



USQ Sydney Education Centre

in association with Canterbury Institute of Technology



USQ APPROVED
COURSE PROVIDER

STUDENT HANDBOOK

Semester 3, 2019

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WELCOME TO USQ SYDNEY EDUCATION CENTRE

Thank you for selecting the USQ Sydney Education Centre (USQ SEC) for your further studies.

The purpose of this Handbook is to provide you with vital information about USQ SEC. It is important that you read the information carefully. If you need clarification on any issue addressed in the information provided, please contact the Reception Staff on Level 1, 29-35 Bellevue Street, Surry Hills who will assist you.

About USQ Sydney Education Centre (USQ SEC)

USQ Sydney Education Centre (USQ SEC) has its teaching and administration facilities located in Bellevue Street, Surry Hills, close to the heart of Sydney's Central Business District. USQ SEC is within walking distance to the city's main transport, education, sports, government and tourist facilities.

The USQ Sydney Education Centre in association with Canterbury Institute of Technology (CIT), facilitates a number of USQ undergraduate and postgraduate programs at its facilities. These programs are in high demand in both the domestic and international employment markets. Weekly lectures and tutorials are scheduled for each course and are held in classrooms or computer laboratories. The academic staff located at USQ SEC have years of professional and academic experience and all appointments are approved by USQ. USQ staff from the Toowoomba campus also visit USQ SEC regularly to conduct academic workshops and undertake student counseling.

USQ SEC provides students with a wide range of academic and welfare support services. New students are encouraged to attend the Orientation Program conducted at the beginning of each semester where details about living and studying in Sydney are provided.

USQ SEC has an in-house Resource Centre where a limited number of textbooks are available for reference. Students have access to the USQ online library to view electronic books and online journal databases. Students are also able to borrow books from other universities under the ULANZ (University Libraries of Australia and New Zealand) borrowing scheme: <https://www.caul.edu.au/programs-projects/ulanz-borrowing-scheme>

USQ SEC prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs. USQ SEC looks forward to assisting all its students in achieving their educational goals and preparing them for the challenges ahead.

About the University of Southern Queensland (USQ)

The University of Southern Queensland is an Australian and Queensland Government accredited university, and was established as the Queensland Institute of Technology (Darling Downs) in 1967. USQ has built a reputation for offering quality academic programs

that are recognized worldwide by other higher education institutions, employers and internationally accredited professional bodies.

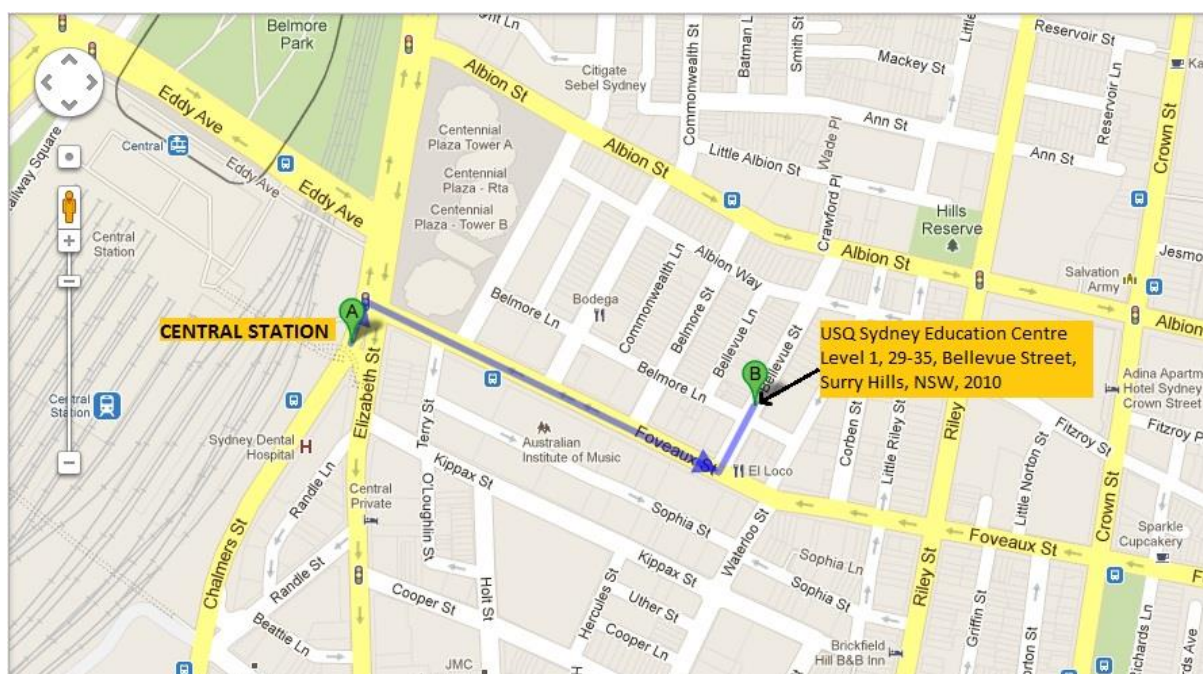
USQ is on the Australian Commonwealth Register of Institutions and Courses for Overseas students (CRICOS) and must comply with the National Code of Practice. The Code sets strict requirements for all CRICOS registered providers, programs and courses. USQ has three campuses located in Queensland, Australia.

Staff Contact List

Name	Designation	Email
LEVEL 1		
Htwe Htwe Thein	Reception Coordinator / MIS Program Coordinator	htwe@usqsydney.nsw.edu.au
Sangita Pargi/ Shanti Paudyal	Resource Centre /Undergraduate Program Coordinator	library@usqsydney.nsw.edu.au
LEVEL 3		
Nick Kumar	Director	nick@usqsydney.nsw.edu.au
Kavita Sood	Admissions	kavita@usqsydney.nsw.edu.au admissions@usqsydney.nsw.edu.au
Gina Craparotta	Accounts & Admin	gina@usqsydney.nsw.edu.au
Lara Parubotchy	Manager – Academic Services MPA and MBA Program Coordinator Student Contact Officer	lara@usqsydney.nsw.edu.au
Jaswinder Kaur	Accounts	jaswinder@usqsydney.nsw.edu.au
Catherine Li	Accounts	catherine@usqsydney.nsw.edu.au
LEVEL 4		
Gajinder Paul	Director	gpaul@usqsydney.nsw.edu.au
Gabrielle Kalanja	Manager – Marketing/Student Services OSHC Support	gabrielle@usqsydney.nsw.edu.au
LEVEL 6		
Navneet Mago (Manu)	Student Services (after hours Contact Officer)	nmago@canterburybc.com.au
Dannielle Oag	Reception / Admin Support	reception@canterburybc.com.au

Location of USQ Sydney Education Centre

Level 1, 29-35 Bellevue Street,
Surry Hills, NSW, 2010
AUSTRALIA
Ph: + 61 2 9280 3733
Fax + 61 2 9280 3858



Living and Studying in Australia

For the most up-to-date information on cost of living in Sydney please refer to the USQ Sydney Education Centre website: <http://www.usqsydney.nsw.edu.au/future-students/cost-of-living/>

Transport Services

Sydney's public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.

