

# Start at USC



University of the  
Sunshine Coast  
Queensland, Australia

2012



CRICOS Provider Number: 01595D

[www.usc.edu.au/international](http://www.usc.edu.au/international)



## Welcome

Congratulations on receiving your offer to study at the University of the Sunshine Coast (USC).

At USC, you will be welcomed by academic and support staff who are keen to help you succeed.

You will also discover the lifestyle benefits of the Sunshine Coast.

This guide contains important information. Please read it carefully.

If you need any further assistance, contact the staff at USC International.

We look forward to providing you with an exceptional and enjoyable education.

Professor Robert Elliot  
Pro Vice-Chancellor  
(International and Quality)

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## Your offer

Your letter of offer and materials include essential information about accepting your offer, completing your enrolment, studying at USC and living on the Sunshine Coast.

Your offer materials include:

1. An official letter of offer and agreement
2. Program information
3. Overseas Student Health Cover information
4. Accommodation and airport transfer information
5. Australian Quarantine information
6. Visa information

## Contact details

### USC International

University of the Sunshine Coast-ML17  
MAROOCHYDORE DC QLD 4558  
AUSTRALIA

Tel: +61 7 5430 2843  
Fax: +61 7 5430 2836  
Email: [international@usc.edu.au](mailto:international@usc.edu.au)  
Website: [www.usc.edu.au/international](http://www.usc.edu.au/international)  
Facebook: [www.facebook.com/USCInternational](http://www.facebook.com/USCInternational)

### Accommodation enquiries

Tel: +61 7 5459 4404  
Fax: +61 7 5430 2836  
Email: [accommodation@usc.edu.au](mailto:accommodation@usc.edu.au)

### Visa information

Department of Immigration and Citizenship (DIAC) [www.immi.gov.au](http://www.immi.gov.au)

### Your country's representatives in Australia

Contact details for diplomatic offices in Australia are available from the Department of Foreign Affairs and Trade [www.dfat.gov.au](http://www.dfat.gov.au)

# Understanding your letter of offer

An explanation of terms you will find in your letter of offer.

## Unconditional offer

You meet all the entry requirements for your chosen program of study. You can accept the offer and move to the next phase of the admission process.

## Provisional unconditional offer

You meet all the entry requirements for your chosen program of study, but you will need to provide original or original certified copies of documentation to USC. You can accept the offer and move to the next phase of the admission process, but before you will be able to enrol in a USC program or course, USC will need to sight documentation requested. This documentation can be forwarded to USC before you arrive, or you can present it in person on your arrival. Please remember that if you do not provide documentation as requested you will not be able to enrol or commence studies.

## Conditional offer

You do not yet meet all the entry requirements for your chosen program of study.

Conditional offers are made when one or more of the following are outstanding:

- certified true copies of specific documentation such as academic transcripts or professional licences
- evidence of completion of a specified academic award, either previously undertaken or required to be taken, sometimes at a particular level of achievement
- evidence of relevant work experience
- evidence of meeting USC's English language requirements

## English language requirements

For more information on English language requirements, visit [www.usc.edu.au/englishlanguagerequirements](http://www.usc.edu.au/englishlanguagerequirements)

### Academic English programs

USC offers specific programs to help applicants meet entry requirements.

### Direct Entry English Pathway (DEEP) Stage 2 or IELTS Preparation/Upper Intermediate

Successful completion of this full-time English language program will satisfy USC's English language requirements for entry to most undergraduate programs and some postgraduate programs (depending on results).

For more information, visit [www.usc.edu.au/english](http://www.usc.edu.au/english)

### Tertiary Preparation Pathway

Successful completion of this program will help students meet academic entry requirements for most USC undergraduate programs.

For more information, visit [www.usc.edu.au/TPP](http://www.usc.edu.au/TPP)

## Degree or program of study

The degree or program of study is the USC program for which you have been assessed as eligible for admission.

## Start date

You must arrive and start your studies by this date, unless written approval is obtained from USC.

Orientation begins the week before your start date and is compulsory for international students.

## End date

The date by which you should complete your studies, including your final exams.

## Estimated first semester tuition fee

To confirm your enrolment, and apply for your student visa, you need to accept your offer and pay your first semester/session tuition fee. Tuition fees do not include the cost of books, materials, equipment or field trips.

If you are accepting a package offer that commences with a USC English study program, you need to pay your full English tuition fee to receive your Confirmation of Enrolment (CoE).

If you are accepting a package offer that commences with a pathway or undergraduate program at USC, you need to pay your first semester/session tuition fee to receive your Confirmation of Enrolment (CoE).

## Estimated total tuition fee

The indicative fee payable for the entire program. Tuition fees are based on the minimum number of courses required to complete the program, within the standard program duration, and are reviewed each calendar year. The fee you must pay for a given semester is that which has been approved by USC for the calendar year within which the semester falls. Any increase in tuition fees from one calendar year to the next for your program of study will be no more than 10 percent. All fees are in Australian Dollars (A\$).

## Credit Transfer

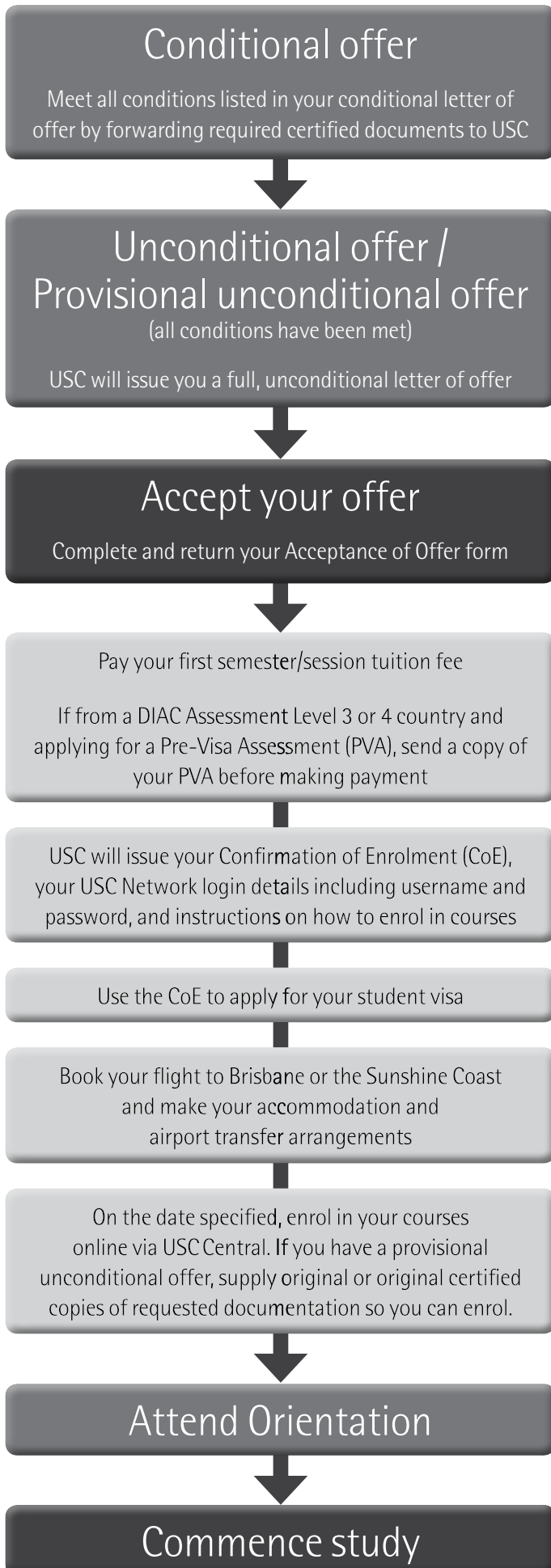
If you have partly or fully completed a recognised course or program at a tertiary institution in your home country, or in Australia, you may be eligible for academic credit transfer.

This can reduce the number of courses needed to complete your USC degree.

