) and take a domestic flight to Brisbane.
- There are also daily domestic flights from Sydney and Melbourne to Sunshine Coast airport (only 20 minutes drive from USC).
- Airport transfer services are available for flights arriving between 5am and 8pm daily:
 - From Brisbane Airport (bus-one way) A\$80*
 - From Coolangatta Airport (bus-one way) A\$200*

**2011 rates. Subject to annual review and change.*

How to book

To book airport transfers, complete the arrival details on your application form and return it to USC International at least four weeks before your arrival. (Fees apply)

- When you have supplied your arrival details, you will receive information outlining your transfer arrangements.
- Carry this information in your hand luggage, or money belt/document holder, so you can refer to it on arrival.
- Overnight accommodation may be needed for departures from Coolangatta International Airport due to flight schedules. (Fees apply)

For assistance, email

accommodation@usc.edu.au

Refunds of accommodation placement fee and airport transfer fees

Accommodation placement and airport transfer fees will be refunded in full if you cancel in writing at least two weeks in advance of the requested service date.

For more information, visit

www.usc.edu.au/elp-refunds

USC accepts no responsibility for accommodation or airport transfer bookings that are not arranged by USC Accommodation Services staff.



Living on the Sunshine Coast



Living expenses guide

General living costs	Cost (A\$)*
Homestay	\$230
Private share accommodation	\$150–\$180 (per week)
Food (most meals included if in Homestay)	\$60–80 (per week)
Electricity	\$10 (per week)
Telephone (depending on number and type of calls)	\$10–20 (per week)
Transport	\$25 (per week)
Stationery, photocopying	\$20 (per week)
Entertainment	\$30 (per week)
Cinema ticket (student rates)	\$16
Postage (within Australia)—standard letter	\$0.60
Postage (international)—standard letter	\$1.40 (minimum)

If you have a spouse or dependent child accompanying you, you will need to allow more for living expenses. You should allow at least A\$8,000 per year for each child's schooling.

* Costs are approximate and will vary from person to person. Students living in student accommodation at Varsity Apartments or UniCentral do not pay for electricity. Major expenses such as buying and running a car, purchasing a computer, television or stereo, holiday travel, or travel to and from the home country have not been considered. Amounts are in Australian Dollars and are Goods and Services Tax (GST) inclusive.

Cost of living

- You are responsible for your own tuition fees and living expenses.
- You should have enough money to support yourself in Australia.
- If you are granted a visa with permission to work, the money you earn should not be your primary source of income.
- USC is unable to provide any employment for students.
- Be sure you can access your funds easily, either from an Australian bank account or your home bank account. A credit card is a good back up for emergencies.

Currency

Australia uses a decimal currency system with 100 cents to the dollar.

The currency comprises notes and coins and the basic unit of currency is the Australian Dollar.

Australian notes are plastic and different values are represented in different colours and sizes.

Coins come in values of 5c, 10c, 20c, 50c (c= cents), \$1, and \$2. Notes come in values of \$5, \$10, \$20, \$50 and \$100. Coins less than \$1 in value are silver, the others are gold.

Throughout this guide, Australian Dollars are denoted by A\$.



Currency converters

Currency conversion takes practice.

Here are two websites that do the hard work for you:

www.xe.net/ucc

www.oanda.com/convert/classic

Banking

There is a wide choice of banking options on the Sunshine Coast.

The financial institution you choose will generally allow you to operate your bank account from almost anywhere in Australia.

Most accounts are operated with a plastic card, sometimes called a 'keycard' or 'handycard', via Automatic Teller Machines (ATMs) or Electronic Funds Transfer at Point of Sale (EFTPOS).

These cards cannot normally be used for payments over the Internet or telephone. If you need this facility, ask the bank to issue you with a debit card with Visa or Cirrus network access.

Banks in Australia set charges for some transactions, have varying rules for opening and operating accounts, and offer various benefits in terms of fee structure. Some offer 'fee free' accounts on presentation of your USC student ID card.

The closest bank branches to USC are ANZ, Bank of Queensland, Commonwealth Bank, Suncorp and Westpac, all located in Chancellor Park Marketplace.

These banks offer a range of options, and it is easy to open an account.

USC International staff can also help you with this.

Getting around the Sunshine Coast

USC's bus interchange serves Sunshine Coast communities and connects with trains to Brisbane and other inland towns.