For further information regarding time tables, fares and routes please refer to the following websites.

Rail Service: www.sydneystains.info

Bus Service: <https://transportnsw.info/travel-info/ways-to-get-around/bus>

Ferry Service: <http://www.transport.nsw.gov.au/customers/ferries/sydney-ferries>

To get information in general regarding Bus, Train, Ferry Services please call 131500 between 6:00am – 10:00 pm (7 days) or refer to: <http://www.transportnsw.info/>

Student Facilities

USQ SEC Operating Hours

9:00am – 5:00pm Monday to Friday

Please note that operating hours may be subject to change.

Use of computer labs and class rooms

In keeping with accepted practice the work environment of all students is to be respected. Classrooms and laboratory areas are to be kept clean and tidy.

Students are required to remove all litter, work papers, bags and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately.

Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, computers, televisions and video players can only be moved to another room with the permission of the lecturer and need to be returned after use.

Computer labs

USQ Sydney Education Centre has four (4) well equipped computer labs with free internet facilities located on Level 1.

Computer Lab operating hours are:

9:00am – 6:00pm* Monday to Thursday

9:00am – 5:30pm Friday

*Please note that operating hours may be subject to change. Please contact Level 1 Reception for details.

Resource and library facilities

The Resource Centre is equipped with a limited number of reference books. Students can borrow books from the Resource Centre at USQ SEC for referencing and study.

Students are given access to the USQ online library facility. <http://library.usq.edu.au/>

Students are also able to borrow books from other universities under the ULANZ (University Libraries of Australia and New Zealand) borrowing scheme: <https://www.caul.edu.au/programs-projects/ulanz-borrowing-scheme> or borrow books from USQ Toowoomba Campus Library: <https://library.usq.edu.au/>

For details on accessing these libraries please contact the Resource Centre located at Level 1.

Student rooms

The USQ SEC facility has student/lunch rooms for recreation and relaxation.

Important Dates for Semester 3, 2019

Semester 3, 2019	
Thursday 14 November 2019	Orientation
Monday 18 November 2019	Semester 3, 2019 commences
Friday 29 November 2019	Last day to add Semester 3, 2019 courses
Friday 29 November 2019	Fee payment due date for Semester 3, 2019 (continuing students)
Friday 6 December 2019	Last day to drop Semester 3, 2019 courses without incurring fees
Monday 3 February 2020 to Friday 14 February 2020	Examination period
Friday 28 February 2020	Semester 3, 2019 results released at 4pm

For further information, please refer to the USQ online Handbook:

<https://www.usq.edu.au/current-students/academic/2019>

*The last date to pay fees varies from USQ.

For further information regarding the fees, please visit: <http://www.usqsydney.nsw.edu.au/wp-content/uploads/2018/01/2019-Course-Fees.pdf> and <http://www.usqsydney.nsw.edu.au/wp-content/uploads/2018/01/Notice-Tuition-Fees-2019-USQ-SEC2.pdf>

Guide to USQ Policies and Procedures

For the most up-to-date version of all USQ Policies and Procedures, please refer to the USQ Policy Library <https://policy.usq.edu.au/policy/index.html>

National Code of Practice

The Department of Education and Training (DET) regulates the education and training sector's involvement with overseas students studying in Australia on student visas through the Education Services for Overseas Students (ESOS) legislative framework and the Tuition Protection Service. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code of Practice is established under the Education Services for Overseas Students (ESOS) Act 2000.

The National Code sets out guidelines for the ethical conduct of registered providers like USQ SEC. USQ SEC offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider USQ SEC understands and implements the National Code for the following purposes:

- **Ensure that recognition of prior learning of students is conducted and recorded in a formal process.**
- **Provide refunds to the students as per the USQ Refund of Student Fees Policy.**
- **Recruit students in accordance with the National Code of Practice and USQ Admission Policy.**
- **Ensure fairness by committing to Equal Employment Opportunity.**

- Ensure that all trainers and assessors are suitably qualified and experienced.
- Commit to professional development of staff.
- Comply with the guidelines issued by Department of Home Affairs.
- Provide adequate support services to students prior to arrival, on arrival and during their study at USQ SEC.
- Ensure student personal information is filed and maintained appropriately.
- Protect international students whilst studying in Australia
- Protect Australia's reputation as an education provider to international students by ensuring national standards are met
- Enable the Commonwealth to monitor and sanction providers as appropriate
- Assure the integrity of the student visa program

For further information on the ESOS legislative framework including the National Code please refer to the Australian Education International (AEI) website:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Academic Standing, Progression and Exclusion

Students should make themselves familiar with the USQ policy regarding Academic Standing, Progression and Exclusion: <http://policy.usq.edu.au/documents/13566PL>

Adding and Dropping Courses

Students are reminded to strictly observe the important student dates stated in USQ Online Handbook: <https://www.usq.edu.au/current-students/academic/2019>

Those who fail to abide by the prescribed dates for adding and/or dropping courses will receive financial and academic penalties, depending on individual circumstances.

Assessment Process

Assessment requirements are specific and will vary from course to course. All assessment details are provided in the course information on the UConnect StudyDesk. Most courses have both assignments or online tests and examinations. Please note that all assignments, online tests and examination papers are marked at USQ Toowoomba campus. For details of the assessment procedure go to: <http://policy.usq.edu.au/documents/14749PL>

Assignments

Assignment due dates are available online on the UConnect Studydesk. It is the responsibility of the student to ensure assessment items are submitted by the due date. If students submit assignments after the due date without extenuating circumstances then a penalty of 5% of the assigned mark may apply for each working day late up to a maximum of ten working days at which time a mark of zero can be recorded for that assignment.

Assignment Submission

Please follow the detailed instructions on how to submit your assignment on the USQ StudyDesk.

Under certain circumstances, such as illness, a student may apply for an extension to the due date for an assignment. If you require an extension, you must apply for the extension

prior to the due date. The application should normally be a written request to the examiner of the course requesting the extension with appropriate supporting documentation. Information about extensions is included in each course specification.