To apply, use the form available at [www.usc.edu.au/internationalcredit](http://www.usc.edu.au/internationalcredit)



# Steps to study





# Accepting your offer and paying your fees

What you need to do to accept your offer, pay fees, apply for a student visa, and register in courses. Students enrolling in packaged programs of English plus degree study should refer to the 'Packaged program students' section.

Your letter of offer and offer materials are an agreement between you and USC.

To accept your offer and the agreement:

1. Complete and sign your Response to Offer form and return it to USC International.
2. Pay your first semester/session tuition fee.

You need to accept your offer, allowing enough time to arrange your student visa.

If your offer is conditional, please forward USC International the documentation to satisfy the conditions as soon as possible, allowing enough time to make your visa arrangements.

If, for visa purposes, you are from an Assessment Level 3 or 4 country, and are applying for a Pre-Visa Assessment (PVA), you need to include a copy of your PVA when accepting your offer and before paying any fees.

## Packaged program students

The following information is for students enrolled in a packaged program, eg English language program plus degree; Pathway program plus degree; English plus undergraduate degree plus postgraduate degree etc.

### Accepting your packaged offer

Your letter of offer and associated documentation is an agreement between you and USC.

To accept your offer and the terms of the agreement, complete and sign your Response to Offer form and return it, with payment of relevant fees, to USC International.

If you are accepting a packaged offer at USC that begins with an English language program, you need to pay for your English studies when accepting your offer.

If your package starts with a pathway or award program, you need to pay your first semester tuition fee.

## Paying your tuition fees\*

You need to pay your first semester/session tuition fees on acceptance of your offer, and before you can apply for a student visa or enrol in courses.

If you are applying for a Student Visa, you will be given a Confirmation of Enrolment (CoE) when you accept your offer and pay your fees. You need the CoE for your Student Visa application.

You will also receive your USC Network Username and Password, so you can access the USC Network and enrol in your courses online. If your offer is 'provisional', you will need to provide original documents, or original certified copies, as requested in your offer, before you can enrol.

## Methods of payment

Payment of fees must be made in Australian dollars, normally by credit card (Visa or Mastercard), or by direct transfer into USC's account.

### Paying by direct transfer

Your transfer details must include your name and USC student identification or reference number so the payment can be applied to your account.

Please fax a copy of your deposit slip, including those details, to:

**Finance Officer**  
USC International  
Fax: +61 7 5430 2836

If you have any questions, please contact USC International.

### Direct transfer details

**Account name:** University of the Sunshine Coast

**Bank:** Westpac Banking Corporation  
Burnett Street, Buderim, Qld, Australia

**Account number:** 034 243 132 812  
(034 243 is the BSB number)

**Swift Code:** WPAC AU2S

**IBAN:** 134 243

### Paying by credit card (MasterCard/Visa)

If you are paying by credit card, please fax or email the payment advice and options form, including credit card details, to:

**USC International**  
Fax: +61 7 5430 2836  
Email: [study@usc.edu.au](mailto:study@usc.edu.au)

## Student Fees and Charges Policy and Procedures—Refund Policy\*

USC's Student Fees and Charges Policy and Procedures outline refunds payable in cases of student or provider default, amounts that may or may not be repaid, and the process for claiming refunds.

All USC international students should read and understand the policy on the USC website at [www.usc.edu.au/FeeProcedures](http://www.usc.edu.au/FeeProcedures)

\* Payment arrangements may be different for those students whose tuition fees are paid by their home institution or as a scholarship.

# Organising your visa

By now, you should have your passport. You also need a visa to enter Australia.

If you intend to study in a program that is longer than three months, you will normally need a student visa.

If you are studying a program for less than three months, an Electronic Travel Authority (ETA) should be suitable.

Some students may be eligible for a Working Holiday Maker Visa, which will allow study for a maximum of one semester.

If you are unsure about the type of visa you need, contact the Department of Immigration and Citizenship (DIAC) at [www.immi.gov.au/students](http://www.immi.gov.au/students)

## Packaged program students

### Arranging your visa

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

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

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

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

## Student visa

To be eligible for a student visa you must be enrolled as a full-time, on-campus student.

USC will issue you a Confirmation of Enrolment (CoE) after you have accepted your offer and paid your fees. You will need the CoE to apply for your student visa.

If you have accepted your offer from USC, but have not received your CoE, please email [study@usc.edu.au](mailto:study@usc.edu.au)

## Applying for a student visa

Applications for a student visa can be made:

- **online using the E-Visa service** (for eligible students or Assessment Level 1 and selected 2-4 countries) at [www.immi.gov.au/e\\_visa](http://www.immi.gov.au/e_visa) or,
- **by lodging Form 157A** (application for a student temporary visa) at your nearest Australian Embassy.

The application form, and information about how to apply, can be accessed on the DIAC website [www.immi.gov.au/allforms/pdf/157a.pdf](http://www.immi.gov.au/allforms/pdf/157a.pdf) or from the DIAC office in your home country.

The immigration documents found online explain the assessment levels and assessment factors for applicants from various countries.

You should read these documents carefully before completing and lodging your application.

There are seven subclasses in the student visa class and you should apply for the subclass that best suits your main program of study.

The subclasses for programs at USC are as follows:

- 573—Higher Education: for students enrolling in Bachelor degrees, Graduate Certificates, Graduate Diplomas or Masters by coursework
- 574—Postgraduate Research: for students enrolling in Masters by research or doctoral degrees (eg PhD)
- 575—Non Award, Foundation/other: for Study Abroad, Exchange and Pathway program students
- 576—AusAID or Defence-sponsored students

Applicants must meet Australian health requirements (visit the DIAC website for further details), have acceptable health insurance cover for the duration of their stay, and pay a visa application charge. The student visa application charge is A\$565 (as at July 2011). The Australian diplomatic office where you apply will advise methods of payment. If applying online, you will need to pay by credit card.

The International Office at your home institution (if applicable) may also be able to help you apply for a student visa.

Visa application processing takes time and waiting periods vary. The sooner you start your application, the better. However, your student visa cannot be issued more than four months before your program start date.

You should plan ahead to avoid last-minute stress.





## Working while on a student visa

Student visas generally include limited work rights (some exceptions may apply).

A visa with work permission allows you to work up to 20 hours per week during semester and full-time during official University holiday periods.

For more information about visa-related issues, visit the DIAC website [www.immi.gov.au/students](http://www.immi.gov.au/students)

## Pre-Visa Assessment (PVA)

If you are from a Level 3, 4 or 5 country, you may need a PVA.

To find out your country's classification and if you need a PVA, consult the DIAC website

[www.immi.gov.au/allforms/pdf/assessment-levels.pdf](http://www.immi.gov.au/allforms/pdf/assessment-levels.pdf)

If a PVA is required, you should apply for the PVA as soon as you receive your letter of offer from USC.

You must provide a copy of your PVA with your acceptance of offer.

## Working Holiday Maker Visa

There are two sub-classes of Working Holiday Maker (WHM) visas and they are only available to applicants from certain countries.

If you are granted a WHM visa, you can study at USC for up to four months (the equivalent of one semester).

For information about eligibility and applying visit [www.immi.gov.au](http://www.immi.gov.au)

## Extending your stay in Australia

You can only extend your stay, if you do not have a 'no further stay' condition on your current student visa. If you are on a visa type other than a student visa, refer to DIAC for visa extension options.

For further information, visit [www.immi.gov.au](http://www.immi.gov.au)



# Overseas Student Health Cover (OSHC)

USC provides free OSHC for undergraduate, postgraduate and fee-paying Study Abroad students on a student visa.



OSHC is compulsory for all students who study in Australia on a Student Visa and must be maintained for the duration of that visa.\*

It is not only a condition of your visa, but is important for access to medical and ambulance services at reduced costs.

The cover provided for students by USC is with USC's preferred provider, OSHC Worldcare. USC does not provide free cover for accompanying family members.

Students can purchase their own cover from an alternative provider, but will not receive a refund from USC if they do so.

English language and Exchange program students do not receive OSHC free of charge and need to purchase OSHC from a recognised Australian health insurance provider.

USC can arrange OSHC on behalf of English language and Exchange students and on behalf of accompanying family members (charges apply).