Bus services operate to and from USC seven days a week, however services are limited on weekends and public holidays.

The average cost of a one-way full-time student bus fare from USC to Maroochydore is approximately A\$2.65 (paper ticket) or A\$1.80 ('Go Card'). Show your student ID card to receive a student fare.

Timetables are available from USC International—Level 1, ICT Centre, Building J.

For more information, timetables online and the Translink 'Journey planner', visit

www.translink.com.au

or call 131 220.

Translink 'Go Card'

Translink's 'Go Card' provides a quick and easy way for you to travel on public transport.

When you use a Go Card, fares are approximately 30 percent cheaper than the cost of a single paper ticket.

Go Cards are available for purchase on the USC campus at Student Central, Ground Floor, Building C. They can also be purchased at many other vendor locations around the state.

For more information about Go Cards, visit

www.translink.com.au

Travelling times on the Sunshine Coast

Bus

Campus to Kawana	15 minutes
Campus to Maroochydore or Nambour	30 minutes
Campus to Landsborough Railway Station	20 minutes
Maroochydore to Noosa or Caloundra	55 minutes
Maroochydore to Brisbane	1 hour, 30 minutes

Car

Campus to Mooloolaba	10 minutes
Campus to Kawana	15 minutes
Campus to Maroochydore, Caloundra or Nambour	20 minutes
Campus to Noosa	40 minutes
Campus to Brisbane	1 hour

Rail

Landsborough to Brisbane	1 hour, 30 minutes
Nambour to Brisbane	1 hour, 45 minutes

Bicycle

Bicycle track between USC and Mooloolaba	30 minutes
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Shopping and entertainment

Shopping

Most shopping and retail stores on the Sunshine Coast are open seven days a week from 9am to 5pm weekdays, and from 10am to 4pm on the weekends. Some stores offer late-night shopping until 9pm on Thursday.

Most stores accept cash, credit cards and debit (savings) cards.

If you live close to USC, there are two shopping centres within walking distance.

Chancellor Park Shopping Centre is a small shopping centre with a convenience store, fruit and vegetable shop, butcher, bakery, takeaway food outlets, medical centre, chemist (pharmacy), laundromat and hairdresser.

The shopping centre is 10 minutes walk from student accommodation in Chancellor Park, and is handy for buying small amounts of groceries.

Chancellor Park Marketplace is about 20 minutes walk from USC and has a large supermarket called 'Woolworths'.

Woolworths stocks fresh fruit, vegetables, meat, poultry, dairy, general food and household items.

You will also find a medical centre, hairdresser, gift shop, newsagent, banks (ANZ, Bank of Queensland, Commonwealth Bank, Suncorp and Westpac), post office, chemist (pharmacy), bakery, fashion outlets, electrical stores, travel agent, takeaway food shops and the Chancellor Tavern.

Shopping centres

Sunshine Plaza is the Sunshine Coast's largest shopping centre. It offers a variety of retail stores, restaurants and food outlets, cinemas and entertainment venues.

Sunshine Plaza is open seven days a week from 9am to 5pm and until 9pm on Thursdays.

Regular bus services operate between USC and Sunshine Plaza for approximately A\$2.65 (paper ticket) or A\$1.80 ('Go Card') (one-way, full-time student fare).

Bus timetables are available at

www.translink.com.au or from USC International—Level 1, ICT Centre, Building J or Student Central—Ground floor, Building C.

Kawana Shoppingworld is a large shopping centre approximately 20 minutes from USC by bus. It offers banks, fashion, homeware, hair care, travel services and a department store.

Brisbane has a number of large shopping centres, including Queen St Mall, Southbank Plaza and Fortitude Valley (Chinatown).

Brisbane is an easy train ride from the Sunshine Coast, and timetables are available at www.translink.com.au or from USC International—Level 1, ICT Centre, Building J or Student Central—Ground floor, Building C.

Markets

Local markets on the Sunshine Coast are mostly held on weekends.

The famous Eumundi Markets offer handcrafted products, diverse cuisine, fresh produce and live music.

For more information, ask STA travel—Level 1, ICT Centre, Building J.

Cinemas

You can see the latest movies at cinemas in Maroochydore, Caloundra and Noosa.

