



International Student Handbook Pre-enrolment to Graduation 2021

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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.edu.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.edu.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

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

Good luck in this new exciting phase of your life's journey. We look forward seeing you on campus in Melbourne and are very pleased to know that you have chosen to study with UHE!



Student Charter

At UHE, the needs of our students are our highest priority. Our focus is on encouraging you to explore, expand and enjoy your education. We are committed to the ongoing development of our programs and teaching staff to ensure you receive an outstanding, industry-relevant and academically sound education.

Our Student Charter sets out the standards of service that UHE aims to provide you as a student. It is intended that together UHE and its students will create a rewarding learning experience which promotes the growth of every graduate, academically, socially and personally.

UHE provides all students with equal opportunities in an environment free of any form of discrimination. And we respect the privacy of our students and prospective students by complying with the National Privacy Principles (NPPs) contained in the Privacy Act (Privacy Amendment (Private Sector) Act 2000).

<https://www.legislation.gov.au/Details/C2004B00628/Other/Text>

UHE also aims to provide students with fair, accessible and efficient administrative procedures and full, transparent information about such procedures. Such information is communicated via our website, through enrolment and course information and in our Student Handbook.

We are also proud of the modern UHE facilities which have been designed to provide a suitable and effective learning environment to meet the diverse needs of our students.

UHE also provides access additional training and support in literacy and numeracy, designed for students requiring additional assistance.

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 enroll into a Higher Education course you are starting a pathway that could lead you on to far greater opportunities. This pathway could lead you into a new career or provide the stepping stone to further tertiary study at higher degree level. For example, successful completion of the bachelor courses leading to Master and PhD.

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

Mode of Study

UHE provides full-time classroom-based and online lectures, tutorials, and assessment for all 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.edu.au, contact info@uhe.edu.au or call in to our campus to speak with a Student Support Officer.

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 staff, tour the campus and have the opportunity to ask questions.

Student Visa requirements

You must comply with all of your Visa requirements as updated by 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.

Bachelor of Information Technology

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 (HSC) with

- A minimum score equivalent to an ATAR rank of 60 or above;
- Mathematics as one of the subjects successfully completed as part of obtaining the international equivalent to an Australian Year 12 qualification (HSC)

English Language Requirements

A minimum IELTS score of 6 with no sub-score of less than 5.5 or TOEFL/ PTE equivalent; If any IELTS band is below 6 or the IELTS test was not undertaken by the applicant within the last 12 months, the applicant will need to attend an interview with the Program Coordinator of Information Technology (or delegate, being a senior academic) to confirm that the applicant has sufficient English proficiency to undertake the course and to inform the applicant that they will be required to take an English Language Assessment during orientation and take the English Support program for reading and writing if enrolled.

Bachelor of Multinational Film Production

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 (HSC).

English Language Requirements

A minimum IELTS score of 6 with no sub-score of less than 5.5 or TOEFL/ PTE equivalent; If any IELTS band is below 6 or the IELTS test was not undertaken by the applicant within the last 12 months, the applicant will need to attend an interview with the Program Coordinator of Multinational Film Production (or delegate, being a senior academic) to confirm that the applicant has sufficient English proficiency to undertake the course (See Note 1) and to inform the applicant that they will be required to take an English Language Assessment during orientation and take the English Support program for reading and writing if enrolled (See Note 2).

- 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)
 - Cook Islands
 - Ireland
 - Kenya
 - New Zealand
 - Papua New Guinea
 - Singapore
 - South Africa
 - United Kingdom (including Northern Ireland)
 - United States of America

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.

Academic Credit and Recognition of Prior Learning (RPL)

UHE is committed to the provision of access through a range of qualification and articulation pathways that reflect the diverse learning experiences of applicants.

Students may be granted academic credit on the following basis:

- Prior post-secondary qualification
- Recognition of Prior Learning (RPL) in recognition of skills and knowledge gained through work experience, life experience and/or formal training.