To avoid the risk of losing cover, to provide cost-effective OSHC, and to maintain compliance with student visa conditions, USC requires all students, who request OSHC to be arranged on their behalf, to pay visa-length cover.

Non-compliance with the requirement for visa length cover is a breach of student visa conditions and the student visa may be cancelled.

Students are individually responsible for ensuring OSHC is current at all times and renewed as required.

If OSHC lapses, students (and their families) are responsible for paying any medical costs incurred.

During Orientation, if USC has arranged OSHC for you, you will be provided with your OSHC policy and have a sticker placed on your USC Student ID Card.

You should supply your OSHC provider with your local address when you arrive in Australia.

You are not limited to OSHC. You can also consider additional health and travel insurance at your own expense.

An OSHC Worldcare representative is available on campus two days a week during semester to assist with claims and provide support.

The OSHC Worldcare representative is located on Level 1, ICT Centre, Building J.

For more information about OSHC, visit [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

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

## Health cover and travel insurance for non-student visa holders

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

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

## USC Student Accident Insurance

USC has a group personal accident policy covering all of its enrolled students while they are on campus or engaged in university related activities, including practicum placement and community placement activities. The cover is for accident only.

For further information email [Insurance@usc.edu.au](mailto:Insurance@usc.edu.au)





# Arranging accommodation

You should arrive at least a day or two before Orientation. For details about booking accommodation and airport transfers online, refer to the information sheet included with your letter of offer. If you want to stay in student accommodation, you should book early.



## Student accommodation

Many international and Australian students live in UniCentral or Varsity Apartments.

The privately-owned and managed accommodation is within easy walking distance of USC.

You can book student accommodation online without paying a booking fee, or USC International can book for you.

The USC booking service costs A\$150 and is payable when you pay your tuition fees.

Once you have signed a lease, it can be difficult and expensive to change your accommodation, so it is important you understand the terms and conditions of your lease arrangement.

On departure, you will have to pay for any damage to your room/apartment, and you risk eviction if you do not follow the accommodation provider's rules.

If you have any problems with your accommodation, ask the managers for assistance.

### UniCentral

Tel: +61 7 5476 8855  
[www.unicentral.net.au](http://www.unicentral.net.au)

UniCentral offers four-share accommodation in modern, self-contained apartments. Each unit has a shared lounge, kitchen and laundry facilities, and a courtyard or balcony. Each private bedroom includes a double bed, bathroom, telephone, study desk and chair, internet connection, free USC intranet and an intercom system.

Facilities include:

- six-lane, 25-metre swimming pool
- flood-lit tennis/basketball court
- outdoor recreational area and barbecues
- recreational pavilion with pool tables, table tennis, cable TV, DVD, stereo and more
- on-site managers and night security

### Varsity Apartments

Tel: +61 7 5450 2000  
[www.varsityapartments.com.au](http://www.varsityapartments.com.au)

Varsity Apartments is a four-star, resort-style property. All apartments are self-contained with shared lounge and cooking facilities. Each bedroom has a private bathroom, double bed, telephone line and internet access. The apartments are fully furnished. The complex has on-site managers.

Facilities include:

- complimentary satellite television
- lap pool and resort-style swimming pool with spa
- beach volleyball, basketball and tennis courts
- gymnasium
- barbecue areas
- coin-operated laundry and linen hire

## Other accommodation

USC is close to suburbs and towns where off-campus accommodation is readily available.

You can rent an apartment or house with friends, find share accommodation through local real estate agents and newspapers, or access the Accommodation Register at USC Student Services.

Finding the right place could take some time, so you should book temporary accommodation before arriving.

## Airport Transfers

There are frequent international flights direct to Brisbane International Airport, which is the closest international airport to the Sunshine Coast.

You can fly direct to Brisbane, or fly into Sydney or Melbourne and take a connecting flight to Brisbane.

There are daily domestic flights from Sydney, Melbourne and Brisbane to Maroochydore (Sunshine Coast) Airport, which is only a 20-minute drive from the USC campus.

You can book airport transfers online at [www.sunair.com.au](http://www.sunair.com.au) or [www.airlinktransfers.com.au](http://www.airlinktransfers.com.au) or USC International can make bookings for you.\*

If you would like USC to book a transfer for you, please email [accommodation@usc.edu.au](mailto:accommodation@usc.edu.au)

You should include details such as the airport, airline, arrival time, arrival date, flight number and destination (accommodation). You will then receive an email with your transfer arrangements.

Carry this information with you so you can refer to it on arrival.

Make sure you arrange your accommodation before you arrive on the Sunshine Coast.

*\*Fees apply.*



# Choosing courses and enrolling online

The standard full-time workload for a semester/session is four courses, which is normally the maximum number of courses you can enrol in per semester/session.

Student Visa holders are required to be enrolled as full-time students, however a Student Visa allows you to be enrolled in less than a full-time workload in certain circumstances.

USC may approve a variation to your enrolment in these circumstances.

The minimum full-time workload per semester/session is three courses.

Only students who have met all the conditions and provisions of their offer, have accepted their offer and agreement, and paid their first semester/session fees will be able to register online via 'USC Central'.

You will be advised when online registration is available for each semester/session.

## Steps for enrolling online

1. Choose courses and seek program advice if needed.
2. Check the semester timetable via [www.usc.edu.au](http://www.usc.edu.au) and select class times that will suit your personal schedule. Identify alternative times in case your preferred class is full.
3. Log on to USC Central using your personal username and password.
4. Select 'enrol' and follow the prompts to register for your courses.

## Updating your address details on USC Central

Check and update your Australian residential address and contact details on USC Central within a week of starting your studies. Any change of address must be notified within seven (7) days. Your Australian residential address is your 'mailing address' in USC Central. The address that you should record as your 'permanent address' in USC Central must be your overseas address.

Your Australian address and phone number details must be kept current. Failure to keep these details current constitutes a breach of student visa conditions.

## If you have problems enrolling via USC Central

### Contact USC Central help:

Tel: +61 7 5459 4696  
Email: [usccentral@usc.edu.au](mailto:usccentral@usc.edu.au)

Please read the following before registering. You will also find an enrolment guide online to help you with the enrolment process 'Enrolment Guide for International Students' [www.usc.edu.au/internationalGuides](http://www.usc.edu.au/internationalGuides)

## How to register/enrol for courses online using USC Central

### Step 1: Selecting your courses

#### Award and pathway students

Refer to the program information and/or study plan provided with your offer, or refer to the study plan information for your program on the USC website [www.usc.edu.au](http://www.usc.edu.au)

This will help you choose which courses you should register/enrol in for your first semester/session of study.

The standard full-time enrolment is four courses per semester/session.

For some programs you will need to choose from a list of compulsory courses or a list of electives.

Read the course descriptions on the USC website to help you decide which ones to choose.

You can enrol in fewer than four courses per semester/session if your study plan allows and you have approval from USC.

It is a condition of your student visa that you complete your program of study within the registered program duration (as registered on the Commonwealth Register of Institutions and Courses for Overseas Students—CRICOS).

#### Students with Credit Transfer

If you have been offered Credit Transfer, you will need to select your courses carefully to ensure you meet all program requirements and can graduate with your intended degree/major.

If you have not already been provided with a study plan, you may need to speak to a Program Adviser to help you choose your courses.

Make sure you have signed your Credit Acceptance Advice letter and returned it to USC International before trying to register online.

If you have not returned this letter, you may have difficulty enrolling in advanced level classes that have prerequisites.

#### Study Abroad and Exchange students

Submit your course choices to USC International for approval before online course registration.

When selecting courses, make sure you choose from the correct semester and pay attention to any prerequisites.

For a full list of courses, visit [www.usc.edu.au/studyabroad](http://www.usc.edu.au/studyabroad)

The course list is presented by semester and divided into two sections.

The first section is for courses 'pre-approved' by USC.

The second section is courses that have prerequisites and require assessment to determine eligibility for enrolment.

If choosing advanced level courses with prerequisites, consider whether you have undertaken studies comparable to the prerequisite courses.