For session details, check local newspapers or visit www.birch.com.au

Show your student ID card for discounted tickets.

Living on the Sunshine Coast

Driving in Australia

To drive in Australia, you must hold a valid driver's licence.

If you have a current driver's licence from your home country, and it is in English, you are permitted to drive in Australia.

If your driver's licence is in a language other than English, you may apply to the Department of Immigration and Citizenship (DIAC) to have it translated.

You must carry your driver's licence (with translation if applicable) and passport with you when driving.

If you do not hold a driver's licence in your home country, and are going to stay in Australia for more than six months, you can apply for a Queensland driver's licence.

You will need to take a written and a practical test.

For more information, visit www.tmr.qld.gov.au or phone 132 380.

Medical services

Medical centres

If you are unwell, you should make an appointment with a General Practitioner (GP). A GP is a doctor, usually located in a medical centre.

Most medical centres open 8am to 5pm Monday to Friday, and 8am to 12noon on Saturdays. Hours vary.

Some medical centres operate seven days a week and offer an after-hours service (24 hours, seven days). It can be expensive if you need a doctor to visit you at home.

If you cannot see a doctor at a medical centre, you can visit the Emergency/Outpatient section of a hospital. You may experience long delays.

Consultation fees vary between medical centres and you will usually need to pay at the time of treatment.

You can claim part of this fee back from your OSHC or other insurance provider.

Some medical centres 'bulk bill', which means you only pay a small fee for consultation and will not need to claim fees back from your insurance provider.

You can find a list of doctors who will 'bulk bill' at www.oshcworldcare.com.au/member_student/medical_providers.aspx

For medical centre contact details, or to make a doctor's appointment, collect an information sheet from USC International—Level 1, ICT Centre, Building J.

You can find telephone numbers and addresses of medical centres and hospitals in local telephone directories.

Hospitals

If you become unwell in Australia, you should visit a medical centre.

In an emergency, or after hours, you should visit a hospital Emergency/Outpatient department.

For life-threatening situations, you should telephone an ambulance (dial 000) and you will be taken to the nearest public hospital.

Nambour and Caloundra Hospitals are approximately 20 minutes from USC.

Dental clinics

Dental fees are not covered by OSHC. You must pay the full cost of any dental services.

Fees start at approximately A\$80. Individual practices provide quotes or estimates for treatment.

Postal services

Australia Post operates Australia's postal service.

Australia Post branches offer postal services, bill payment, and retail sales of postal and gift products. Australia Post also offers services online at www.australiapost.com.au

The nearest Australia Post branch is at the Chancellor Park Marketplace. There are other local branches at Buderim, Sunshine Plaza at Maroochydore, Mooloolaba and Kawana.

Options are available to send large or heavy items from Australia to your home country.

Australia has strict regulations on the import and export of goods and you may need to pay fees to have certain parcels released from Australian customs.

Check which products cannot be sent to and from Australia, or which will attract fees, by visiting www.aqis.gov.au

Legal issues

The Australian legal system is different from that of your home country.

Under Queensland and Australian law, the legal age of adulthood is 18 years of age.

Legal advice is available to international students through Legal Aid. This service is free-of-charge, but is subject to eligibility conditions.

To view Legal Aid services, visit

www.legalaid.qld.gov.au

Religion

Australian law ensures freedom of religion and many religions are practised in Australia.

The Sunshine Coast offers a range of places for you to worship.

Service and worship times vary throughout the year, so contact the church or organisation for further details.

Some service times and contact details appear in Saturday's Sunshine Coast Daily newspaper 'Classifieds' section under 'Church Notices'.



Weather

The Sunshine Coast climate suits the outdoor lifestyle and leisure activities enjoyed here.

While the region generally lives up to its name, the Sunshine Coast also has its share of rain and the Australian summer months are usually the wettest.

If you are coming in winter, you should bring at least one set of warm clothes.

Sunshine Coast climate

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Average minimum temperature (°C)											
19	19	18	15	11	9	7	8	10	14	16	18
Average maximum temperature (°C)											
30	28	27	26	23	21	21	22	24	26	27	28

Campus services

As a USC student, you are encouraged to access the services available to you on campus.

USC International Student Services

USC International Student Services provides students with an enriched academic and cultural experience.

We offer advice, information and direction for personal, academic or administrative issues.