Applications for academic credit are be considered from:

- Prospective or potential students who are seeking entry into a UHE Bachelors course

UHE may grant academic credit based on:

- a. Completed studies at a recognised University, higher education institution, TAFE or registered training organisation in Australia and recognised international institutions; or
- b. Courses or subjects undertaken within the workplace, professional organisations or other training contexts, where appropriate certification is available; or
- c. Demonstrable skills and learning gained from work or life experience that is relevant to the course being studied (informal learning).

You must apply for Academic Credit or RPL at the time of applying for admission.

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.

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.edu.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"> • The course does not begin on the agreed commencement Date. • The offer is withdrawn by the UHE. • The course ceases to be provided, at any time, after it commences but before it is completed. • The course is not provided in full to the student because a sanction has been imposed on the registered provider. 	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 (copy of refusal letter required); includes visa extension & new applications.	Remaining unspent fees, less \$500	No
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 the Electronic Confirmation of Enrolment (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

Refund Situation	Refund of Course fees	Refund of enrolment fees
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 UHE; <ul style="list-style-type: none"> the student failed to pay an amount payable to the provider for the course; the student breached a condition of his/her student visa; including non-commencement of the course misbehaviour by the student/ breach of code of conduct. 	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
* In the event student defers commencement date of the course and subsequently withdraws from the course, refunds would be calculated based on the original start date for 6, 7, & 8 situations.		

Refund Policy Procedure

Note: Refunds of any monies received by UHE 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 UHE'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.edu.au>

PROCEDURE

- The process is started by the student completing and submitting a Refund Application Form.
- This form will be reviewed for completeness and the date received and by whom will be entered on the form.
- 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 Finance Manager.
- f) All documentation relating to a refund (whether granted or not) must be filed in the student file.

Other Fees and Charges

All possible fees		
Fee Type	Amount	Notes
Tuition Fee	Depending on the course	
Enrolment Fee	\$300	(Maximum)
RPL per unit	\$2,000	(Minimum)
Re- Enrollment Fee	Unit Fee depending on the course	
Airport Pick-Up	\$110	(One - way)
Accommodation Placement Fee	\$300	
Charges for Late Payment	\$50	Per instalment
Charge for Lost ID card	\$10	
Charge for Lost Certificate	\$50	Additional postage charges may apply
Change of Course Fee	\$250	
Request for Transcript	\$25	
Printing cost	B/W- A4- 10¢ A3- 15¢ Colour A4- 15¢ A3- 25¢	

*Please note all fees are subject to change over the duration of a course

International Student Transfer Policy

All student visas are granted with the 'No Change of Provider' condition. In general, a student is expected to stay at the college at which they were originally registered. Specifically, it means that an overseas student must stay with Universal Higher Education for at least the first 6 months of their principal course. If the student is enrolled in a package of courses, they must stay with the college for the length of the prerequisite courses, and then the first 6 months of the main course.

In addition, UHE will not knowingly enroll an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course.

Circumstances where student transfer is allowed within six months

- To be considered for enrolment at UHE, a student who wishes to leave another education provider may be issued with a conditional letter of offer. This requires the applicant to have Release granted from their current provider or to demonstrate that they have completed at least 6 months of their principle course of study.
- Once the Release granted has been sighted on PRISMS then the enrolment may be processed in the normal way (see Admissions Policy).
- UHE will do nothing to encourage a student to move away from their current provider unnecessarily or in a way that might be to the detriment of the student (either educationally or for their welfare).
- Applicants will not be required to meet the six-month rule or have a Release granted when:
 - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
 - any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Transfers to Universal Higher Education

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

- Prior to applying for transfer, students should be encouraged to read this policy and associated procedure in full.
- Students wishing to transfer to another institution must apply in writing for a letter of release using the Release Letter Request Form.
- In addition the student must provide any additional evidence required. This may include (depending upon the circumstances):
 - i) Valid enrolment offer letter from another registered provider
 - ii) Additional documentary evidence of reasons for change (e.g. how change of course would benefit the student)
 - iii) Medical or other evidence as appropriate

1.1 The Admission Department will immediately contact the finance department and the relevant course coordinator to confirm that:

- i) there are no outstanding fees owing to UHE
- ii) there are no issues relating to course work, course progress and or attendance relating to the student.