USC assesses eligibility for advanced level courses. If you are unsure whether you meet the prerequisites, we can confirm this for you.

If you need to transfer credits to your home institution for studies undertaken at USC, make sure your course choices are approved by your home institution, regardless of whether they appear on the USC 'pre-approved' or 'approval required' course lists.

Please register/enrol in your approved courses online via USC Central.

Submission of your course choices to USC, and approval of your eligibility, does not constitute enrolment.

For more information, visit [www.usc.edu.au/studyabroad](http://www.usc.edu.au/studyabroad)

### Step 2: Selecting preferred lecture and tutorial times

Most courses have two components, a lecture, and a tutorial or practical workshop session.

When you register your course choices online, you also select lecture and tutorial times.

Read the timetable to select times for all components of each course.

#### Accessing timetable information

Once you have decided which courses you will enrol in, go to the semester timetable to see when and where lectures and tutorials are scheduled.

Work out your preferred timetable by choosing times for each course component (eg lecture and tutorial), ensuring there are no timetable clashes.

Timetables are normally available online a few months before the relevant semester/session commences.

You can find them at [www.usc.edu.au/timetables](http://www.usc.edu.au/timetables) or via 'Student Links' at USC Central.

Timetables are subject to change, so check them for changes before classes start.

# Arriving in Australia

We look forward to welcoming you to USC in person. Information packs are available during Orientation or from USC International—Level 1, ICT Centre, Building J.



## Step 3: Registering/enrolling online via USC Central

**When:** You will be advised when registration opens for new students.

Registration is only available to students who have met all conditions of their offer, accepted their offer, paid their first semester/session fees, and provided original or original certified documents (if requested).

**How:** When you are ready to register/enrol, go to USC Central via the Portal on the USC website and log on using your personal USC Central username and password (network login details).

If you were made a conditional offer, your USC network login details will be provided when you meet your conditions and pay your tuition fees.

If you have accepted your offer and paid your first semester/session fees, you can enter the Student Centre and select 'enrol'.

Follow the prompts through the registration process.

If you need help, or receive an error message, email the Support Team. You will find the email address by clicking on 'Useful Links'. Describe your problem clearly and include details of any error messages.

Your password is confidential and should not be disclosed to anyone.

Disclosure of your password to others may result in a breach of security and will not be considered a valid excuse for any unintended changes to your record.



## Suggested arrival dates

Students begin study	Arrival date	Orientation
Semester 1, 2012	Friday, 10 February 2012	13 February 2012
Semester 2, 2012	Friday, 13 July 2012	16 July 2012
Session 1, 2012 (Academic Calendar session 1)	Friday, 6 January 2012	Week commencing 9 January 2012
Session 2, 2012 (Academic Calendar session 4)	Friday, 27 April 2012	Week commencing 30 April 2012
Session 3, 2012 (Academic Calendar session 8)	Friday, 24 August 2012	Week commencing 27 August 2012

If you plan to join enabling or transition programs before orientation you should arrive earlier.

## What you cannot bring into Australia

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

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

**TIP:** If you are unsure about items you are carrying, declare them anyway.

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

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

All luggage is screened or x-rayed on arrival in Australia. If you fail to declare any quarantine items or make a false declaration:

- you could be fined up to A\$220 on the spot
- you could be prosecuted and fined more than A\$60,000 and risk 10 years of imprisonment

All international mail sent to Australia is also screened. The Australian Quarantine and Inspection Service will remove high-risk items from parcels.

Please inform family and friends of what cannot be sent to Australia and ask them to declare all items on the postal declaration label.

**TIP:** A variety of your favourite foods is available in all of Australia's major cities. These foods had to pass strict quarantine conditions before they were allowed into Australia.

To find out more about what you cannot bring or mail into Australia, visit [www.aqis.gov.au](http://www.aqis.gov.au)

# Attending Orientation

Orientation is compulsory for International students.

During Orientation you can finalise your enrolment and classes, attend seminars and workshops, familiarise yourself with the campus and its facilities, and get to know staff and students.

Full details are available on the USC website and in the Orientation guide and information pack you receive during your first International Orientation session.

## Orientation includes:

- Official Welcome to USC
- dedicated international student sessions
- photographs for student ID cards
- introduction to Library tutorials
- USC IT network workshops
- faculty induction sessions
- campus tours
- social activities and events

## Student Services workshops during Orientation include:

- Time Management
- Effective Reading Strategies
- Note-Taking Skills
- Exam Preparation
- Survival Skills for USC Students
- Study in English Workshops (for students from Non-English speaking backgrounds)

For details, visit [www.usc.edu.au/orientation](http://www.usc.edu.au/orientation)

## Pre-semester skills preparation courses

For a schedule of academic skills courses available prior to the start of each semester, visit [www.usc.edu.au/preparationcourses](http://www.usc.edu.au/preparationcourses)



# Living on the Sunshine Coast

## Living expenses

You should have enough money to support yourself while you are studying at USC.

If you are granted a visa with permission to work, and find employment, the money you earn should not be your primary source of income.

An international student would normally require approximately A\$18,000 per year to live comfortably on the Sunshine Coast.

This figure is in addition to airfares, visa application and tuition fees and will vary depending on your lifestyle.

If you have a spouse or dependent child accompanying you, you will need to allow more for living expenses. If your dependants are of school-age, you will have to pay full fees for their schooling.

You should allow at least A\$8,000 per year for the cost of each child's schooling.

The guide to general living expenses below helps you budget for your stay in Australia.

## Living expenses guide

General living costs	Cost (A\$)*
Private share accommodation	A\$150–\$185 (per week)
Food (per week)	\$60–80
Electricity	\$10 (per week)
Telephone (depending on number and type of calls)	\$10–20 (per week)
Transport	\$25 (per week)
Stationery, photocopying	\$20 (per week)
Entertainment	\$30 (per week)
Cinema ticket (student rates)	\$16
Postage (within Australia)—standard letter	\$0.60
Postage (international)—standard letter	\$1.40 (minimum)

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

## Weather

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

While the area does live up to its name, the Sunshine Coast has its share of rain and the Australian summer months are usually the wettest. If you are coming in winter, you should bring at least one set of warm clothes.

### Sunshine Coast climate

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

# Shopping and entertainment

## Shopping

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

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

## Groceries

If you live in accommodation close to USC, there are two shopping centres within walking distance (see map—page 19).

Chancellor Park Shopping Centre, on Scholars Drive, is a small shopping centre with a convenience store, take away food shops, butcher, medical centre, laundromat, hairdresser and bakery.

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

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

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

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

## Shopping centres

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

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

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

Bus timetables are available at [www.translink.com.au](http://www.translink.com.au) or from USC International—Level 1, ICT Centre, Building J or Student Central—ground floor, Building C.

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

Brisbane has a number of large shopping centres, including Queen Street Mall in the heart of the City, Southbank Plaza, and Fortitude Valley (Chinatown).

Brisbane is an easy train ride from the Sunshine Coast. Timetables are available at [www.translink.com.au](http://www.translink.com.au) or from USC International—Level 1, ICT Centre, Building J or Student Central—ground floor, Building C.

## Markets

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

The famous Eumundi Markets offer an exciting range of handcrafted products and foods. Half-day tours are available. There are numerous markets in Brisbane.

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

## Cinemas

Cinemas are located at Sunshine Plaza in Maroochydore, and at Caloundra and Noosa.

For session details, check local newspapers or visit [www.eventcinemas.com.au](http://www.eventcinemas.com.au)

Show your student ID card for discounts.



# Getting around the Sunshine Coast

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

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

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

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

For more information, visit [www.translink.com.au](http://www.translink.com.au) or call 131 220.

## Translink 'Go Card'

Translink's 'Go Card' provides a quick and easy way for you to travel on public transport. When you use a Go Card, fares are approximately 30 percent cheaper than the cost of a single paper ticket.

Go Cards can be bought at Student Central, ground floor, building C and many other locations around Queensland. You will find more information about Go Cards at [www.translink.com.au](http://www.translink.com.au)

## Driving

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

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

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

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

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

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

For more information, visit [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) or call 132 380.