We provide information about enrolment procedures and associated visa, health cover and accommodation matters.

We also help with information about living on the Sunshine Coast and experiencing the many local attractions.

You are invited to join in our exciting optional activities program.

These activities are an inexpensive way for you to make the most of your time in Australia and to make new friends.

For details, visit

www.usc.edu.au/international-activities

USC Student Services

Studying in a new country can be challenging.

Student Services offer programs and services to help you make the most of your experience.

International students are encouraged to access services which include professional counselling and disability services.

For more information, visit

www.usc.edu.au/student-services

Email: studentservices@usc.edu.au

Tel: +61 7 5430 1226

Confidential counselling services

Counselling staff are registered psychologists who provide free support and assistance to students in a confidential setting.

They can help with issues including:

- difficulty in adjusting to a new environment
- homesickness and culture shock
- depression and anxiety
- interpersonal conflict
- stress management
- academic issues
- personal decision-making
- relationship difficulties



Disability services office (DSO)

The DSO provides support and assistance to students with long or short-term disabilities, health or medical conditions.

Services include note taking, interpreting, assessment support, physical access, special exam arrangements and equipment loans.

For more information, visit

www.usc.edu.au/student-support

USC International Student Association (USC ISA)

The USC ISA is a student group dedicated to promoting the integration of international and domestic students and enhancing the 'student life' experience on and off campus.

The ISA provides the following services to students:

- On-campus activities
- Off-campus events
- Organised trips to places of interest on the Sunshine Coast and surrounding areas
- Regional cultural groups to meet and learn about other cultures at USC
- Information channels
- Web-based discussion
- Email service
- Association meetings
- Assistance to start other international social/interest groups

For more information and to be involved 'like' the facebook page via the following link:

<http://www.facebook.com/?ref=logo#!/pages/USC-International-Student-Association/112600345465858>

STA Travel

STA Travel is available at USC weekly during semester.

You can book domestic travel packages and access a range of exciting activities offered during university breaks and on weekends.

For help and advice, visit

STA Travel—Level 1, ICT Building, Building J

Or at Sunshine Plaza

Tel: +61 7 5313 6010

Email: sunshine@branch.statravel.com.au

USC Sport

You can choose from a range of quality sporting facilities, for use at discounted rates, including:

- An athletics track
- Hard courts—for tennis basketball and netball
- Playing fields—for rugby and football (soccer)
- A gymnasium and a range of fitness classes
- A sports stadium—for basketball, futsal, badminton and volleyball

Campus Security

Personal safety is a priority at USC.

Security Officers patrol the campus 24 hours a day, seven days a week.

You should carry your student ID card with you at all times on campus.

Security may ask you to present your ID, to prove you are a current student.

Officers are identified by their uniforms (blue shirts and dark pants), and ID.

Security officers can escort you to student accommodation (Varsity Apartments or UniCentral), your car or bus stop, if required.

The Security office is in the Capital Programs and Operations (CPO) Building behind Building D.

Emergency Call Points (ECPs) are located around the campus and should only be used in emergencies.

To contact Security:

Tel: +61 7 5430 1168

(external or mobile telephone)

or extension 1168 (internal/campus telephone)

Information Technology Services (ITS)

ITS provide computing resources on campus, including file and printing services, email, audiovisual equipment, internet and intranet, and computer laboratories.

Username and password

To access USC network services you will need to enter a username and password.

Your username and password are given to you during orientation.

Email accounts and internet access

You will be given a USC email account.

Free internet access is available from all campus computers on a quota basis.

Computer laboratories

Computer laboratories are available 24 hours a day, 7 days a week in buildings D, J and K. (see campus map on page 13 of this guide for locations)

Campus services



Wireless on-campus

USC has a Wireless Local Area Network (WLAN) available on campus.

For more information, visit

www.usc.edu.au/ITsupport

Printing, copying and scanning

You can print and photocopy at minimal costs using your USC student ID card. Scanning is free.

The Library's Print and Photocopying Help Desk can assist.

Copyright

As a USC student, you must comply with Australian copyright laws and the USC Copyright Policy.

Please observe copyright notices at copiers, print stations and in computer laboratories around campus.

You will also receive a copyright notice when you log into the USC Network.