Students must keep a copy of their assignments. Computer hardware failure will not be accepted as a reason for not being able to produce a copy of an assignment.

The University shall normally return marked assignments to students within three to four weeks of being sent to a marker. For further information go to:

<https://policy.usq.edu.au/documents/14749PL>

Examinations

Examinations are conducted at the end of each teaching period. All individual exam timetables are accessible via the Student Centre in UConnect and are available approximately **six weeks prior** to the start of each exam period. It is the responsibility of the student to ensure that they are aware of the date, starting time and venue of each of their examinations. The examination centre for USQ-SEC is at the Language and Testing Centre, Ultimo.

Academic Integrity Policy

All work presented for assessment is expected to be the student's own and original work. If the student receives an allegation of academic misconduct it is either due to Plagiarism, Collusion or Cheating. For the most up-to-date information regarding the Academic Integrity Policy please refer to: <http://policy.usq.edu.au/documents/14132PL> and <http://policy.usq.edu.au/documents/14727PL>

Review of final grade

For information about the review of final grade policy go to:

<http://policy.usq.edu.au/documents/14749PL>

Deferral of Examinations

For information about how to lodge a deferred exam application please go to:

<https://www.usq.edu.au/current-students/academic/exams/deferred-exams>

For further information please refer to USQ Assessment Policy:

<https://policy.usq.edu.au/documents/1357PL>

Supplementary Examinations

For further information please refer to USQ Assessment Policy:

<https://policy.usq.edu.au/documents/1357PL>

Complaints and Appeals

It is the objective of USQ Sydney Education Centre to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. USQ SEC encourages students to express any concerns they may have about program and /or course and study-related matters or any other issues as per USQ Policy and Procedure. Students should familiarise themselves with the USQ Complaints Management Policy: <http://policy.usq.edu.au/documents/15264PL>
Students wishing to make a complaint or lodge an appeal may do so by using the online Student Complaints and Appeals Management System: <http://www.usq.edu.au/complaints-appeals>

Copyright

USQ SEC complies with the relevant copyright legislation. Students are reminded that the use or copying of printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act 1968. USQ-SEC prohibits photocopying of material, which may infringe the Copyright Act.

Credit Exemptions

Students should submit a claim for exemptions at the time of enrolment in a program. Each claim will be assessed on individual merit in line with the University's exemption policies.

Students are required to complete an Application for Exemption/Transfer Credit. This form is available at: <https://www.usq.edu.au/current-students/administration/forms>

You will be required to submit the following documents with your application:

- A certified copy of an academic transcript of your past academic records.
- A certified copy of the course/subject syllabus.
- Please read the Credit and Exemption Procedure before applying for an exemption: <http://policy.usq.edu.au/documents/131190PL> .Submit your application at Reception, Level 1.
- **Once your Exemption/Transfer Credit Application has** been processed you will receive written notification of the outcome. Please note that failure to supply all the required documents will delay an exemption decision and may mean that your exemption request is declined.

For further information go to: <http://policy.usq.edu.au/documents/131190PL>

USQ Sydney Education Centre Fees and Charges

Please refer to the USQ Sydney Education Centre website.
<http://www.usqsydney.nsw.edu.au/fees-dates/fees/>

Refund of Student Fees Policy

All refunds will be processed in line with the USQ Refund of Student Fees Policy:
<http://policy.usq.edu.au/documents/13431PL>

Discrimination

USQ SEC takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability sexual

orientation or age. It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Director.

Please refer to the USQ Harassment and Discrimination Complaint Resolution for Students Policy: <http://policy.usq.edu.au/documents/13333PL>

Further information can also be obtained by contacting the Anti-Discrimination Board:
NSW Anti-Discrimination Board
Stockland House
Level 4, 175-183 Castlereagh Rd
Sydney NSW 2000
Ph: (02) 9268 5555
<http://www.antidiscrimination.justice.nsw.gov.au/>

Equal Opportunity

USQ SEC integrates equal opportunity principles into all decisions and operations. USQ SEC is committed to the examination of all practices to avoid discrimination on the basis of gender, race, nationality, marital status, physical ability, age, political conviction, sexual orientation or religious belief. Any member of USQ SEC community who feels that they have not been treated equally should feel free to discuss the matter with the Director.

Harassment and Equity Issues

USQ SEC understands that staff and students have the right to study and work in an environment free of harassment which may be physical, verbal or sexual. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone any form of harassment.

USQ SEC does not allow harassment of staff by other staff or students nor does it allow harassment of students by staff or other students. USQ SEC will ensure that any complaint of harassment is treated seriously and sympathetically. All complaints will be investigated thoroughly and fairly, and confidentiality will be maintained.

Please refer to the USQ Harassment and Discrimination Complaint Resolution for Students Policy: <http://policy.usq.edu.au/documents/13333PL>

Marking and Grading

Please refer to USQ Assessment Policy for information in relation to the marking of assessment items and the award of final grades.
<https://policy.usq.edu.au/documents/1357PL>

Occupational Health and Safety

The NSW Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work. It lays down general requirements which must be met at places of work in NSW.

USQ SEC is committed to fulfilling its responsibilities under the Act. For further information regarding Work Cover please contact the following organisation:

Work Cover

Level 10, Centennial Plaza Building C,
300 Elizabeth Street, SYDNEY 2000
Phone (02) 8260 5877 OR call **13 10 50**
Fax (02) 9281 9633
www.workcover.nsw.gov.au

In compliance with the regulations of the Occupational Health and Safety Act 1983, USQ SEC is committed to take reasonable steps to maintain health and safety of its students and staff. The appendix of this document contains floor maps showing fire exits.

Fire exit plans are displayed in all rooms, the foyer area and hallways. Fire fighting equipment is available at locations marked on the floor map. Please refer to Appendix A: Evacuation Map and Plan.

USQ-SEC ensures safety at the facility:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

Evacuation in case of fire

At times, situations may arise when USQ-SEC needs to be evacuated, and in such situations the following steps must be followed:

- Floor wardens will notify each room of the need to evacuate.
- Lecturers/Tutors will take charge of the room.
- Students accompanied by their lecturer will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices.
- Personal effects only are to be taken as bags can impede evacuation.
- Students, lecturers and other staff will **assemble on the corner of Belmore Lane and Belmore Street** until further instructions are given.

Privacy Act

The Privacy Act precludes the giving of a student's information to parties other than the actual student unless the student consents in writing to the release of such information. Student information includes the student's name, address, telephone number and academic results.

