



**Independent MBA Business School**

# **Student Handbook**

**Universal Business School**

**Sydney, Melbourne and Adelaide**

Version 5: March 2023

**Disclaimer**

- *This Student Handbook is intended to assist both new and re-enrolling students at UBSS and the information is provided in good faith. Every effort has been made to ensure that details and information contained in this Handbook are accurate at the time of printing (see above but some elements may change from time to time.*
- *For more current information, visit [www.ubss.edu.au](http://www.ubss.edu.au). While UBSS provides some third-party information for the benefit of readers of this Handbook, UBSS makes no warranty, guarantee or promises concerning the content or accuracy of the third-party information contained within the Handbook. Any third-party links provided are to assist readers. However, UBSS does not endorse the content of these external websites or accept any responsibility for the links provided. Readers of this Handbook are advised to check details relevant to them with the appropriate area of UBSS. UBSS accepts no responsibility or liability for loss or damage incurred because of reliance on the information contained in the Handbook.*



## Table of Contents

<b>WELCOME TO UBSS.....</b>	<b>7</b>
<b>INTRODUCTION.....</b>	<b>8</b>
ABOUT US .....	8
UBSS VISION.....	8
UBSS MISSION .....	9
UBSS MOTTO .....	9
UBSS VALUES.....	9
CONTINUOUS QUALITY IMPROVEMENT .....	9
CONTRIBUTION TO PROFESSIONAL PRACTICE .....	10
ACCESS & EQUITY .....	10
COURSE INFORMATION .....	10
TRIMESTER & CENSUS DATES.....	10
CAMPUS INFORMATION .....	11
UBSS STUDENT CENTRAL.....	11
UBSS POLICIES .....	11
ONLINE SERVICES FOR STUDENTS .....	11
FACILITIES AND RESOURCES.....	11
CAMPUS FACILITIES .....	11
ONLINE TEACHING TECHNOLOGIES .....	12
COMPUTER LABORATORIES.....	12
SMARTBOARD TECHNOLOGY .....	12
PRINTING, COPYING AND SCANNING.....	12
MOODLE.....	12
OFFICIAL POINT OF CONTACT .....	13
SYDNEY CAMPUS .....	13
MELBOURNE CAMPUS .....	13
ADELAIDE CAMPUS .....	13
ORIENTATION – ONLINE.....	14
ORIENTATION – OFFLINE.....	14
ENROLMENT .....	14
CREDIT EXEMPTIONS/RPL.....	14
PAYING YOUR TUITION FEES: .....	15
<b>ACADEMIC INFORMATION, SUPPPORT &amp; EXPECTATIONS .....</b>	<b>16</b>
KEY PERSONNEL .....	16
CQ QUEUE MANAGEMENT SYSTEM .....	16
UBSS APP.....	16
BOOKING APPOINTMENTS .....	17
STUDENT ID CARD .....	17
SUBJECT SELECTION.....	17
STUDENT INPUT AND FEEDBACK.....	17
ATTENDANCE .....	17
ENROLMENT RESPONSIBILITIES .....	18
ACADEMIC PROGRESS.....	18
CREDIT TRANSFER .....	18
REFUND & CANCELLATION POLICY .....	18
STATEMENT OF TUITION ASSURANCE .....	18

ABSENCE DUE TO ILLNESS – PROVISION OF MEDICAL CERTIFICATES .....	19
APPROVED LEAVE OF ABSENCE .....	20
HOLIDAYS.....	20
DEFERMENT.....	20
AWARDS .....	21
TEACHING & LEARNING.....	21
KEYS TO ACADEMIC SUCCESS.....	21
ADDITIONAL TIPS FOR INTERNATIONAL STUDENTS.....	21
ACADEMIC SUPPORT .....	22
EXTENSION OF SUBMISSION DATE .....	22
SPECIAL CONSIDERATION.....	22
CHEATING AND PLAGIARISM .....	23
STUDENT MISCONDUCT PROCEDURES.....	23
COMPLAINTS AND APPEALS.....	23
COPYRIGHT ACT .....	24
TESTS AND EXAMS .....	24
TIMETABLE .....	27
RESULTS / GRADES.....	28
RECORDING RESULTS.....	28
GRADE MARK RANGE DESCRIPTOR.....	28
CONCERNS WITH RESULTS .....	29
STUDENT GRIEVANCE PROCEDURES.....	29
COUNSELLING SERVICES .....	30
WELLNESS.....	31
LEGAL ASSISTANCE .....	33
STUDENT WEBMAIL ACCESS.....	33
SKILL DEVELOPMENT .....	34
GRADUATION.....	34
<b>SAFETY INFORMATION.....</b>	<b>35</b>
WORKPLACE HEALTH AND SAFETY (WH&S) .....	35
EVACUATION PROCEDURE .....	35
EMERGENCY CONTACTS .....	35
UBSS FIRST AID.....	35
SAFETY IN SYDNEY, MELBOURNE AND ADELAIDE.....	36
HYGIENE ON CAMPUS.....	36
<b>FOR INTERNATIONAL STUDENTS    VISA CONDITIONS AND LEGAL REQUIREMENTS .....</b>	<b>37</b>
VISA CONDITIONS .....	37
YOUR ADDRESS .....	37
WORK RIGHTS.....	37
CORRECT DETAILS .....	37
OVERSEAS STUDENT HEALTH COVER (OSHC) .....	37
FINANCES.....	38
SCHOOL AGED CHILDREN .....	38
COURSE CHANGES .....	38
STUDENT VISA CONDITIONS.....	38
FULL-TIME STUDY REQUIREMENTS.....	38
NATIONAL CODE STANDARD AND THE ESOS ACT.....	39
<b>ACCOMMODATION .....</b>	<b>40</b>
CHOOSING WHERE TO LIVE.....	40