For USC's Copyright Policy, visit

www.usc.edu.au/Copyright

Student Help Desk

If you need computer help on campus, contact:

Student Help Desk—
Library Information Commons
Tel: +61 7 5459 4455
Email: studentithelp@usc.edu.au

Voltage

Electricity in Australia is 220–240 volts.

If you buy a transformer before you arrive, make sure it is for the three-pin Australian plug.

If you cannot buy a transformer in your home country, you can expect to pay around A\$70 for a suitable transformer in Australia.

You will also need an adaptor, for the Australian three-pin plug, to use an electrical appliance you have brought from home.

Adaptors are available at most major airports and electrical retailers.

It is often cheaper to buy small electrical items, such as hair dryers and clock radios, when you arrive in Australia. Prices start from A\$20.

If you buy an Australian electrical appliance, you might have trouble using it at home, if you have a different electrical voltage.

Laptops

For Internet connection from your laptop, you will need an ethernet card.

Ethernet cards are standard features of newer laptops, but can be purchased and connected to older laptops.

Laptops generally have wide-ranging voltage, so will normally operate in Australia without a transformer.

You should check your laptop's voltage range for use in the Australian electricity system (220–240 volts).

Library

USC's Library offers traditional library collections including books, videos, DVDs and maps. It also provides computer access.

The Library's Print and Photocopying Help Desk offers binding, laminating, photocopying, transparencies and network printing at minimal costs. Scanning is free.

Your student ID card is also your Library Card. You must present it to borrow items.

Many Library services, including access to journals, online tutorials, and electronic databases, are also available at

www.usc.edu.au/library

Co-op Bookshop

USC's nationally-awarded Co-op Bookshop—Ground floor, ICT Centre, Building J—is open Monday to Friday from 9am to 5pm and extended hours during the first two weeks of semester.

The Co-op stocks textbooks, fiction and non-fiction books, academic software, phone cards, postage stamps, science laboratory coats, stationery, accessories and USC clothing.

You can become a lifetime member for A\$20 and receive 9 percent discount at any Co-op Bookshop in Australia.

Food services

The Brasserie has a microwave oven for student use.

A student kitchen on Level 1, ICT Centre, Building J has hot water, a sink, refrigerator and microwave oven.

Brasserie and Cafés

USC's brasserie and cafés serve a selection of meals, snacks and refreshments.

Brasserie

Ground floor, Building I is normally open Monday to Friday from 8am to 6pm, during semester and 7.30am to 4.30pm during semester breaks.

Café J

Next to the ICT Centre, Building J is normally open Monday to Friday from 9am to 3pm during semester.

Café C

Ground floor, Building C is normally open Monday to Friday from 7.30am to 2.30pm during semester.

Vending machines

Coin-operated vending machines are located in many USC buildings.

They offer a range of hot and cold drinks and a variety of snack foods.

Off-campus

Chancellor Park Shopping Centre, only a short walk from USC, has take-away food stores including Chinese food, burgers, pizza, and fish and chips.

Chancellor Park Marketplace, only 20 minutes walk from USC, has a Subway store, cafés and a pizza shop.

Chancellor Village Tavern, also 20 minutes walk from USC, offers bistro meals.

Art Gallery

The USC Gallery hosts a range of exhibitions throughout the year, including work by nationally and internationally renowned artists, local artists and students.

The Gallery also presents talks, workshops and public events.

It is open Monday to Saturday from 10am to 4pm. Entry is free.

For exhibition details, visit

www.usc.edu.au/gallery

Automatic Teller Machine (ATM)

ATMs are located on the Ground floor of Building B and inside the Brasserie.

Wildlife on campus

USC is located on the edge of a national park.

It is home to a variety of Australian flora and fauna.

Animals can be photographed, but must not be approached, handled or fed.

Important information

University by-laws and rules

All students must abide by USC by-laws and rules and are subject to all USC regulations.

For details, refer to www.usc.edu.au/handbook

Please familiarise yourself with USC policies regarding fees and refunds, grievance handling procedures and academic progress.

Written notices are given to students by electronic communication.

Academic Progress

USC's ELP department is required by the National Code of Practice to check your course progress.

This is important, because you are in Australia to study and achieve good results.