USQ SEC may provide student's personal information to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and USQ SEC also is required to inform the Department of Immigration and Border Protection (DIBP) about certain changes to the student's enrolment; and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

Student Support Services

Mentor Program

USQ SEC organises the mentor program where new students get an opportunity to meet and interact with senior students. This program assists the new students in their adjustment and acts as a support network. The representatives provide students with information on local community associations and cultural support groups. For further information please contact reception at Level 1.

Academic Support

USQ SEC offers a number of different academic services to students in addition to their regular scheduled lectures/tutorials. Academic Orientation is conducted at the beginning of the semester. To assist students in their assignments there are Assignment Referencing workshops to help prevent plagiarism.

Additional tutorial support and peer tutoring is organized for students requiring academic assistance. Workshops are conducted for students with academic difficulties such as study skills, AWARE and Exam preparation workshop.

Counselling, support and guidance is offered to students who have received Warning letters, Academic Misconduct letters and who have been asked to Show cause. Students are advised to contact their respective course program managers for any additional academic support. They will refer you to the respective staff that will then provide you with relevant assistance.

Peer Tutorial Support

Additional tutorial support and peer tutoring is organised for students requiring academic assistance. This service has been beneficial to students experiencing difficulties in their studies. To register for Peer Tutorials please contact the Manager, Academic Services on Level 3, 29-35 Bellevue Street, Surry Hills 2010. Ph: 02 9280 3733

Counselling services

USQ has a counselling service that is available to all currently enrolled USQ Students. The USQ counselling service is designed to assist students in dealing with a wide range of problems including homesickness, balancing your studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations. Further information on USQ's counselling service can be found at: <http://usq.edu.au/current-students/services/health-counselling-wellbeing/counselling>

If you would like assistance in making a counselling appointment, please contact Manager, Academic Services on Level 3, 29-35 Bellevue Street, Surry Hills 2010. Ph: +61 2 9280 3733

Student Services

USQ's Student Services offers a variety of information and support in areas of health and wellbeing, disability support, accessing career advice and how to get in touch with potential employers, welfare support in relation to accessing finance, safety and legal advice, accommodation advice and tips for renting and living with others, and multi-faith services. Further information about these services can be found at: <http://usq.edu.au/current-students/services>

Emergency and Crisis Support

Don't forget if you have an emergency requiring an ambulance, fire department or police, call 000 immediately.

If you need support, but not immediately there are several crisis support networks you can contact:

- [Lifeline](#) (24 hours): Ph 131114
- [Suicide Call Back Service](#) (24 hours): Ph 1300 659 467
- [Domestic Violence Helpline](#) (24 hours): 1800 811 811 (womensline) or 1800 600 636 (mensline)
- [Alcohol and Drug Information Service](#) (24 hours): Ph 1800 250 015
- [1800 Respect](#) (24 hours): Ph 1800 737 732

Student Safety and Consumer Protection

Please refer to the following information on safety:

Study in Australia

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

The following information will provide details on student's rights and responsibilities in NSW:

NSW Fair Trading - International Student Consumer Guide

<https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students>

Student Visa Compliance

Full-time Students

At USQ, full-time enrolment definition can be found at:

<http://policy.usq.edu.au/documents/14226PL>

Under certain circumstances, students may reduce their study load in a semester, however this must be approved by the Faculty before doing so, to ensure that they are still able to complete their program within the time specified on their Confirmation of Enrolment. Failure

to do so may result in future enrolment plan and visa compliance difficulties. Please find further information at: <https://www.usq.edu.au/study/international/things-to-know/visa/reducing-enrolment>

Repeating a Course More than Once

Students can re-enrol in a course that they have previously failed if it is required for the completion of their program. Some courses may require permission before re-enrolling and therefore the student should consult with their Faculty as soon as possible. If a student fails a course/s more than once, they may be required to participate in the USQ AWARE program for assistance with academic performance and/or be subject to exclusion from the program.

For further information, please refer to the Academic Standing, Progression and Exclusion Procedure: <https://policy.usq.edu.au/documents/13566PL>

Change of Contact Details

Students are required to give accurate details of address and contact number to USQ SEC on registration. You are also required to inform USQ SEC of any change of address or contact number within 7 days of moving residence or changing contact number. Please contact staff at Reception, Level 1, Bellevue St. to give your new details by filling the Change in Contact Details form.

Conditions and Compliance

Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the Department of Home Affairs website at: <http://www.homeaffairs.gov.au/>

Deferral, Leave of absence and Suspension of studies

Students who need to defer studies or apply for leave of absence for compassionate reasons (such as serious illness, bereavement, crime against the student) during semesters should apply through the Manager- Academic Services, Level 3 for leave from their program and provide evidence of a genuine reason for their inability to study.

Students who defer studies are expected to leave Australia during the period of their deferral, unless exceptional circumstances prevent them from leaving Australia. USQ will notify Department of Home Affairs on the student's behalf to ensure visa compliance.

For further information on the assessment of compassionate and compelling circumstances please visit: <http://policy.usq.edu.au/documents/131150PL>

- Student's enrolment may be suspended or cancelled on the basis of poor academic progress.
- Please refer to USQ policy relating to Academic Standing, Progression and Exclusion <http://policy.usq.edu.au/documents/13566PL>
- Student's enrolment may be suspended or cancelled on the basis of academic misconduct. Please refer to USQ policy relating to Academic Integrity <http://policy.usq.edu.au/documents/13752PL>
- Students are required to enroll by the last date to add courses in a given semester.

- Students who are not enrolled and who do not recommence studies in a given semester will be given two (2) weeks as a time frame before their COE is cancelled.

Work Conditions for Student visa holders

For further information please refer to Department of Home Affairs website:

<https://www.homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

Re-entry to Australia

Most Student visas permit multiple entry to Australia – please check your visa conditions at: [https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)) Students who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by Department of Home Affairs.

A list of Department of Home Affairs contacts around the world are available at

<http://www.homeaffairs.gov.au/about/contact/offices-locations>

Please remember noncompliance with the conditions of your visa may result in the cancellation of your student visa. For further information regarding student visa conditions refer to: [https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

Dependants

Should you have dependants travelling with you to Australia you need to ensure they are covered in your student visa application. School-aged dependants accompanying you to Australia will be required to pay full fees if they are enrolled in either government or non-government schools. For information please refer to: www.homeaffairs.gov.au

For information on schools in New South Wales please refer to:

<https://education.nsw.gov.au/> and www.boardofstudies.nsw.edu.au

It is also compulsory that you and your dependants have valid health cover.

