



Domestic Student Handbook

Pre-enrolment to Graduation 2024

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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 in higher education 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 around 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 Burak.t@uhe.edu.au and our friendly staff will be happy to answer any questions that you may have.

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



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Pre-enrolment Information

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

Why Higher Education?

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

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

Mode of Study

UHE only provides full-time classroom-based training and assessment for domestic 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
- Graduate Certificate In Information Technology
- Graduate Diploma Of Information Technology
- Master Of Engineering Management
- Master Of Information Technology

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 burak.t@uhe.edu.au or call in to our campus to speak with a Student Support Officer.

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Credit for Recognised Prior Learning (RPL)

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

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

Working While You Study

As a domestic student, you can work fulltime hours per week while the course is in session, however you have to maintain class attendance and progress in your course.

Orientation Program for new students

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

Enrolment information

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

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

Age Requirements

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

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Academic Requirements

Bachelors programs:

An Australian year 12 qualification (HSC) or international equivalent with.

- A minimum ATAR rank of 60 or above (or equivalent).
- Mathematics as one of the subjects successfully completed as part of obtaining an Australian year 12 qualification (HSC) or equivalent; and
- For school leavers without an Australian year 12 qualification (HSC), attend an interview and write an essay to confirm English.

Graduate Certificate of Information Technology:

Applicants must have completed a recognised bachelor's degree, or an equivalent or higher qualification, or Applicants who do not satisfy the above academic requirements may be considered on the basis of a minimum two years' full-time equivalent relevant work experience, supported by the submission of a resume and proof of employment.

Graduate Diploma of Information Technology:

Applicants must have completed a recognised bachelor's degree, or an equivalent or higher qualification, and Applicants must have completed UHE or equivalent Graduate Certificate of Information Technology with minimum 60% in average.

Master's programs:

Successful completion of Undergraduate degree from a recognised university or other approved tertiary institution which includes satisfactory completion of at least three units of Mathematics, Computer Science, Engineering, Science, or another quantitative discipline.

Or successful completion of UHE or equivalent Graduate Certificate of Information Technology with minimum 60% in average.

Or Successful completion of UHE or equivalent Graduate Diploma of Information Technology

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Course Credit and Recognised Prior Learning (RPL) Recognition of AQF Qualifications (Credit Transfer)

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

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

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

Course Credit or RPL may affect the duration of your course. **You must apply for Course Credit or RPL at the time of enrolment.**

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

Refund Policy

All refunds will be considered under UHE Refund Agreement. You will need to submit an application for the refund to be considered. The full refund policy is available on the website (www.uhe.com.au) 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.

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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 Institute. • 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 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
3. 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

Refund Policy Procedure

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

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

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

<http://uhe.edu.au>

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PROCEDURE

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

Transfers to Universal Higher Education

Domestic students who are bound by “No condition’, and wish to enrol in the UHE course, must complete an application form together with supporting documents from their current provider for UHE to issue an enrolment offer.

Transfer from Universal Higher Education to another provider

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

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

Study Load

A domestic student may study with any study load; however they must complete their course within the expected course completion period unless a waiver of circumstances is made.

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.

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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.

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. 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 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 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 admissions@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.

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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 5.07 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 several 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, domestic and 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 domestic 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>

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.

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As a Student of UHE

Student Code of Conduct

UHE's Student Code of Conduct Policy and Procedures outline the expected behaviours of students whilst studying at UHE. It is a good idea to read through this policy to make sure you understand what is required of yourself and other students. We expect our students and staff to be able to study and work in a safe, positive, and healthy environment.

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

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

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

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

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.

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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 into a tutorial by email – ask Student Services about tutorial bookings or email your trainer directly to organise your tutorial time.

Methods of Assessment

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

Methods of assessment include:

- Assessment during the course delivery to ascertain how you are progressing.
- Assessment of performance at the end of the units.
- Recognition of prior learning (if applicable).
- Assessment methods may involve you in:
 - Demonstration of practical skills / role play.
 - Written questions.
 - Oral questions.
 - Presentations.
 - Case studies and business simulations.
 - Exams or Final Knowledge tests.
 - Projects/Reports.