Satisfactory Course Progress

To make satisfactory course progress, you must:

- have an attendance rate of 80 percent or above
- participate regularly in class activities
- complete most course assignments and tests
- demonstrate that your language skills are improving

Your teacher will assess your language skills during class. You will make progress if you use English as much as possible, participate regularly during classes, and complete your homework, assignments and tests.

Activities monitored for satisfactory course progress include:

- In-class participation
- Homework tasks
- Formal and informal class tests
- Interview with a staff member
- Research assignments
- Completion of online language tasks

Under the National Code 2007, course progress must be assessed "at the end point of every study period".

For Academic English programs, "study period" is defined as:

DEEP Stage 1/IELTS Preparation (Intermediate) CRICOS Code: 059941A	Weeks 5, 8, 9 and 10
DEEP Stage 2/IELTS Preparation (Upper-Intermediate) CRICOS Code: 059941A	Weeks 4, 5, 8, 9 and 10

Formal assessment of your progress takes place during these times. Assessment tasks will cover all four macro skills—Reading, Writing, Speaking and Listening. However, not every assessment task covers all four macro skills at once.

You should talk to your teachers about your English language study. They can help you develop strategies for improving your English.

Every few weeks, your teacher will talk to you privately during Self Access time. At this time, your teacher will discuss your progress with you. Your teacher may give you feedback on your progress, listen to your concerns, and offer advice.

Contact hours and study commitment

All students are expected to attend classes regularly and on time.

Students who are late, miss important study and interrupt other students.

Teachers mark the attendance rolls for each of the three sessions each day.

Session times are:

- 8.40am to 10.40am
- 11am to 12noon
- 1pm to 3pm

If you are late, or leave the classroom for an extended period, you will be marked absent for the time you are not in class (eg -15 to show 15 minutes absent).

If you hold a student visa, the Department of Immigration and Citizenship (DIAC) requires that you attend a minimum of 80 percent of your course. If you do not attend at least 80 percent of your course, you may be reported to DIAC, and your student visa may be cancelled.

You will not receive a course certificate if your attendance rate is less than 80 percent. This applies to all students, regardless of visa type.

Attendance is calculated every Monday afternoon.

Deferring, suspending or cancelling student enrolment after study commencement

There are limited circumstances where a student's studies may be deferred or temporarily suspended.

These are outlined in standard 13.2 of the National Code 2007 and include:

- compassionate or compelling circumstances, or
- misbehaviour by the student

A deferral or suspension of study may affect your student visa.

In the event USC intends to suspend or cancel a student's enrolment, where that suspension or cancellation is not initiated by the student, USC will notify the student that they have 20 working days to access USC's internal appeals process.

If the student accesses the appeals process, the enrolment will not be suspended or cancelled until the internal appeals process is completed.

Student Grievance Policy and Procedures

USC's Student Grievance Policy can be found at:

www.usc.edu.au/student-grievance-policy

and in the online Student Handbook

www.usc.edu.au/handbook

Students who are unsatisfied with the outcome of USC's grievance handling procedures may request referral to an independent mediation or dispute resolution service. The availability of complaints and appeals processes does not remove your right to take action under Australia's consumer protection laws.

Change of Address

Your Australian address and phone number details must be kept current.

You must notify USC, within 7 days, if you change your address.

Failure to do so is a breach of student visa conditions.



Important information

Circumstances in which personal information may be shared

Privacy notice

Information is collected on the USC application form and during your enrolment, in order to meet our obligations under the ESOS Act and the National Code 2007. This ensures student compliance with the conditions of their visas and obligations under Australian immigration laws.

This information can be provided, without your consent, in certain circumstances authorised or required by law, to the Australian Government and designated authorities approved by the Government.

Education Services for Overseas Students (ESOS)

The ESOS Act and National Code ensure international students in Australia get the education they desire.