TYPES OF ACCOMMODATION: .....	40
THINGS TO KEEP IN MIND WHEN RENTING: .....	40
<b>LIVING IN SYDNEY, MELBOURNE AND ADELAIDE .....</b>	<b>43</b>
PLACES OF WORSHIP IN SYDNEY .....	43
<i>CHURCHES ANGLICAN</i> .....	43
<i>BAPTIST</i> .....	43
<i>CATHOLIC</i> .....	44
<i>LUTHERAN</i> .....	44
<i>PRESBYTERIAN</i> .....	44
<i>SALVATION ARMY</i> .....	44
<i>SCIENTOLOGY</i> .....	44
PLACES OF WORSHIP IN MELBOURNE .....	45
<i>CHURCHES ANGLICAN</i> .....	45
<i>BAPTIST</i> .....	45
<i>CATHOLIC</i> .....	45
<i>LUTHERAN</i> .....	45
<i>PRESBYTERIAN</i> .....	45
<i>SALVATION ARMY</i> .....	46
<i>SCIENTOLOGY</i> .....	46
PLACES OF WORSHIP IN ADELAIDE .....	46
<b>LIVING IN AUSTRALIA FOR INTERNATIONAL STUDENTS .....</b>	<b>47</b>
PLAN YOUR DEPARTURE .....	47
DOCUMENTS .....	47
SEASONAL CONSIDERATIONS .....	48
CLOTHING .....	48
<b>ARRIVING IN AUSTRALIA .....</b>	<b>49</b>
AUSTRALIAN IMMIGRATION .....	49
BAGGAGE CLAIM .....	49
AUSTRALIAN CUSTOMS AND QUARANTINE .....	49
ARRIVALS HALL .....	49
<b>SUPPORT SERVICES FOR STUDENTS .....</b>	<b>50</b>
CONSUMER PROTECTION .....	50
COMMONWEALTH OMBUDSMAN FOR INTERNATIONAL STUDENTS .....	50
DISABILITY SUPPORT .....	50
FINDING WORK .....	50
<b>TRAVEL AND TRANSPORT SYDNEY, MELBOURNE AND ADELAIDE .....</b>	<b>51</b>
GETTING FROM THE AIRPORT .....	51
PUBLIC BUSES .....	51
SYDNEY BUSES .....	52
<b>HEALTH .....</b>	<b>53</b>
<b>CONSULATES &amp; EMBASSIES .....</b>	<b>55</b>

## WELCOME TO UBSS



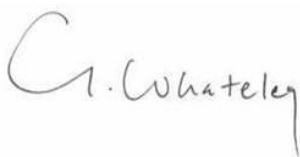
Student success at UBSS is supported by a world class team of specialist academics and student support staff. We are committed to students seeking to build or further their business leadership and accounting careers, based on an international education with an Australian experience, leading edge innovation and digital technology for those who want to be job ready when they graduate.

Part of our global citizenship is a student body that reflects the multicultural makeup of both the high growth Asia Pacific region and the immediate surrounds of Sydney. The UBSS experience brings together international education, a solid Australian business foundation with colleagues and alumni who will form the basis of your long-term friendships and business contacts.

Set in the heart of Sydney, Melbourne and Adelaide education precincts, UBSS' Campuses offer students more than world class education. Each of them is also surrounded by a bustling, cosmopolitan, inner city dining and shopping experience, only metres from major train station hubs. With multiple bus routes also accessing the campuses, students are assured of safe and reliable transport options.

We look forward to welcoming you and supporting your career success.

**Emeritus Professor Greg Whateley** FIML FACR FCSR Deputy Vice Chancellor and Vice President  
(Academic)

A handwritten signature in black ink that reads "G. Whateley". The signature is written in a cursive, flowing style.