1.2 The student must cooperate with the Academic Registrar by providing additional information or attending meetings as requested.

1.3 The Academic Registrar must consider the request and provide a written response using standardised template to the request within 10 working days of the Form and evidence being received. If additional information is requested, then the determination will be made

within 10 working days of receipt of that evidence.

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 within 20 working days.

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

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.

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

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.

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.edu.au . This will allow us to ensure that every effort is made to enable you to have as smooth a start as possible

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.

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 several 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

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.
Declare items that need duty/sales tax

For further information regarding quarantine matters, please visit the Australian Customs Services Website: 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 traveler'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.

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	www.anz.com
Commonwealth Bank	www.commbank.com.au
Westpac Bank	www.westpac.com.au
St George Bank	www.stgeorge.com.au
Bendigo Bank	www.bendigobank.com.au
National Australia Bank	www.nab.com.au

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
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 km² and has a population of around 4.5 million.

The City of Melbourne municipality covers 37.7 km² 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.

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:

- 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.

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.

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, Chief Academic Officer 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:

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 / Academic Credit (if applicable)
- Assessment methods may involve you in:

BMFP

A variety of formative and summative assessment methods will be used including participation, worksheet activities, written assignments, examinations, video form, audio form and project portfolio.

BIT

A variety of formative and summative assessment methods will be used including participation, worksheet activities, written assignments and examinations.

At the start of every subject, you will be given information on the subject and a delivery schedule including the content of the subjects and the assessment activities including submission to be completed. The outcomes of assessment are Pass, Credit, Distinction and High Distinction or Fail. Students assessed as fail can request a supplementary examination if determined by Academic Registrar as soon as the results are published in the Student Portal.

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.

Library services

Library services will be available to students at UHE campus. UHE librarian will assist for this service. UHE will provide library service support details to all students at the beginning of each semester.

a) Availability of physical and electronic learning resources

A physical and electronic library will be available to all students. Students can access physical resources of library, borrow books and access online library support.

b) Support of library counsellor

UHE will have a qualified Librarian. The Librarian will provide all necessary librarian support to students who want to understand, to clarify or learn how to use learning resources and to make use of these resources.

Library Services

- UHE will operate a library on campus. The designated space is Room number 1.02 on Level 1, 131 Queen Street, Melbourne.
- Library will be managed by a qualified Librarian.
- Librarian conduct Literacy Information Sessions as required, including referencing and past exam papers.

Hours of operation – (Librarian Available)

- Monday to Friday - 9:00AM to 5:30PM
- Saturday - 9:00 AM to 2:00PM

Deferment, Suspension and Cancelling 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.edu.au

UHE-Initiated Deferral, Suspension or Cancellation of Enrolment

1. UHE may **defer** a student's commencement on the following grounds:
 - When a course is not offered
2. UHE may **suspend** a student's enrolment on the following grounds:
 - When a student is deemed to be in breach of the Student Code of Conduct
 - When a student is deemed to not be making satisfactory course progress and fails to comply with the requirements of the Intervention Plan
3. UHE may **cancel** a student's enrolment on the following grounds:
 - When a student demonstrates a serious breach of the Student Code of Conduct
 - When a student is in breach of the course progress policy
 - When a student is continually absent from scheduled course hours
 - Non-payment of outstanding fees
4. In cases where suspension or cancellation of the student's enrolment is initiated by UHE, the student will be notified and given 20 working days to access the UHE's internal complaints and appeals process.
5. There will be no change in enrolment status and the student will not be reported to the Department of Home affairs until the appeals process is completed.
6. Once the deferral, suspension or cancellation is processed, UHE will notify the Department of Home affairs via PRISMS.
7. UHE will report to the Department of Home affairs via PRISMS if the student has not started the course within 14 days.

Student-Initiated Deferral, Suspension, Cancellation of Enrolment

Students may initiate the deferral, suspension and cancellation of enrolment, including granting of a leave of absence during their course through formal agreement of the following limited circumstances:

On the grounds of compassionate or compelling circumstances --- conditions which are beyond the control of the student which may impact on the student's course progress or wellbeing.