# Living on the Sunshine Coast

## Medical services

### Medical centres

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

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

Some medical centres operate seven days a week and offer an after-hours service (24 hours, seven days).

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

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

You can claim part of this fee back from your Overseas Student Health Cover (OSHC) or other insurance provider.

Some medical centres 'bulk bill', which means you only pay a small fee for consultation and will not need to claim the fees back from your OSHC provider (see page 6).

For a list of doctors who 'bulk bill', visit [www.oshcworldcare.com.au/member\\_student/medical\\_providers.aspx](http://www.oshcworldcare.com.au/member_student/medical_providers.aspx)

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

Telephone numbers and addresses of medical centres and hospitals can also be found in local telephone directories.

An OSHC representative is on campus two days per week to assist with information and healthcover claims.

### Hospitals

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

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

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

Nambour and Caloundra hospitals are approximately 20 minutes from USC.

### Dental clinics

Dental fees are not included in OSHC.

You must pay the full cost of any dental services you receive.

Fees for general dental consultations start at approximately A\$80.

### Pre-existing conditions and OSHC—Treatment and Medication

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

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

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

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

For full policy details, check with your OSHC provider.

### Bringing prescription medication into Australia

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

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

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

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

For information on medications entering Australia, visit [www.tga.gov.au/consumers/travellers-entering.htm](http://www.tga.gov.au/consumers/travellers-entering.htm)

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

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

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

For more information, visit [www.tga.gov.au/hp/access-sas.htm](http://www.tga.gov.au/hp/access-sas.htm)

In some cases, medication can be mailed to Australia if approved by the TGA. To find out if your prescription or medication is approved, contact the TGA.

For contact details and more information, visit [www.tga.gov.au](http://www.tga.gov.au)

## Postal services

Australia Post operates Australia's postal service.

Australia Post branches offer postal services, bill payment, and retail sales of postal and gift products. Australia Post also offers a range of services online at [www.australiapost.com.au](http://www.australiapost.com.au)

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

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

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

Check which products cannot be sent to and from Australia, or which will attract fees, by visiting [www.aqis.gov.au](http://www.aqis.gov.au) or referring to the information in your offer materials.

### Postbillpay

Australia Post's 'Postbillpay' offers a convenient bill payment service in person, by telephone and on the internet.

Continuing USC students may pay semester/session tuition fees via this service.

It should not be used for payment when accepting your offer.

Postbillpay can be accessed via USC Central.

For information, visit [www.postbillpay.com.au](http://www.postbillpay.com.au)





## Legal issues

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

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

On arrival, and during Orientation, you will receive information regarding legal issues in Australia.

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

For more information, visit [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

## Religion

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

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

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

Service times and contact details for many local churches and places of worship appear in the 'Classifieds' section of the Saturday edition of the Sunshine Coast Daily under 'Church Notices'.

## Interpreter service

A 24-hour, seven-day, telephone interpreting service operates throughout Australia to assist with communicating in English.

Telephone the Translating and Interpreting Service (TIS) on 131 450 from anywhere in Australia for further information (charges apply).

## Currency

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

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

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

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

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

## Currency converters

Currency conversion takes practice. Here are two websites that do the hard work for you:

[www.xe.net/ucc](http://www.xe.net/ucc)

[www.oanda.com/convert/classic](http://www.oanda.com/convert/classic)

## Banking

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

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

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

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

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

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

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

USC International staff can also help you with this.

### ANZ Chancellor Park

Shop 8, 1-19 Chancellor Village Boulevard  
CHANCELLOR PARK QLD 4556

Tel: +61 7 5477 0466  
Fax: +61 7 5477 1973  
Email: [jonathon.bottomley@anz.com](mailto:jonathon.bottomley@anz.com)  
Web: [www.anz.com](http://www.anz.com)  
Swift Code: ANZBAU3M

### Bank of Queensland

Shop 15  
Chancellor Park Marketplace  
CHANCELLOR PARK QLD 4556

Tel: +61 7 5456 1822  
Fax: +61 7 5456 1833  
Email: [janet.brennan@boq.com.au](mailto:janet.brennan@boq.com.au)  
Web: [www.boq.com.au](http://www.boq.com.au)  
Swift Code: QBANAU4B

### Commonwealth Bank

Shop T6, Chancellor Village Boulevard  
Chancellor Village  
SIPPY DOWNS PARK QLD 4556

Tel: +61 7 5409 1233  
Fax: +61 7 5409 1244  
Email: [chancellorpark.qld@cba.com.au](mailto:chancellorpark.qld@cba.com.au)  
Web: [www.commbank.com.au](http://www.commbank.com.au)  
Swift Code: CTBAU2S

### Suncorp

Shop 3 Chancellor Village Boulevard  
Chancellor Village  
SIPPY DOWNS QLD 4556

Tel: +61 7 5351 0888  
Fax: +61 7 5453 4139  
Email: [anne.ensbey@suncorp.com.au](mailto:anne.ensbey@suncorp.com.au)  
Web: [www.suncorp.com.au](http://www.suncorp.com.au)  
Swift Code: METWAU4B

Other major banks, with Sunshine Coast branches, include the National Australia Bank and Westpac.

For further information regarding bank accounts, contact USC International.

## Cirrus and Visa ATM networks

You may find it convenient to access funds from your home bank account while in Australia.

You can do this quite easily by using a debit card displaying the Cirrus or Visa symbol.

This will give you immediate access to your funds worldwide, in local currency, from ATMs displaying the same symbol.

Australia's major airports have ATMs that accept Cirrus and Visa, as do most mass transit stations, shopping centres, and tourist attractions.

If you do not have a credit card, a debit card showing the Cirrus or Visa symbol will allow you to pay for items over the phone or Internet, if required (eg when making an online visa application).

When using a debit card in this way, the purchase amount is automatically deducted from your cheque/savings account. There is no credit involved, and no interest charged.

Contact your bank to connect to these networks and find out what fees and charges apply when you access your money.

To access funds from your home bank account while in Australia:

1. Be sure the ATM displays the Cirrus or Visa logo, as displayed on your card.
2. Insert your card into the ATM card slot. Many ATMs offer a variety of languages to use during the transaction (English is always one option on Cirrus ATMs).
3. Enter your Personal Identification Number (PIN) using the keypad. Follow the instructions displayed on the ATM screen to choose your account and a withdrawal amount (money is dispensed in local currency).
4. The terminal immediately processes the transaction. You receive your receipt and the transaction amount is automatically deducted from your cheque/savings account.

## Bank trading hours

Banks normally open from Monday to Friday. Some open on Saturday mornings. Check bank websites for opening hours.

# Campus services

As a USC student, you are encouraged to access the services available to you on campus. Whether you need information about your studies, extracurricular activities, or personal issues, you will find support at USC.

## USC International Student Services

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

USC International Student Services is the information hub for international students on campus.

Throughout your studies we can provide you with advice, information and direction on personal, academic or administrative issues.

We provide information about enrolment procedures, visa matters and health cover and can offer accommodation advice.

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

All international students are invited to join our exciting optional activities program delivered throughout the semester by STA Travel.

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

Check your USC student email account regularly for information from USC International.

### International Student Services

Level 1, ICT Centre, Building J  
Email: [AskUSCI@usc.edu.au](mailto:AskUSCI@usc.edu.au)

## English for Academic Study (EAS)

EAS is a free, eight-week, informal course delivered by USC International.

It is specifically designed for international students from a non-English speaking background in their first semester of a USC Award, Study Abroad, Exchange or Tertiary Preparation Pathway. It is also available in any semester for eligible students enrolled in the Bachelor of Occupational Therapy, and the undergraduate Nursing and Teacher Education degrees.

More information, and registration forms are available at:

[www.usc.edu.au/english-for-academic-study](http://www.usc.edu.au/english-for-academic-study)  
or from USC International—Level 1, ICT Centre, Building J.

Complete and return the form to USC International Reception—Level 1, ICT Centre, Building J, or [AskUSCI@usc.edu.au](mailto:AskUSCI@usc.edu.au) prior to the program start date.