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

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Plagiarism

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

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

Deferring, Suspending or Cancelling Study Policy

The UHE Deferment, Suspension and Cancellation Policy outlines the processes if students need to defer, cancel or suspend their studies. It is available on UHE website: www.uhe.edu.au

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

Students applying for deferment or suspension of studies need to fill out the appropriate form available from one of our Student Support Officers. The application must be supported with evidence, however there is no guarantee that an application to defer or suspend studies will be approved.

Students have the right to appeal a decision by UHE to defer, suspend or cancel their studies. For more information refer to the Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedure.

Completion of Study within Expected Duration

Students are required to complete their studies within the period specified 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.

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Maintaining Satisfactory Course Progress

It is a requirement 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 domestic 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.

Stage of Intervention	Intervention Time
Early Intervention: Early detection of, and intervention in, unsatisfactory course progress.	During First Study Period – email or call from Student Services Officer (SSO)
Stage 1: Unsatisfactory course progress (50% or more Fail of total units) at end of a designated study period.	End of First Study Period - First warning letter (Stage 1 Letter) and intervention meeting with program Coordinator.
Stage 2: Monitoring of students with unsatisfactory course progress during a consecutive study period.	During Second Study Period - email or call from Student Services Officer (SSO)
Stage 2: Unsatisfactory course progress (50% or more Fail of total units) at end of a consecutive designated study period.	End of Second Study period – Second Warning letter (Stage 2 Letter) and intervention Meeting with Executive Manager. Student notified of final warning.
Stage 3: Monitoring of students with unsatisfactory course progress during a consecutive study period.	During Second Study Period - email or call from Student Services Officer (SSO)
Stage 3: Letter of Intention to Report	End Third Study Period – Student notified of intention to Exclude from program.
Stage 3: Student Exclusion	20 working days after letter of intention to Exclude; and after any appeal process has been exercised and exhausted

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Intervention Strategies

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

Academic Counselling

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

Student Welfare – Counselling

UHE takes student wellbeing very seriously and understands that life can sometimes be very difficult for domestic 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 email counsellor@ulgroup.com.au.

Driving a car in Australia

As you hold a domestic visa or citizenship, you will be regarded as a visiting driver. If you hold a current valid 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, a Domestic Driving Permit, or an English translation must also be carried with the license when driving. You must carry your

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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.

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

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:

<https://www.halalfood.com.au/halal-meat-directory>

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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.

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.

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Private Rental or Board

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

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

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

Social and Cultural Life

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

Local Tourist Attractions

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

Natural Attractions

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

What's On in Melbourne

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

<https://whatson.melbourne.vic.gov.au/>

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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: <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.

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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 Academic Manager or the UHE Counsellor 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, telephone 0410 022 699 or email Burak.t@uhe.edu.au. If you need to contact UHE after hours in the case of an emergency, please call the CEO, Mr. Rizwan Ahmed on 0410 022 699.

Note – this mobile numbers is for emergencies only.

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Surveys / Feedback

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

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

Lost Property

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

Security on Campus

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

Feeling ill?