These may include, but not be limited to the following:

- When a student is deemed to not be making satisfactory course progress and fails to comply with the requirements of the Intervention Plan;
- Where students do not receive approval of their visa in time to arrive at UHE to commence study;
- Serious illness or injury – where a medical certificate states the student was unable to attend classes;
- Bereavement of close family members;
- Major political upheaval or natural disaster in their home country requiring emergency travel and this has impacted on the student’s ability to study;
- A traumatic experience i.e. involvement in or witness to a serious crime or accident and this has impacted on the student’s ability to study;
- Where UHE was unable to offer a pre-requisite unit;
- Unavailability of a course; and
- Other reasons may be considered but must have compelling documentary evidence to support the request.

It should be noted that deferring to go home to be married or attend the wedding of a family member is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student. This could be organised in such a way that the schedule does not conflict with the student’s course timetable.

Where a decision is made by UHE, the student always has the right to appeal this decision using the appeals processes as outlined in UHE’s Complaints and Appeal Policy. This must always be clearly communicated to the student with the notification of the decision. Student has 20 working days to access the UHE’s internal complaints and appeals process.

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 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.

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 semester. 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;

Framework for achieving satisfactory Course Progress

Stage of Intervention	Intervention Time
Stage 1: Early detection of, and intervention in, unsatisfactory course progress- Fifth week of the course	Fifth week of First Study Period – email or call from Course coordinator
Stage 2: Unsatisfactory course progress (50% or more Fail of total units) at end of a designated First study period	End of First Study Period - First warning letter and intervention meeting with Course Coordinator within 5 days from the date of publishing results.
Stage 3: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements	Fifth week of Second Study Period – Formal meeting with Course coordinator
Stage 4: Unsatisfactory course progress Show cause against Intention to Report	End Second Study Period by course coordinator
Stage 5: Reporting of student’s breach of visa conditions via PRISMS	If no formal response is received from the student within 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 Chief Academic Officer 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. Intervention strategies are aimed at providing support to students, so they are not at risk of failing to satisfactorily complete their courses. The Intervention Strategy is documented and recorded on the student's file, both electronically (scanned and uploaded under the student management system) and hardcopy. These are monitored by the Course Coordinator who has been appointed to deliver/monitor the unit. UHE/Chief Academic Officer will also get once in a fortnight updates from the course coordinator/ lecturers/tutor about at-risk students who show less interest in the class, who are constantly absent from classes, no participation in self-study activities, etc.

Student Course Progress Intervention Strategy Plan: used at any time during the semester where the student is identified at risk of not meeting satisfactory course progress.

Strategies are individually determined to meet the need of the student, and could include, but are not limited to:

- a learning support program
- additional English language or numeracy support
- additional classes, tutoring or learning activities
- advice regarding study habits (e.g. maintaining required class attendance)
- time management for submission of learning activities and assessments
- advising students on the suitability of the course in which they are enrolled
- placing students in alternative subjects within a course or a suitable alternative course
- advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed
- advising alternative ways for students to demonstrate the necessary learning outcomes in areas in which they had not been previously able to demonstrate learning outcomes.
- reduction or change in course load
- where the problem is identified as being a situation requiring professional counselling, UHE refers the student to a professional counselling service available at UHE if the student is happy to attend. Personal and counselling support services which the student may benefit from. Students are encouraged but are not forced to attend counselling.

Academic Counselling

Students may make an appointment at any time to meet with the Academic Coordinator for counselling regarding their studies. The Chief Academic Officer 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; 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 Chief Academic Officer.

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

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/

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>

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 website is 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.

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.

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. Several 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.

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.

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 Chief Academic Officer 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, Mr Rizwan Ahmed on 0433219228. 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 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

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.