Transfer between Providers

Students are only eligible to transfer education providers in line with USQ policy covering National Code 2007 Standard 7 – Transfer between Providers:

<http://policy.usq.edu.au/documents/13371PL>

For further information or enquiries please see the Director on Level 3, 29-35 Bellevue Street Surry Hills NSW 2010.

Critical Incident Policy & Procedures

Preamble

Under standard 6 of the National Code, USQ Sydney Education Centre will support students to adjust to study and “life in Australia”, to achieve their learning goals and to achieve

satisfactory academic progress towards meeting the learning outcomes of the course. The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

Definition

A critical incident is defined by the National Code (under Standard 6) as “a *traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*”.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, physical assault, drug or alcohol abuse;
- Non-life threatening events could still qualify as critical incidents.

Incidents occurring at USQ Sydney Education Centre

If an incident has occurred at USQ SEC and involves death, serious injury or a threat to life or property, the following people should be contacted immediately.

- **Lara Parubotchy:** +61 2 8007 5824 (9:00am – 5:00 pm) **OR**
- **Navneet Mago (Manu)** after working hours contact: +61 413656896
- **Nick Kumar:** +61 2 9280 3733 **OR** + 61 2 9281 8766

If the critical incident involves a USQ SEC student or staff member outside of the facility, the person receiving the information must immediately contact **Lara Parubotchy** or **Nick Kumar** who will communicate with other staff as appropriate.

Key Details to be reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved. The USQ SEC Critical Incident Report Form must be completed incorporating all the key details of the incident.

Critical incident team (Canterbury Institute of Technology)

When a critical incident occurs, the Director/Manager, Academic Services will call a meeting with the appropriate staff to form a Critical Incident Team. The Director and Manager, Academic Services will be core members of every Critical Incident Team. Other members may include:

- Director Marketing
- Director Academic
- USQ Safety and Wellbeing Manager

Procedures for Critical Incidents

- The staff member receiving the news contacts the Director/ Manager, Academic Services immediately.
- The Director will call a meeting with the staff involved to make decisions as to how to proceed.
- Critical Incident Team will manage the organisation’s response to the incident.
- The Director will contact USQ as soon as possible.

Medical and Emergency Facilities

The following are the closest available medical services:

1) THE MEDICAL PRACTICE SURRY HILLS
Shop 2 Centennial Plaza
300 Elizabeth Street
Surry Hills NSW 2010
Phone: +61 2 9212 2108
Business Hours: 8:45 am – 1:30 pm (Mon – Fri)

2) MEDICAL CENTRE
Surry Hills Medical Centre
571-575 Crown Street, Surry Hills,
NSW 2010
Phone: +61 2 96993311
Business Hours: 8:00 am – 7:00 pm (Mon – Fri)

The following is the closest available emergency services:

SURRY HILLS POLICE STATION
Sydney Police Centre
Level 3, 151-241 Goulburn Street
SURRY HILLS NSW 2010
Switch Number: +61 2 9265 4144

THE STATE (NSW) EMERGENCY SERVICES ORGANISATIONS (ESO)
To contact the following EMERGENCIES services: **(Police / Fire/ Ambulance/Paramedics)**
Please DIAL 000 (from mobile or private phone line)
Please DIAL 112 from MOBILE (dials even if mobile keypad is locked)

For detailed information you may refer to the following web links:

NSW Police : <http://www.police.nsw.gov.au>

NSW State Emergency Service: <http://www.ses.nsw.gov.au>

NSW Fire Brigades : <http://www.fire.nsw.gov.au>

Ambulance Service of NSW : <http://www.ambulance.nsw.gov.au/>

Information on Places of Religious Worship

The following are a few contact details of places of worship. Please refer to the Yellow pages for more information of places of worship.

Gurdwaras

Guru Nank Foundation Gurdwara 81 Kissing Point Road Turra Murra, Sydney NSW 2074	Sri Guru Singh Sabha Gurdwara 14 River Road Revesby, Sydney NSW 2212
Gurdwara Sahib 8 Meurants Lane Parklea, Sydney NSW 2768	Murwillumbah Sikh Temple 29 Nullum Street Murwillumbah NSW 2484
Sikh Mission Centre 170 Ninth Ave Austral, Sydney NSW 271	Gurdwara Sahib 462 Meurants Land Parklea, Sydney NSW 2155

Hindu Temples

Sydney Murugan Temple 217 Great Western Hwy Mays Hill, Sydney NSW 2145	Sri Mandir 286 Cumberland Road Auburn, Sydney NSW 2144
Sri Venkateswara Temple Temple Road Helensburgh NSW 2508	Mukti-Gupteshwar Mandir Society 203 Eagleview Road Minto NSW 2566

Buddhist Temples

Nan Tien Temple Berkeley NSW 2506 (6kms South of Wollongong) http://nantien.org.au:88/en/	Buddhist Mahamakut Temple 80-90 Stanmore Road Stanmore NSW 2048
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Mosques

Auburn Gallipoli Mosque <i>Khutbah in Turkish.</i> 15-19 North Parade Auburn, Sydney NSW 2144	Lakemba Mosque <i>Run by the Lebanese Muslim Association. Khutbah in Arabic.</i> 65-67 Wangee Road Lakemba, Sydney NSW 2195
Surry Hills Mosque 175-177 Commonwealth Street Surry Hills, Sydney NSW 2010	Sydney CBD Musallah <i>Jummah prayers only – 1:15pm to 1:45pm</i> Near Hunter Connection, Martin Place side Level 2, 84 Pitt Street, Sydney NSW 2000

Catholic Churches

St Mary's Cathedral (Catholic) St Mary's Road Sydney NSW 2000	St Kevin's Catholic Church 36 Hillview Road Eastwood NSW
St Francis de Sales Catholic Church 80 Albion Street Surry Hills, Sydney, NSW 2010	St Peter's Catholic Church 235 Devonshire Street (near Crown St) Surry Hills, Sydney, NSW 2010

Christian Churches

Baptist Church 1038 Victoria Road West Ryde NSW	St Stephens Uniting Church 197 Macquarie Street Sydney, NSW 2000
Church of St Charles Borromeo 582 Victoria Road Ryde NSW	St Andrews Anglican Cathedral Corner of George Street and Bathurst Street Sydney, NSW 2000

Synagogue

The Great Synagogue 166 Castlereagh Street Sydney NSW 2000

Multicultural Community Information

Ethnic Communities Contact reference Book – NSW

<http://www.eccnsw.org.au/>

Multicultural Australia:

<http://www.multiculturalaustralia.edu.au/>

City of Sydney:

<http://www.cityofsydney.nsw.gov.au/>

General Enquiries or After Hours Assistance
Tel: 02 9265 9333 (24 hours, 7 days per week)

Fax: 02 9265 9222

Multicultural- NSW

<https://multicultural.nsw.gov.au/>

Australian Government, Department of Foreign Affairs and Trade – Index of Consulates in Australia.