Eligible students can register in as many EAS classes as they wish. Registration is essential.

## Student Administration

Student Administration is a central enquiry area for all USC students.

Student Administration:

- coordinates end-of-semester examinations and releases final results to students each semester
- regularly sends advice on administrative matters to students via mail or email

Information may include changes to policy, deadlines or other important dates.

Written notices will be given by electronic communication.

Please advise Student Administration of any changes to your contact details via USC Central online to ensure all written advice is received.

It is a condition of your student visa to ensure your contact details are up-to-date.

## USC Student Services

The transition to study in a new country can be challenging.

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

International students are encouraged to access services which include:

- academic skills and language advisers
- professional counselling and disability services

For more information:

Web: [www.usc.edu.au/student-services](http://www.usc.edu.au/student-services)  
Email: [studentservices@usc.edu.au](mailto:studentservices@usc.edu.au)  
Tel: +61 7 5430 1226.

## Academic Skills and Language Support

Academic support services include workshops and individual consultations to help students develop the language and academic skills necessary to succeed at university.

Services include: time management, effective reading, exam preparation, oral presentations, referencing, academic writing and 'Study in English' workshops.

For more information, visit [www.usc.edu.au/student-support](http://www.usc.edu.au/student-support)

## Confidential counselling services

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

Staff can help with issues including:

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

For more information, visit [www.usc.edu.au/student-support](http://www.usc.edu.au/student-support)

## Disability services office (DSO)

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

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

For more information, visit [www.usc.edu.au/student-support](http://www.usc.edu.au/student-support)





# USC International Student Association (USC ISA)

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

The Association provides the following services to students:

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

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

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

## USC Sport

USC has a great range of quality sporting facilities which students can use at discounted rates.

### Athletics Track

The international-standard track is available for training and is home to the USC Athletics Club.

The outdoor facility has eight and ten-lane running tracks, long jump pits, throwing cage, high jump and pole vault equipment.

Night lighting and changing room facilities are available.

### Hard Courts

USC's two outdoor hard courts, next to the UniClub, are suitable for tennis, basketball and netball. Night lighting is available.

### Fields

Four multi-purpose playing fields cater for rugby, soccer (football) and cricket. The fields are also used for recreational activities and some USC classes.



### Gym

The gym is located on the ground floor of the Health and Sport Centre and includes a great range of cardiovascular, pin-loaded and strength training equipment.

A range of fitness classes are available each week.

### Sports Stadium

USC's international-standard, indoor sports stadium is located next to the athletics track.

The stadium caters for basketball, futsal, badminton, volleyball, netball and table tennis.

It also has tutorial rooms, office space and changing room facilities.

### Booking the sporting facilities

Bookings are essential to hire USC sporting facilities.

For bookings and enquiries contact:

#### The Sport Officer, USC Sport

Tel: +61 7 5459 4855

Email: [sport@usc.edu.au](mailto:sport@usc.edu.au)

For more information, visit

[www.usc.edu.au/sport](http://www.usc.edu.au/sport)

## STA Travel

STA Travel, a world leader in Student and Youth Travel, is available on campus weekly during semester.

Students can book domestic travel packages and have access to a range of exciting activities offered during semester breaks and on weekends.

For help and advice:

### STA Travel on campus

Level 1, ICT Centre, Building J.

### STA Travel at Sunshine Plaza

Tel: +61 7 5313 6010

Email: [sunshine@branch.statravel.com.au](mailto:sunshine@branch.statravel.com.au)

## Campus Security

Personal safety on campus is a priority at USC.

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

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

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

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

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

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

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

### To contact Security:

Tel: +61 7 5430 1168

(external or mobile telephone)

or extension 1168

(internal campus telephone)

## Information Technology Services (ITS)

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

### Username and password

To access USC network services, you will need to identify yourself using a username and password.

Your username and password are provided once you confirm your enrolment at USC.

If you have not yet received your username and password, please contact USC International.

# Campus services

## Email and Internet access

All students are allocated a USC email account.

You should regularly check your email account for information from Student Administration and USC International.

Students can access the internet from all campus computers. Free internet usage is available on a 100MB quota basis.

## Accessing your USC student email account

USC student email can be accessed when you receive your USC Network username and login details (email accounts become active within 24 hours of you receiving your login details).

Students access their email account via the USC web home page [www.usc.edu.au](http://www.usc.edu.au). Click on the 'Student USC Mail' link under the 'Connect' banner on the USC homepage (or via the USC Portal). Under "Sign In", there is a window called "Windows Live ID", the example given is a hotmail address. Students need to enter their entire USC email address ie [abc123@student.usc.edu.au](mailto:abc123@student.usc.edu.au) and enter their USC Central password where indicated.

## Computer laboratories

Computer laboratories are available 24 hours a day, seven days a week in buildings D, J and K (see map on page 20 for locations).

## USC Portal

The USC Portal uses the Blackboard Learning Management System to deliver online courses and support on-campus course delivery.

The Portal provides easy access to academic resources, online support and assessment tools.

The Portal gives you access to USC's student-specific services including network file servers, email, course materials, discussion forums and more.

Students have access to a number of general applications including word processing, spreadsheet, database, presentation, statistical and communication software, and special-purpose applications.

## Wireless on-campus

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

For more information, visit [www.usc.edu.au/ITsupport](http://www.usc.edu.au/ITsupport)

## Printing, copying and scanning

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

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

For more information, visit [www.usc.edu.au/library](http://www.usc.edu.au/library)

## Copyright

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

Please observe the copyright notices around campus, including at copiers and print stations in the Library, and in computer labs.

You will also see a copyright notice when you log in to the USC Network.

USC's Copyright Policy can be viewed at [www.usc.edu.au/Copyright](http://www.usc.edu.au/Copyright)

## Student Help Desk

If you need computer help on campus, contact:

### Student Help Desk—Library Information Commons

Tel: +61 7 5459 4455  
Email: [studenthelp@usc.edu.au](mailto:studenthelp@usc.edu.au)

## Voltage

Electricity in Australia is 220–240 volts.

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

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

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

Adaptors are available at most major airports and electrical retailers.

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

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

## Laptops

To connect to the internet from your laptop in Australia, you will need an ethernet card.

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

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

You should check your laptop's voltage range to see if it is suitable for use in the Australian electricity system (220–240 volts).

## Internet quota

Once you receive your USC student ID card, you will have access to the campus computer labs and network services including internet and email.

Free internet access is available on a quota basis.

More information about how the internet quota works and how to manage your quota is provided during Orientation in Information Technology workshops.

Detailed information is available on the USC Portal.

## Library

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

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

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

Many library services, including access to journals, online tutorials, and electronic databases, are also available online at [www.usc.edu.au/library](http://www.usc.edu.au/library)

## Co-op Bookshop

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

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

Book lists for all courses are displayed on the windows of the bookshop during Orientation.

In the lead up to semester, course outlines for each course you are enrolled in will be available on the Student Portal, and will clearly list all books needed for the course.



Buying all textbooks on your Course Outline can be expensive. Wait until your first lecture to find out which textbooks are essential. Second-hand books are often available.

The Library will hold at least one copy of any textbook listed in a Course Outline.

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

#### For further information

Tel: +61 7 5430 1205  
Fax: +61 7 5430 2862  
Email: [sunco@coop-bookshop.com.au](mailto:sunco@coop-bookshop.com.au)  
Web: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)

## Food services

The Brasserie has a microwave oven for student use.

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

This room is shared with English Language Program students and can be busy between 12noon and 1pm.

### Brasserie and Cafés

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

#### Brasserie

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

#### Café J

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

#### Café C

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

### Vending machines

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

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

### Off-campus

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



## Art Gallery

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

The Gallery also presents talks, workshops and public events.

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

For exhibition details, visit [www.usc.edu.au/gallery](http://www.usc.edu.au/gallery)

## UniClub

The UniClub, next to the playing fields, is a great place to study, meet friends or just hang out and relax.