Health and Safety Policy

UHE is committed to providing a workplace that is as healthy and safe as is reasonably practicable in order to achieve its vision and goals and is compliant with the Work Health and Safety Act 2011. UHE will meet its legislative duties of care using a risk management approach to:

- protect the health, safety and environment of workers, students and others at the campus and online;
- ensure effective representation, consultation and cooperation to address health, safety and environment issues in the workplace and digital platforms;
- promote information, education and training on health, safety and physical and digital environment matters;
- have processes to report and manage sexual harassment or assault;

- provide effective compliance and enforcement measures; and
- deliver continuous improvement and progressively higher health, safety and environment standards.

Security on Campus

- Always keep your belongings with you , do not leave them unattended.
- Save the UHE contact number 03 9600 0087 in your phone or store it on you.
- UHE has ensured that each floor including common areas during the normal operation hours will be supervised by staff.
- During Non- operational hours, UHE has CCTV cameras in place for monitoring and building security will respond to events and incidents.
- Access to campus and campus facilities afterhours is restricted. Except where restricted access is granted by responsible UHE staff.
- List of essential support services is provided along with the orientation pack
- UHE has a Health and safety policy and procedure available from the reception or on the website
- The Mental health, social and emotional wellbeing of our students is of utmost importance, the copy is available at the reception or from the website.
- You need to contact Student Service immediately in such circumstances. We're here to help.

Security on Public transport

- Police and Protective Services Officers (PSOs) are located at 220 train stations in metropolitan Melbourne and major regional train stations from 6pm until the last train. They patrol:
 - train stations
 - station car parks
 - tram hubs
 - bus interchanges and surrounding areas
 - on-board trains and trams.
- PSOs are there to help:
 - the community in need of assistance

- detect, prevent and manage anti-social behaviour, crimes against the person, weapon and drug offences and property damage.

Security in Public

- Keep your belongings out of sight, e.g. don't have your phone visible in your back pocket or leave your bag unzipped.
- Be aware of the people around you.
- Leave valuables at home, e.g. your passport.
- Don't give out personal information, e.g. your address.
- Be alert and aware, e.g. look where you walk, not at your phone.
- Keep your phone with you or have money or a phone card.
- Notice safety features such as CCTV cameras and police or security staff.
- Pay attention, if you have headphones in keep the volume low.

Security when going out at night

- Plan your trip there and home, e.g. book a taxi or uber in advance, or look up the public transport timetable.
- Never hitch hike or take a ride from a stranger.
- Have safety precautions ready to use, such as a whistle and light with you, or in an app.
- Travel in a group if you can.
- Use footpaths, crossings, and stick to well-lit areas.
- If you feel threatened by someone, tell them to stop loudly or ask someone else for assistance.

Security at Home

- Keep windows and doors locked, especially at night.
- Don't open the door for strangers.
- Leave a light on when out at night, in particular a sensor light.
- Be fire safe, install smoke detectors and develop a fire escape plan.
- Keep your garage door closed and locked.

- Have a neighbor collect your mail if you're away.
- Don't hide a key outside the house.
- Keep valuables out of view from outside your home, including packaging from expensive items in rubbish bins.
- Install an alarm or get a dog to deter intruders
- Cyber Safety- With spending time online, interacting with strangers and websites, be careful of threats include scams, bullying and targeting by criminals to disclose identity and financial information.

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

Critical Incidents

A critical incident is a traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

- Critical incidents may include, but are not limited to:
- Serious injury, illness, or death of a student or staff member

- A missing student
- Severe verbal or psychological aggression
- Sexual harassment or bullying
- Physical or sexual assault
- Occupational/ Workplace health and safety risk
- A student or staff member witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, terrorist attack, explosion, gas or chemical hazard
- Drug or alcohol abuse

In case you are involved in an incident or witness such an incident, you must immediately contact the Emergency Services on 000 to seek assistance.