<http://www.dfat.gov.au/embassies.html>

Contact details of some relevant services in New South Wales (NSW)

INFORMATION ABOUT	SOURCE	CONTACT DETAILS
Enrolment and Academic requirements	The University of Southern Queensland (USQ)	http://www.usq.edu.au
Student Support/ Admin assistance	USQ Sydney Education Centre	http://www.usqsydney.nsw.edu.au
Student Visa Conditions Applying for other visas	Department Home Affairs	https://www.homeaffairs.gov.au/ General Inquiries: 131 881
ESOS Legislation & National Code Information School for dependents (children)	Department of Education Government schools	http://www.schools.nsw.edu.au http://www.boardofstudies.nsw.edu.au
Information On Renting Real Estate Agents	NSW Office Of Fair Trading Domain	www.fairtrading.com.au www.domain.com.au
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Employment (information on writing application letters & resumes)	Seek My Career USQ Career Services	www.seek.com.au www.mycareer.com.au http://www.usq.edu.au/current-students/services/careers
Transport	City Rail Sydney Buses	http://www.sydneytrains.info/ https://transportnsw.info/#/
Dispute resolution & Mediation Services	Overseas Student Ombudsman	Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) Email: ombudsman@ombudsman.gov.au http://www.oso.gov.au/
Information On Location/ Street Maps	Google Maps	https://www.google.com/maps
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/oshc/ ph: 134 190
List of Hospitals in New South Wales(NSW)	NSW Health Department	http://www.health.nsw.gov.au/
Safety & Emergency: Police / Fire/ Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au/ Dial 000 In Case Of Emergency
Driving license / Vehicle Registration	Roads and Maritime Services	http://www.rms.nsw.gov.au/
Legal Services	Legal Aid	Legal Aid Help over the phone call 1300 888 529 http://www.legalaid.nsw.gov.au/

	Redfern Legal Centre	Free, Confidential advice for International Students living in NSW Ph: 9698 7645 or 9698 7277 https://rlc.org.au/
Interpreting Services	Community Relations Commission Department of Home Affairs	Ph: 1300 651 500 Sydney Level 8 175-183 Castlereagh Street Sydney NSW 2000 FAX: (02) 8255 6711 TTY: (02) 8255 6758 Ph: 131 450
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Taxis Combined Premier Cabs	133 300 / 8332 8888 131 017
Disability Services	Wesley Mission National Disability Services, NSW	Wesley Mission Ph: (02) 9263 5555 / Fax: (02) 9264 4681 http://www.wesleymission.org.au/ National Disability Services, NSW Ph: 02 9256 3111 / Fax: 02 9256 3123 http://www.nds.org.au/nsw/
Australian Search and Rescue	Search and Rescue	Australian Maritime Safety Authority http://www.amsa.gov.au/ State Emergency Services http://www.ses.nsw.gov.au/
Occupational Health And Safety	Occupational Health And Safety Work Cover, NSW	Occupational Health and safety http://www.business.gov.au/BusinessTopics/Occupationalhealthandsafety/pages/default.aspx Work Cover , NSW Work Cover Assistance Service Ph: 13 10 50 Hours: 8:30am - 5:00pm Monday to Friday http://www.workcover.nsw.gov.au/Pages/default.aspx
Bullying/ Harassment	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), GPO Box 5218, Sydney, NSW 2001 Ph: (02) 9284 9600 or 1300 656 419 Fax: (02) 9284 9611 Email: paffairs@humanrights.gov.au
	Life Line (phone counselling)	Ph : 131114 (24 hours , 7 days a

Professional Counselling Services	Transcultural Mental Health Centre Reach out	week) Counselling /Support for Ethnic/Community groups Ph: (02) 9840 3800 Or (02) 9840 3755 Toll Free: 1800 648 911 Hours: 8:30 am – 5:30 pm , Monday – Friday http://www.reachout.com.au/home.asp
Family Assistance	Relationship Australia Department of Family and Community Services	Relationship Australia https://www.relationships.org.au/ Ph: 1300 364 277 https://www.facs.nsw.gov.au/families
Child Protection	Department of Family and Community Services	Child Protection Helpline : 132 111 https://www.facs.nsw.gov.au/families
Youth Emergency Services	Youthline Western Sydney	Youthline : (02) 9633 3666 Youth Hotline : 1300 364 004
Sexual Health	NSW Health Family Planning, NSW	http://www.health.nsw.gov.au/sexualhealth/Pages/sexual-health-check-up.aspx http://www.fpnsw.org.au/ Ph: 1300 658 886
Pregnancy	The Department of Health	Free call: 1800 882 436 http://www.health.gov.au/pregnancyhelpline
Crisis Pregnancy	Pregnancy Help Australia , NSW Mary Stopes International	Hotline : 1300 139 313 http://pregnancysupport.com.au/ Toll Free: 1800 003 707 http://www.mariestopes.com.au
Domestic Violence	Family and Community Services Rape and Domestic Violence Services Australia Relationships Australia, NSW	Domestic Violence Line 24hr telephone support and referral. Ph: 1800 656 463 or TTY: 1800671442 https://www.facs.nsw.gov.au/domestic-violence/helpline Ph: 1800 424 017 Available 24 hours/day, 7 days/week https://www.1800respect.org.au/services/new-south-wales Ph: 1300 364 277 http://www.nsw.relationships.com.au/