To access the National Code 2007, or the ESOS framework for students, visit

www.aei.gov.au/Regulatory-Information



Summary of refunds policy and procedures

This plain English summary of the Refund Policy Procedures is also available at www.usc.edu.au/elp-refunds

1. If USC is unable to deliver your course in full, you will be offered a refund of course monies you have paid. The refund will be paid within 2 weeks of the day on which the program ceased being provided. Alternatively, you may be offered enrolment in another ELP program at USC at no extra cost to you. You must inform USC in writing of whether you have chosen to accept a full refund of course monies, or accept a place in the other program.
2. You will not be eligible to receive any refund of program fees after a program has commenced, unless:
 - a) USC is unable to deliver your program in full (refer to Clause 1), or,
 - b) You are unable to start on the agreed starting date, or you withdraw from the program, because the Australian Government refused to grant you a student visa (refer to Clause 4a)
3. You will receive a full refund of your accommodation placement fees and airport transfer charges if USC receives written cancellation of these services at least 14 days before your stated arrival.
4. You, or your agent, will be entitled to a refund of program fees in the following situations:
 - a) If your student visa application is refused, and you provide USC with written evidence of this, you or your agent will be entitled to a refund of program fees, with the following deductions:
 - i) administration expenses of 5 percent of the total amount of the program fees (maximum of A\$250)
 - ii) non-recoverable expenses incurred in organising travel, accommodation or other services
 - iii) the cost of books, equipment, and other materials purchased or produced by USC for you to undertake the program
 - b) If you, or your agent, give USC written notice of your decision to cancel your application for a program at least 28 days before the program's commencement date, you or your agent will be entitled to a refund of program fees, with the following deductions:
 - i) the ELP application fee
 - ii) non-recoverable expenses incurred in organising travel, accommodation or other services
 - iii) the cost of books, equipment, and other materials purchased or produced by USC for you to undertake the program
5. If you wish to request a refund of fees and charges, you must make the request, in writing, addressed to:

International Student Fees
The Pro Vice-Chancellor
(International and Quality)
University of the Sunshine Coast—ML17
MAROOCHYDORE DC QLD 4558
AUSTRALIA
6. You or your agent will receive an approved refund within 28 days of USC receiving your request.
7. You or your agent will receive a statement from USC explaining how the refund amount was calculated.
8. Refunds of fees and charges are made in the same currency in which the fees and charges were paid. The refund is made to the person who entered into the written agreement with USC, unless that person directs USC otherwise, in writing.
9. If you are seeking a refund of any monies paid for Overseas Student Health Cover, you will need to contact the agency or service provider of that cover.
10. This agreement, and the availability of complaints and appeals processes, does not remove your rights to take action under Australia's consumer protection laws.



USC is a wildlife reserve:

- Drive slowly on campus roads and watch for wildlife, particularly on dusk.
- Keep a safe distance from the kangaroos at all times (at least 3m).
- Domestic animals are prohibited on University grounds at all times.

CARE FOR OUR CAMPUS
Please do not litter
Use the bins provided

CAMPUS SECURITY
Enquiries 5430 1168 (1168)
Emergencies 5430 1122

- B Building B—Administration**
Alumni Relations
Financial Services
Foundation
Graduate Studies Room
Human Resources
Marketing and Communications
Office of Learning and Teaching
Office of the Pro-Vice Chancellor (Corporate Services) and Chief Financial Officer
Office of the Pro-Vice Chancellor (Regional Engagement)
Office of the Pro-Vice Chancellor (Research)
Office of Research
University of the Third Age (U3A)
- C Building C—Chancellery**
Office of the Vice-Chancellor and President
Office of the Deputy Vice-Chancellor
Office of the Pro Vice-Chancellor (International and Quality)
Buranga Centre (Indigenous Services)
Café C
Executive Projects Unit
Faculty offices
L7 Lecture Theatre 7
Strategic Information and Analysis Unit
Student Administration (Student Central)
Student Services (Student Central)
Tutorial rooms
- D Building D—Arts and Social Sciences**
Faculty of Arts and Social Sciences offices
5 x 24-hour computer laboratories
Tutorial rooms

- H Building H—Science**
Faculty of Science, Health and Education offices
Science wet laboratories
Sports science laboratories
Teaching laboratories
2 x advanced computing laboratories
Nursing teaching wards/laboratories
- H1 Building H1—Science**
- I Building I—Science**
Faculty of Science, Health and Education offices
Centre for Healthy Activities, Sport and Exercise (CHASE)
L3 Lecture Theatre 3
L4 Lecture Theatre 4
Research laboratories
Teaching laboratories
Tutorial rooms
- J Building J—Information and Communications Technology**
Co-op Bookshop
Career Connection
Education Queensland
English Language Programs
Information Technology Services
Learning Connections Room
Mail and Print Services
USC International
2 x 24-hour computer laboratories
ICT computer laboratory
Tutorial rooms
- K Building K—Business**
Faculty of Business offices
L1 Lecture Theatre 1
L2 Lecture Theatre 2