You must also report the incident to UHE on the following number:

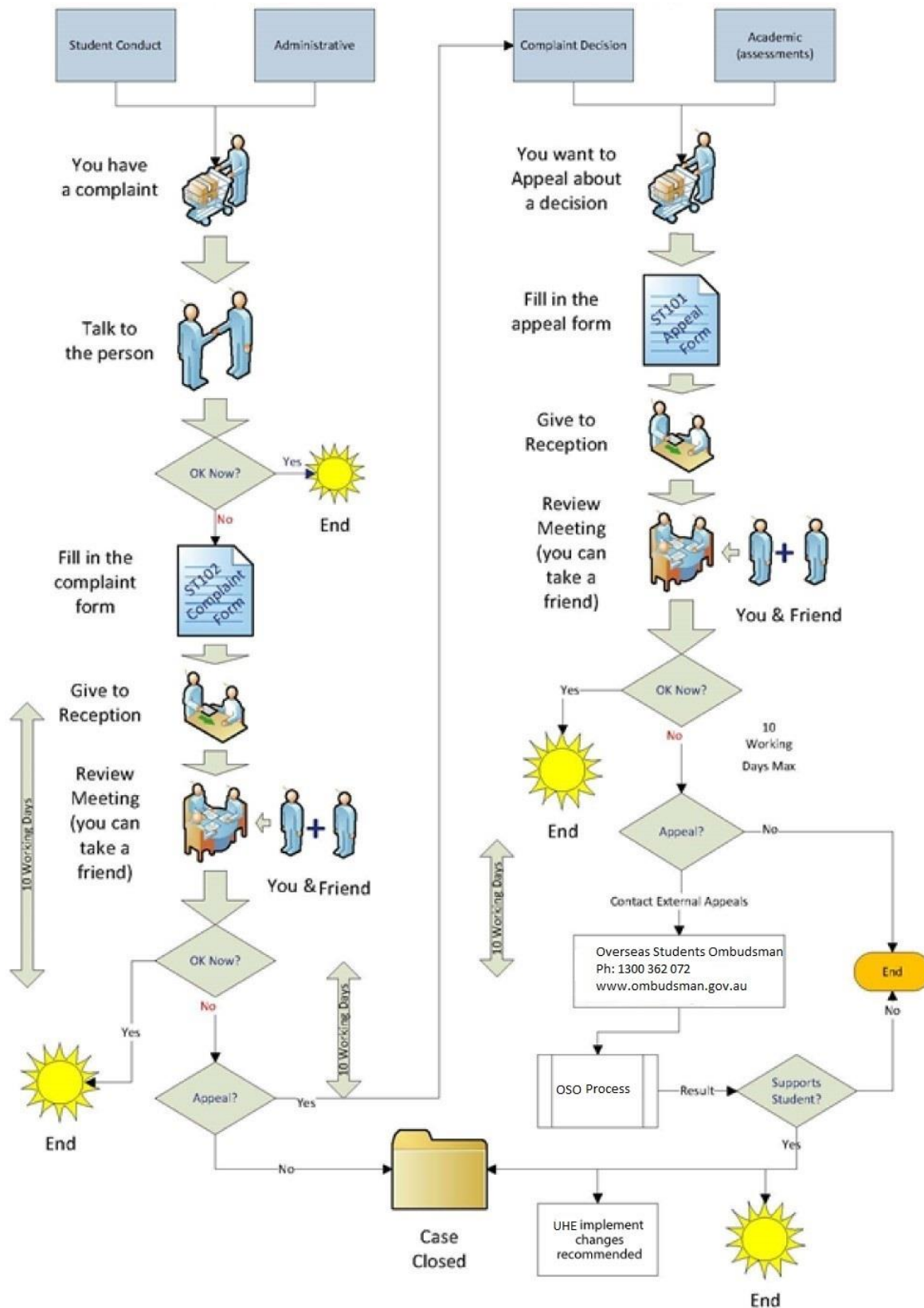
- For full details please refer to the Critical Incident Policy available on www.uhe.edu.au
- **24-hour Emergency Contact Number for UHE – 0433 219 228**

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.



Informal Complaints

Any student or prospective student may make an informal complaint at any time within 12 months from the date of the event leading to the complaint. A complaint can be made face to face, by telephone, by e-mail or in writing. Many problems or concerns tend to arise through misunderstandings and UHE believes that, in most cases, they are best dealt with quickly and informally with the person concerned.