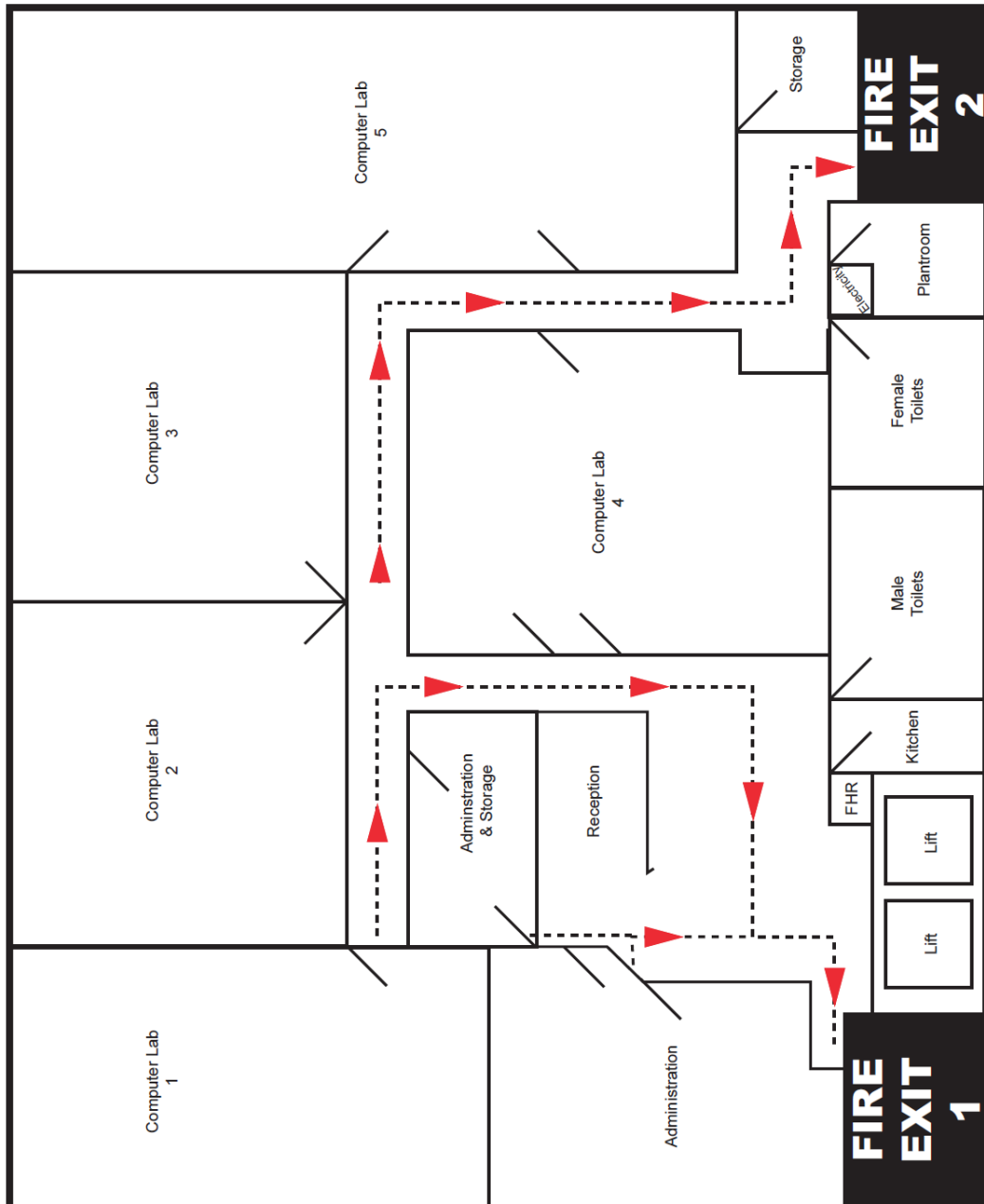
Women's refuge	NSW Women's Refuge Resource Centre	Call the 24 hour Domestic Violence line ph: 1800 656 463
Drug And Alcohol	NSW Health- Mental Health and Drug and Alcohol Office (MHDAO) Alcohol and Drug Information Network (ADIN)	Centre for Drug and Alcohol NSW Health Level 3, 73 Miller Street North Sydney 20602 Ph: (02) 9391 9000 http://www.health.nsw.gov.au/mhdao/Pages/mhdao.aspx http://www.adin.com.au/content.asp?Document_ID=38#nsw
Gambling Helpline	G- Line	G- Line For confidential gambling help. 24 hour telephone service. Ph: 1800 http://www.gamblinghelponline.org.au http://www.gamblinghelp.nsw.gov.au/
Quit/ Stop Smoking	Quit Now, Australian Government	http://www.quitnow.gov.au ph: 13 78 48
Eating Disorders	Health Insite	https://www.healthdirect.gov.au/eating-disorders-and-body-image
Poisons Information Centre	New South Wales	The Children's Hospital at Westmead Westmead NSW 2145 Ph: 13 11 26 (24 hours , 7 days a week) http://www.chw.edu.au/poisons/
Mental Health Information	NSW Health Mental Health Association	Centre for Mental Health 24 Hour Ph: 1800 011 511 https://www.health.nsw.gov.au/mentalhealth/pages/default.aspx Mental Health Association Ph: 1300 794 991 Fax: 02 9339 6066 https://wayahead.org.au/
Gay and Lesbian Counselling	Twenty10	ph: 02 8594 9555 https://www.twenty10.org.au/
Coroner's Office	National Coroner's Information System NSW – State Coroner's Office	http://www.ncis.org.au/ State Coroner's Court, GLEBE 44-46 Parramatta Rd, GLEBE NSW Ph: (02) 8584 7777 http://www.coroners.justice.nsw.gov.au/

Appendix A

Evacuation Map & Plan

USQ - Sydney Education Centre Level 1, 29 - 35 Bellevue St, Surry Hills

FIRE ESCAPE PLAN



Exit 1
Located opposite to reception, this enters onto Bellevue Street.
(As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

Exit 2
Located at the rear end of the Institute (next door Plant room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assemble at the corner of Belmore Lane and Bellevue Lane.

IMPORTANT:
DO NOT USE LIFTS IN THE EVENT OF A FIRE ALARM

If your exit is blocked by fire use the other exit
After hour's emergency contact