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

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Emergency procedures

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

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

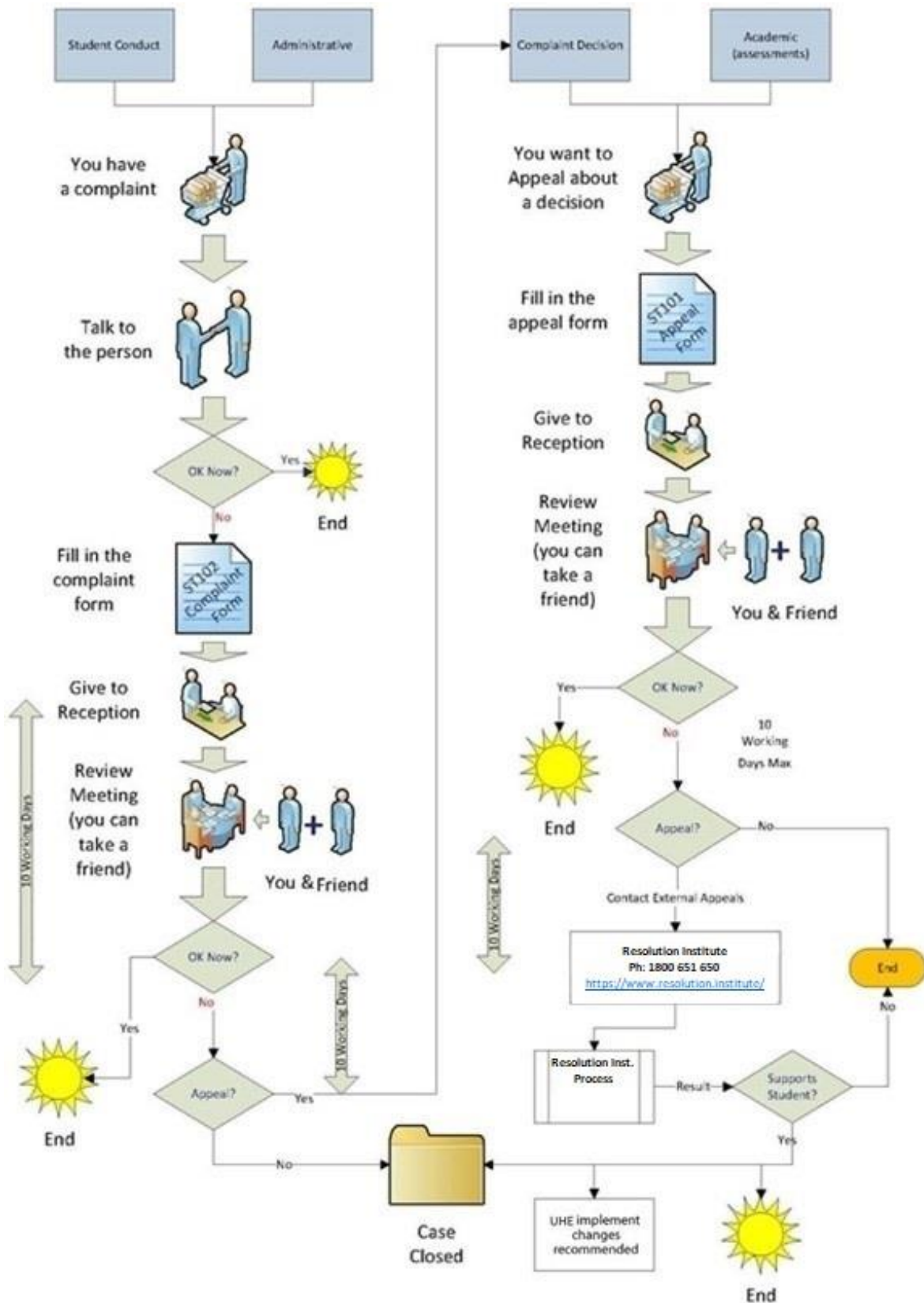
Every six months the College conducts a fire drill. Do not be alarmed when this happens. Emergency Telephone Number: Police/Fire Department/Ambulance – call 000

Complaints and Appeals Policy and Process

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

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

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Making a complaint

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

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

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

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

If the student is not satisfied with the outcome or resolution of any given complaint, they can lodge an Internal Appeal and if a student is still not satisfied with the results of this appeal, they are able to appeal externally. The Resolution Institute provides access to independent mediators to students. Further details can be found in the following link: <https://resolution.institute/>

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.

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Lodging an Appeals

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

Not Satisfactory grades – referred to Academic Manager to assess.

Unsuccessful RPL applications - further information/proof may be required to support this appeal.

Unsuccessful Applications for Extensions: referred to Academic Manager to assess.

In each case, the procedure is relatively the same:

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

Foreign Embassies and Consulates in Australia

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

<https://protocol.dfat.gov.au/Public/ConsulatesInAustralia>

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.

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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

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.

Student Services Officer

Email: Burak.t@uhe.edu.au

Call: 0410 022 966

Admissions Officer

Email: admissions@uhe.com.au



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