However, there are times when a person who wishes to make a complaint feels uncomfortable about approaching a member of staff, particularly if the complaint is a serious one or involves that staff member. In these cases, an informal complaint can be made through the appropriate member of UHE staff at the local level such as a Course Coordinator.

UHE expects any staff member contacted about a complaint to provide the complainant with information about how to pursue the complaint, including referral to an appropriate contact or information about pursuing their complaint.

Staff members who receive a complaint shall be encouraged wherever possible, to commence assessment of the complaint within 10 working days of it being raised and finalise the outcome as soon as practicable. Where the complaint cannot be resolved in this timeframe, the Academic Registrar/ Executive Manager must be informed, and the complaint may be referred to the formal process. Academic Registrar or Executive Manager is responsible for final adjudication of formal complaint. If any member (Academic Registrar or Executive Manager or SSO) is involved in the provided complaint, then they must recuse from the process and suitable alternative members would be nominated by the CEO.

Formal Complaints

Any student or prospective student can make a formal complaint at any time including if they are dissatisfied with the outcome of any informal complaint already made, provided the complaint is lodged within 12 months from the date of the event leading to the complaint or within a reasonable timeframe after receiving notification of the outcome of an informal complaint.

A formal complaint must be lodged in writing (letter or email) with the **SSO addressed to Academic Registrar/ Executive Manager** based on the nature of the complaint. Academic Registrar/ Executive Manager delegates the power for investigation and preparing report to SSO. The written complaint must contain enough information necessary for the complaint to be investigated and to substantiate the complaint. All available information including a brief

description of what the complaint is about, how it arose, who is involved, what (if any) steps have been taken to resolve the complaint and what outcome the complainant is seeking, should be lodged at the outset, along with any supporting documentation. In cases where no formal written complaint has been received or the complainant refuses to put their complaint in writing, the **SSO** may decide on whether an investigation is warranted.

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.

Internal Appeal

Where a student is not satisfied with the outcome of a decision, they may appeal to the Appeals Committee. This request, stating clearly the reasons for appeal, must be submitted in writing on the prescribed form to the Appeals Committee within twenty (20) working days of the date on which the Committee has made a decision on:

- unit result,
- review of grades or academic misconduct;
- suspension and exclusion from course;
- poor academic progression, which has resulted in exclusion or
- any other issue that the student is not satisfied with the decision of the internal formal complaints process
- unit delivery
- Credits and recognition of prior learning
- Lecturers/Tutors
- Timetable
- Academic Support
- Academic welfare
- Infrastructure
- Facilities
- Security
- Non-academic welfare issues like harassment, bullying, medical accommodation
- Non-academic staff
- IT Issues
- Appeal against refusal of release letter

- Appeal against Notice of intention to report for unsatisfactory course progress or student code of conduct
- Appeals against conduct of education agents

A late appeal may be received at the discretion of the Chair of the Appeals Committee. A decision of the Appeals Committee shall be final within UHE.

External Appeals Procedure for International Students

The purpose of the external appeals process for international students is to consider whether UHE has followed its student complaint and appeals procedure and should only be enacted after exhausting of the internal procedures described above.

If a complainant wishes to lodge an external appeal or complaint about a decision made by the internal appeal process, they can contact the Overseas Students Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private higher education provider. The Overseas Students Ombudsman website www.ombudsman.gov.au or phoning 1300 362 072 provides more information about the process.

The Overseas Students Ombudsman can investigate complaints about action taken by private providers in connection with overseas students with respect to administrative processes and decisions. As noted on the OSO website, student complaints to the OSO can include:

- a. refusing admission to a course;
- b. fees and refund;
- c. course or provider transfers;
- d. course progress or attendance;
- e. cancellation of enrolment;
- f. accommodation or work arranged by a provider; and
- g. incorrect advice given by an education agent.

There is no charge for lodging an appeal.

If you would like to receive a copy of the complaints and appeals policy please can ask the reception or download it from the website www.uhe.edu.au

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.

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.edu.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.