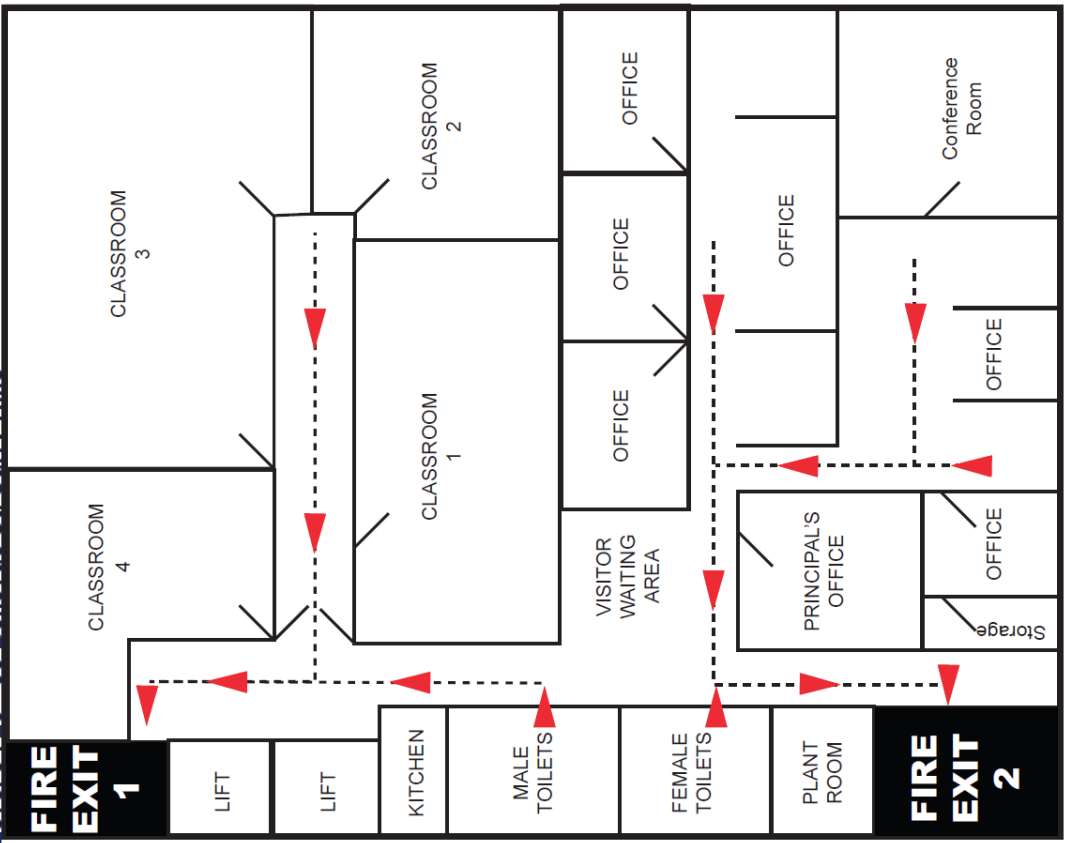
Building Manager – Navneet Mago :
+61 4 13656896 (1st point of contact)

Director – Gajinder Paul :
+61 4 14780573 (2nd point of contact)

IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / BUILDING MANAGER.

USQ - Sydney Education Centre FIRE ESCAPE PLAN

Level 3, 29 - 35 Bellevue St, Surry Hills



Exit 1
 Located next to the lifts, this enters onto Bellevue Street. (As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

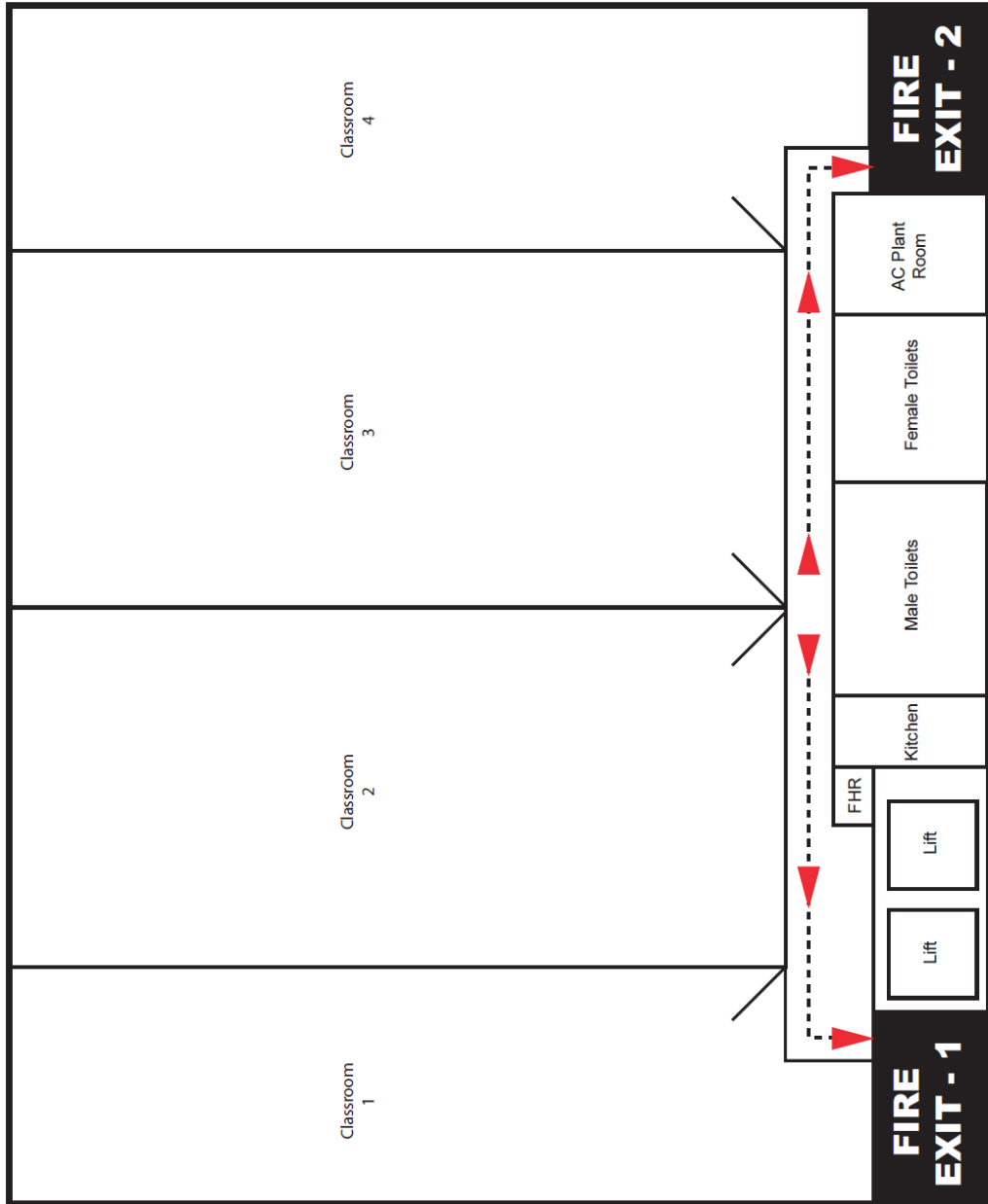
Exit 2
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USQ - Sydney Education Centre
 Level 7 , 29 - 35 Bellevue St, Surry Hills

FIRE ESCAPE PLAN



Exit 1

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