Free facilities include:

- Wireless internet
- Tea and coffee making facilities
- Refrigerator and microwave oven
- Toasted sandwich maker and kitchen equipment
- Emergency food supplies (cereals for breakfast and noodle cups for lunch)
- Toilet and shower facilities
- Table tennis
- Basketballs and footballs
- 2 hour access to the tennis courts for social tennis (bring your own racquet or borrow one from the UniClub)
- Quiet study space on the deck or inside
- Student notice boards with information on accommodation, general sales, text book sales and community notices
- Space for student group meetings
- Spaces for class group work activities i.e. debating or presentation practice
- Music playing throughout the day



### Activities

Details of activities and events are sent to your student email in the "What's on @ USC" update.

You can also find information on the student notice boards at the UniClub and in the Brasserie.

### Opening hours

- Monday to Thursday—9am to 5pm
- Friday—9am to 3pm

For more information, contact:

#### Marjorie Blowers

Student Equity and Diversity Officer

Tel: +61 7 5430 1180  
Email: [mblowers@usc.edu.au](mailto:mblowers@usc.edu.au)

## Automatic Teller Machines (ATMs)

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

# Important information

## University by-laws and rules

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

For details, refer to

[www.usc.edu.au/international-student-rules](http://www.usc.edu.au/international-student-rules)

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

Written notices are given to students by electronic communication.

## Academic progress

All students must maintain satisfactory progress in each semester/session.

Students who do not maintain satisfactory progress may be identified as being 'at risk' (monitored enrolment) or be excluded from the University.

USC's Academic Progress and Exclusion policy can be found at [www.usc.edu.au/academic-progress](http://www.usc.edu.au/academic-progress)

Students studying on a student visa are reminded of student visa condition 8202 regarding satisfaction of attendance/academic requirements.

USC must notify the Department of Immigration and Citizenship (DIAC) of any breaches of student visa conditions, including unsatisfactory performance, which may result in your visa being cancelled.

You will be notified in writing, via electronic communication, if there is an intention to report to DIAC.

## Contact hours and study commitment

Each course studied, normally requires three to four hours of class contact per week in the form of lectures and tutorials/laboratory work.

As a guide, students should also allow an average of six to seven hours per course per week for self-directed study, research, readings and assignments.

A standard full-time workload per semester/session for most programs is four courses.

## USC facilities, resources and costs of study

More information regarding USC facilities, equipment and learning resources, costs of living and study, details of course content, teaching and assessment methods are available at [www.usc.edu.au](http://www.usc.edu.au)

## Students with school-aged children

If you have school-aged dependants accompanying you to Australia, you will be required to pay full fees if they are enrolled in either a government or non-government school.

For more information, visit [www.education.qld.gov.au](http://www.education.qld.gov.au)

## Student Grievance Policy and Procedures

USC's Student Grievance Policy can be found at [www.usc.edu.au/student-grievance-policy](http://www.usc.edu.au/student-grievance-policy) or in the online Student Handbook [www.usc.edu.au/handbook](http://www.usc.edu.au/handbook)

Students who are dissatisfied with the outcome of USC's grievance handling procedures may ask to be referred to an independent mediation or dispute resolution service.

The availability of complaints and appeals processes does not remove your right as a USC student to take action under Australia's consumer protection laws.

## Program tuition fees

Program tuition fees are normally based on a standard full-time study load, the minimum number of courses required to complete the program, and completion of the program within the standard duration. Tuition fees are reviewed each calendar year. The fee you must pay for a given semester/session is that which has been approved by USC for the calendar year within which the semester/session falls. Any increase in tuition fees from one calendar year to the next will be no more than 10 percent.

## Payment of future semester/session fees

You will not be emailed or posted an invoice for your future semester/session fees.

You are required to obtain your invoice from your USC Central online account and to pay fees for future semesters/sessions by the published due dates.

If you do not do this, you will be subject to a late payment fee and your enrolment may be cancelled.

Postbillpay provides a convenient bill payment service in person, by phone and on the internet.

A link to Postbillpay can be accessed via USCCentral.

For more information, visit [www.postbillpay.com.au](http://www.postbillpay.com.au)

## Student Fees and Charges Policy and Procedures—Refund Policy

The USC Student Fees and Charges Policy and Procedures (in relation to refunds) can be found at [www.usc.edu.au/FeeProcedures](http://www.usc.edu.au/FeeProcedures)

The Student Fees and Charges Procedures outline refunds payable in the case of both student and provider default, amounts that may or may not be repaid, and the processes for claiming refunds.

International students should read and understand USC's Student Fees and Charges Policy and Procedures before entering into a written agreement by accepting the unconditional offer.

## Education Services for Overseas Students (ESOS) Framework

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

To access the National Code 2007, or for a description of the ESOS framework for students, visit [www.aei.gov.au/Regulatory-Information](http://www.aei.gov.au/Regulatory-Information)

## Professional Recognition of USC Programs

Many of USC's programs are accredited or recognised by professional bodies in Australia, and in some cases, overseas.

Professional recognition may afford graduates automatic membership of a professional body or allow graduates to apply for membership.

In some cases, membership of a professional body requires meeting criteria in addition to a Higher Education qualification. For example, you may need to demonstrate a specific level of English language proficiency or hours of work experience.

To practice in certain professions, membership of the relevant professional body is required.

Some key things to keep in mind are:

- You should investigate the requirements for membership of professional bodies relevant to your degree program.
- You should confirm with any relevant overseas (or Australian) professional body that your USC qualification will entitle you to work in your intended profession, and what other criteria you might be required to meet.

You can find information about USC degrees and professional recognition on individual program information pages at [www.usc.edu.au/international](http://www.usc.edu.au/international)

# 2012 Academic Calendar

Undergraduate award, Study Abroad, Exchange and most postgraduate coursework programs normally run from February to November, with the year divided into two semesters.

<b>Semester 1 (1715)</b>	<b>20 February–22 June</b>
Orientation	13–17 February
Semester 1 begins	20 February
Census date	23 March
Intra-semester break	2–13 April
Exam preparation	4–8 June
Exams	11–22 June
Semester 1 ends	22 June
Inter-semester break	25 June–13 July

<b>Semester 2 (1750)</b>	<b>23 July–23 November</b>
Orientation	16–20 July
Semester 2 begins	23 July
Census date	24 August
Intra-semester break	17–28 September
Exam preparation	5–9 November
Exams	12–23 November
Semester 2 ends	23 November

Some Postgraduate coursework programs operate on a session basis, with the year divided into three sessions. An Orientation meeting is organised in the week prior to the commencement of each session.

## Session-based programs

eg Master of International Business, Graduate Certificate in Management

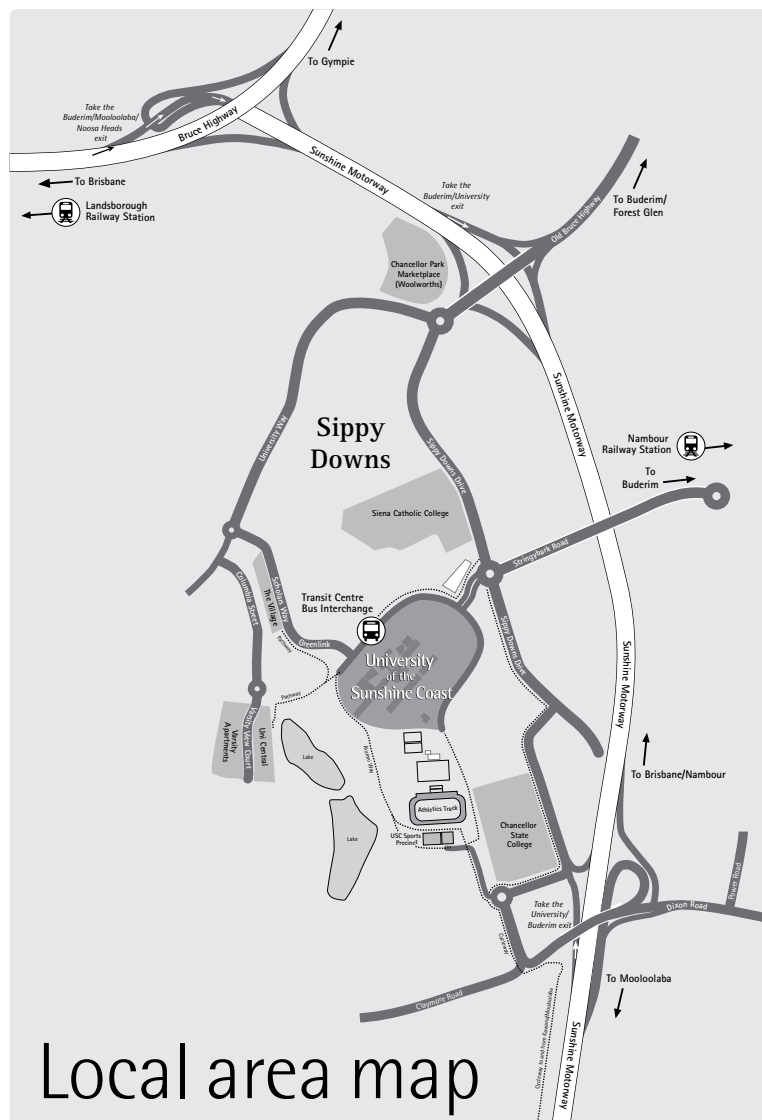
<b>Session</b>	<b>Dates</b>
First session (1705, calendar session 1)	9 January–20 April
Second session (1725, calendar session 4)	30 April–17 August
Third session (1755, calendar session 8)	27 August–7 December