## INTRODUCTION

### About us

Universal Business School Sydney (UBSS) is a member of Group Colleges Australia (GCA). UBSS is the institute of higher education that provides Bachelor and Post Graduate level degrees in Accounting and Business in-line with the Australian Quality framework. UBSS is approved by the Tertiary Education Quality Standards Agency as an institute of higher education.

The GCA Board has ultimate responsibility for UBSS performance and operations as an accredited higher education provider. Overview of UBSS is managed by the UBSS Senior Executive in association with the UBSS Academic Senate. We are committed to provide courses that meet the standard of the Australian Quality Framework. Our popular Bachelor of Business degree program has exit points at Diploma and Associate Degree levels. Our Bachelor of Accounting degree is accredited by CPA, CA ANZ and IPA. Our Master of Business Administration (MBA) is a quality, industry - relevant qualification providing students with the opportunity to obtain either a major in entrepreneurship, accounting or IT management. UBSS is also a professional partner with the ACS (Australian Computer Society).

UBSS boasts the very best in facilities including relatively small teacher to student ratios, advanced lecture studios, and leading-edge technology teaching and learning tools. The interactive whiteboards in our classrooms enable students to download lecture notes from the internet and our online administration system allows students to view all aspects of their academic progress anytime and from anywhere.

UBSS HQ and Sydney CBD campus is situated in the centre of Sydney's education precinct. Just a stone's throw from the University of Sydney and the University of Technology Sydney, with easy access to venues at Darling Harbour, Chinatown, World Square and the Sydney Central Business District. UBSS Melbourne CBD campus is in the middle of Melbourne's CBD bubbling with business and CBD life. UBSS Adelaide campus is in the education precinct within a sprawling campus of TAFE SA Regency Park. For all our students our friendly Student Services team can also provide information to assist them in settling in.

### UBSS Vision

UBSS will be a global leader in business education, consistently delivering the highest Australian quality standards and being recognised as one of the world's leading business schools. We strive to continuously redefine how business education is taught to inspire and empower the next generation of entrepreneurs and leaders.



## UBSS Mission

To launch the careers of tomorrow's entrepreneurs by delivering world-class Business, Accounting and MBA programs through flexible study options that give students the greatest advantage possible.

## UBSS Motto

'International Education with an Australian Experience'.

## UBSS Values

- Delivering the Bachelor of Business, Bachelor of Accounting and MBA with an Australian experience
- Providing a productive learning environment for the entrepreneurs of the future
- Offering a high level of student support and care
- Delivering cutting edge online and classroom education technology for all students
- Fostering diversity and cultural competence
- Ensuring academic excellence and free intellectual inquiry
- UBSS encourages and promotes a culture of free intellectual inquiry and the open exchange of ideas in the pursuit of knowledge, innovation and best practice.

Evidence of our success is reflected in the 2022 QILT results, see –

**Undergraduate** – <https://www.ubss.edu.au/media/2612/qilt-2022-undergraduate.pdf>

**Postgraduate** - <https://www.ubss.edu.au/media/2613/qilt-2022-postgraduate.pdf>

UBSS selects and appoints academic staff who are respected practitioners within their relevant fields of expertise and who are able to integrate academic theory with professional practice. Curricula is academically integrated and relevant to professional practice to equip graduates with the skills necessary to meet the demands of professional practice.

UBSS encourages and promotes a culture of free intellectual inquiry and the open exchange of ideas in the pursuit of knowledge, innovation and best practice.

## Continuous Quality Improvement

Continuous quality improvement is a core task for all staff, both management and academic.

Regular, periodic reviews of curricula, systems, activities and performance outcomes are conducted, some with external input. UBSS continuously benchmarks its quality measures against other institutions in the sector. For more information refer to <https://www.ubss.edu.au/mba-comparisons/?tab=QILT%20comparisons>

## Contribution to Professional Practice

Personal development opportunities and incentives are provided for UBSS academic staff to interact with their professions and to be innovative in professional practice. They are encouraged to provide leadership in their respective disciplines by engaging in scholarship that will lead to new solutions to business and industry problems.

## Access & Equity

UBSS recognises the principles of access and equity as core values in Australian higher education and its Governance, Practices and Policies endeavour to ensure these principles are observed in all activities. Access to UBSS academic programs is on an equitable basis. UBSS aims to recruit and retain a diverse group of talented students.

## Course information

UBSS offers Bachelor Degrees in Accounting and Business. UBSS also offers a Master of Business Administration (MBA), a Graduate Diploma and a Graduate Certificate in Business.

UBSS Bachelor degree awards have exit points at Associate Degree and Diploma level. All UBSS courses are listed on CRICOS for delivery to international students.