- L5 Lecture Theatre 5
L6 Lecture Theatre 6
L8 Lecture Theatre 8
1 x 24-hour computer laboratories
Tutorial rooms
- LIB Library**
Information Commons
Information Services Branch
Masters Student Centre
- TC Transit Centre**
Bus interchange
Greenlink to Chancellor Park
- CJ Café J**
- CC Café C**
- CH Child care centre**
- CT Café T**
- BR Brasserie/Function Hall**
- P Piazza**
- AG Art Gallery**
- CPO Capital Programs and Operations**
Events Services
Grounds and Works
Security
University Fleet
- BH Bicycle Hub**
Showers
Change rooms
- Mdm Demountable offices**
- IC Innovation Centre**
Business Accelerator
Business Incubator
Sustainability Research Centre
USC Auditorium

- M Building M—Science**
Science, Engineering and Paramedic building
Teaching laboratories
Tutorial rooms
Shade houses
- Mdm Demountable offices—Science**
- UC University Club (Uni Club)**
Club Function Room
Toilet and shower facilities
- S Sports Stadium**
Sports Precinct offices
3 indoor courts (futsal, basketball, netball, volleyball, badminton, table tennis)
- T Health and Sport Centre**
Faculty offices
Café Sport
Gym
Local Government Department of Sport and Recreation (Queensland Government)
Psychology clinic
Teaching laboratories
- SP Swimming pool**
Swimming pool—50 metre
- SF1 Sports Field 1 Rugby**
- SF2 Sports Field 2 Rugby**
- SF3 Sports Field 3 Soccer**
- SF4 Sports Field 4 Cricket**
- OC Outdoor Courts**
Basketball, Netball, Tennis
- AT Athletics Track**

USC Campus Map—Detail

- KEY:**
- P** Open parking (student and visitor)
 - P** Restricted parking (staff)
 - Motorcycle parking
 - Bicycle parking
 - Transit Centre/Bus Interchange
 - Shared pedestrian cycle path
 - SC** Student Central (Student Administration and Student Services)
 - LT** Lecture Theatre
 - \$** ATM
 - Public payphone
 - LZ** Loading Zone (service vehicles only)
 - Taxi pick-up
 - T2** Shared Ride car park (two occupants 7.30–9.30am M-F)
 - T3** Shared Ride car park (three occupants 7.30–9.30am M-F)

HOW TO LOCATE ROOMS ON CAMPUS The University has a numbering system for tutorial rooms, lecture theatres, computer laboratories and offices on campus. The numbering system identifies (in order) the building, the level, and the room number. Example: K.G.46 is Building K, ground floor, room 46. Lecture theatres are identified by the letters LT and a number. Example: LT7 is Lecture Theatre 7.



Observe speed limits on campus as signed.
Drive with care in shared pedestrian zones.
Video surveillance is used on campus.

www.usc.edu.au

Key information

Sunshine Coast Population	330,000+
Type of University	Government
Faculties	<ul style="list-style-type: none">■ Arts and Social Sciences■ Business■ Science, Health and Education
On-campus enrolments	<ul style="list-style-type: none">■ Total students on campus—7,700+■ International students 800+
Top source regions	North America, Europe and Scandinavia
Why come to USC?	<ul style="list-style-type: none">■ Quality educational experience■ 5 star ratings for teaching quality and generics skills (Good Universities Guide 2011)■ Innovative courses on a modern campus with excellent facilities■ Affordable and secure student accommodation next to campus■ Perfect study and living environment on the beautiful Sunshine Coast■ Close to the beautiful beaches of the Sunshine Coast■ Only 90 kilometres (55 miles) from Brisbane■ Good air links to Sydney, Melbourne and other destinations



Teaching quality • Generic skills
The Good Universities Guide 2011.

USC International
University of the Sunshine Coast—ML17
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AUSTRALIA
Tel: +61 7 5430 2843
Fax: +61 7 5430 2836
Email: international@usc.edu.au
Website: www.usc.edu.au/international
Facebook: www.facebook.com/USCInternational
CRICOS Provider Number: 01595D



University of the
Sunshine Coast
Queensland, Australia