Some Postgraduate coursework programs operate on a half session basis, with the year divided into six half sessions.

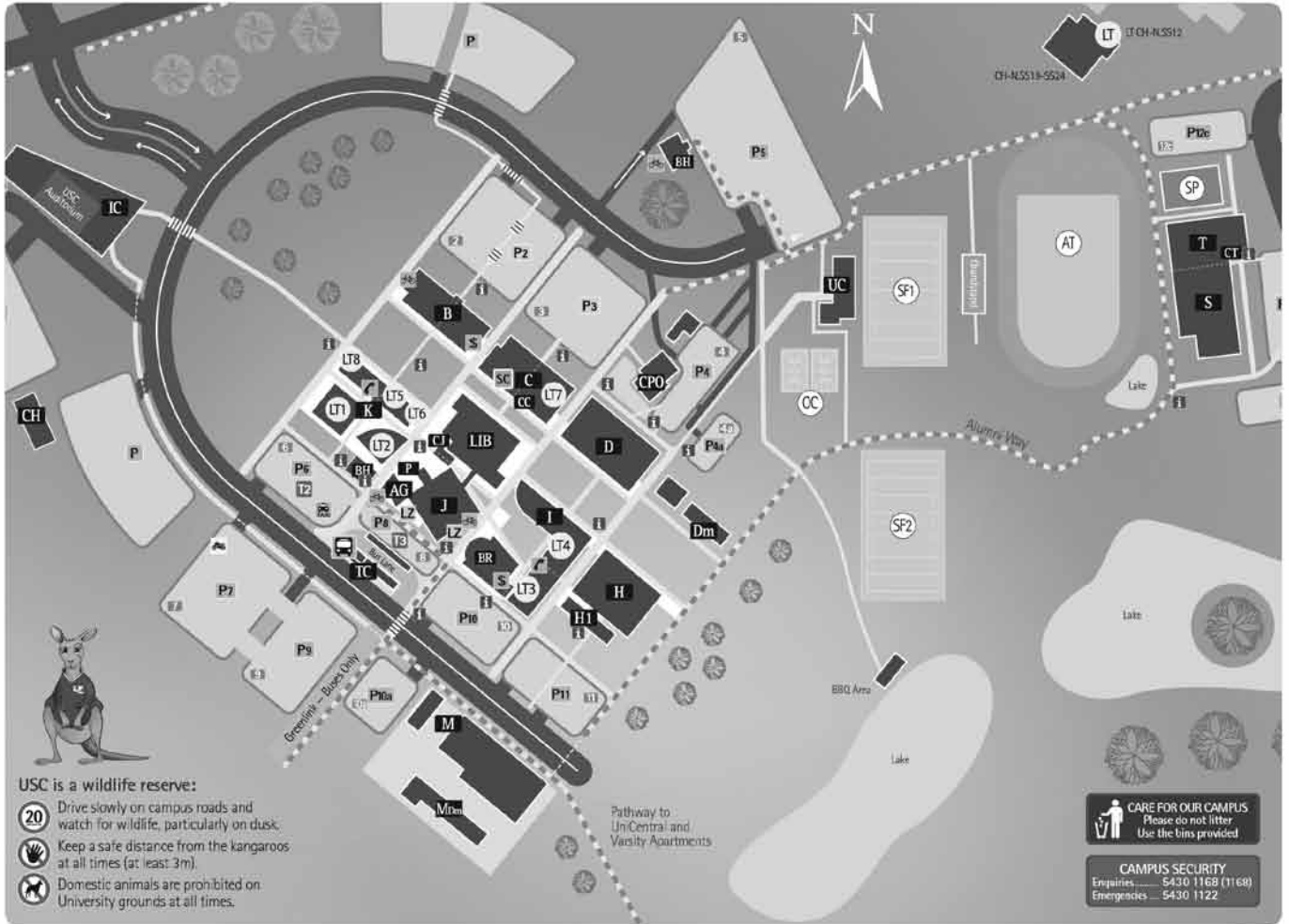
## Half session-based programs

eg Master of Business Administration, Graduate Diploma in Business Administration

<b>Session</b>	<b>Dates</b>
First half session (1710, calendar session 2)	9 January–2 March
Second half session (1720, calendar session 3)	5 March–27 April
Third half session (1730, calendar session 5)	30 April–22 June
Fourth half session (1740, calendar session 7)	2 July–24 August
Fifth half session (1760, calendar session 9)	27 August–19 October
Sixth half session (1765, calendar session 10)	22 October–14 December



Local area map



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

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

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

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

**USC Campus Map—Detail**

HOW TO LOCATE ROOMS ON CAMPUS The University has a numbering system for tutorial rooms, lecture theatres, computer laboratories and offices on campus. The numbering system identifies (in order) the building, the level, and the room number. Example: KG.46 is Building K, ground floor, room 46. Lecture theatres are identified by the letters L1 and a number. Example: LT7 is Lecture Theatre 7.

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

**University of the Sunshine Coast**  
 The best of both worlds

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

[www.usc.edu.au](http://www.usc.edu.au)

# Checklist

Please use the following checklist to make sure you have made all necessary arrangements to start your studies at USC (please also follow the advice of your agent or home institution).

1	Received a full, unconditional offer from USC (ie all conditions have been met)	<input type="checkbox"/>	DATE
2	Returned your Acceptance of Offer form	<input type="checkbox"/>	DATE
3	Returned your Payment advice and options form and arranged payment	<input type="checkbox"/>	DATE
4	Received your CoE from USC	<input type="checkbox"/>	DATE
5	Applied for and received your student visa from DIAC	<input type="checkbox"/>	DATE
6	Received your USC Central username and password from USC	<input type="checkbox"/>	DATE
7	Provided original or original certified copies of documents if requested (Provisional unconditional offer)	<input type="checkbox"/>	DATE
8	Completed your online enrolment using USC Central and confirmed your timetable	<input type="checkbox"/>	DATE
9	Booked your flight to Brisbane or Maroochydore (Sunshine Coast) Airport	<input type="checkbox"/>	DATE
10	Arranged accommodation and airport transfer	<input type="checkbox"/>	DATE
11	Attended Orientation activities in the week prior to the commencement of classes	<input type="checkbox"/>	DATE



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

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

CRICOS Provider Number: 01595D



**University of the Sunshine Coast**  
*USC is a 15-minute drive or 20-minute bus ride to Mooloolaba beach and within walking distance of the local shopping centre.*

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Facebook: [www.facebook.com/USCInternational](http://www.facebook.com/USCInternational)

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**University of the  
Sunshine Coast**  
Queensland, Australia