- Bachelor of Business
- Bachelor of Accounting
- Master of Business Administration (MBA)
- Graduate Certificate

## Trimester & Census Dates

Key dates can be viewed under at <https://www.ubss.edu.au/academic-calendar/>

Throughout your studies you will need to make decisions about subjects and the structure of your course. At such times, you should be aware of the various people who are available to give you advice.

## Campus information

- UBSS Sydney CBD Campus: Level 10, 233 Castlereagh Street, Sydney NSW 2000.
- UBSS Melbourne CBD Campus: Level 2, 222 Bourke Street, Melbourne VIC 3000
- UBSS Adelaide Regency Campus: 137 Days Road, Regency Park SA 5010

## UBSS Student Central

For more information visit: <https://www.ubss.edu.au/student-central/>

## UBSS Policies

Please refer to the website for a list of UBSS related policies. <https://www.ubss.edu.au/policies-and-procedures/>

## Online Services for Students

Your myGCA student account will give you access to a number of online facilities. These include:

- myGCA
- Webmail
- e-Library

To view the above, please refer to <https://www.ubss.edu.au/student-central/>

## Facilities and Resources

Resources available – Computer labs, free WIFI, E-library, Moodle (access to course information), My GCA (access to student details), Communication (bulletin, webmail, SMS, UBSS mobile app, TV monitors, online surveys) etc.

Visit the UBSS website for more information at – [www.ubss.edu.au](http://www.ubss.edu.au)

## Campus Facilities

- Online Teaching technology - Modern spacious classrooms/lecture studios
- Computer labs
- Printing/copying/scanning facilities

- Smartboards
- Vending machines for snacks and drinks
- Student information and IT support services

## Online Teaching Technologies

Lecture Studios 'live broadcast' all classes for a richer and more advanced online student experience. All Lecture studios feature the following technologies:

- High definition automatic tracking cameras
- High quality dual-channel wireless microphones
- Dual interactive whiteboards
- Dual display screens for more effective classroom management
- Wireless presenter remotes

## Computer Laboratories

Computer laboratories with the latest hardware and software add the finishing touch to a modern UBSS dedicated to the education of its students and serving their needs. All students have a UBSS email address and free access to the computer labs and internet.

## Smartboard Technology

UBSS uses cutting edge Smart Board technology in its classrooms to maximise the learning potential for students. All classrooms are fitted out with Smart Boards, which are interactive whiteboards that allow active student participation, both in class and later at home. Smart Boards do exactly what computers can do, but enhance the learning experience, allowing lessons written on the board to be saved. This material is then uploaded to Moodle to view at home.

## Printing, Copying and Scanning

Available at all campus, free of cost. Students will need their student ID to get access.

## Moodle

Moodle is the 24/7 online learning system used in all UBSS classes. Moodle is used by lecturers to place course material for students' reference in one central e-repository. Moodle is also used for online chats, wikis, forums, quizzes and assignment submissions. Using Moodle increases students'

knowledge and appreciation of the use of technology and facilitates dynamic and contemporary teaching & learning practice.

Moodle will give students access to subject outlines, readings/recording, submission of assignments, grades and marks etc.

To view details of Moodle, please refer to <https://www.ubss.edu.au/student-central/>

## Official Point of Contact

For all enquiries regarding the support services that UBSS offers to students, please contact:

### Sydney Campus

#### **Madilina Tresca**

UBSS Learning Support Coordinator - Sydney Email: [Madilina.tresca@ubss.edu.au](mailto:Madilina.tresca@ubss.edu.au)



### Melbourne Campus

#### **Assistant Professor Gabrielle Whateley**

UBSS Learning Support Coordinator Melbourne Email: [gabrielle.whateley@ubss.edu.au](mailto:gabrielle.whateley@ubss.edu.au)

### Adelaide Campus

#### **Emma Tran**

UBSS Learning Support Coordinator – Adelaide Email: [emma.tran@ubss.edu.au](mailto:emma.tran@ubss.edu.au)

## Orientation – Online

UBSS provides an orientation program for new students each trimester. It is compulsory for all new students attend this orientation. You will be provided with –

- An overview of life at UBSS
- Academic advice regarding your course and the course structure
- Academic advice regarding subject selection and credit transfer (exemptions)
- Information about wellness, support and Welfare services available to UBSS students
- Details about academic literacy, employability and research workshops and additional
- workshops that are focused on specific subjects (PASS – Peer Assisted Study Support)
- Details about CPA, CA ANZ and IPA accreditation - how it works and what it means when you graduate with the Bachelor of Accounting
- Your student ID Number and UBSS ID Card
- The opportunity to have your questions answered

To view details of the orientation program, please refer to <https://www.ubss.edu.au/orientation/>

## Orientation – Offline

- Students can access the orientation information from the UBSS website at any time.
- To view details of logging into the online orientation session please refer to <https://www.ubss.edu.au/orientation/>

## Enrolment

To apply for entry into any of our available programs download and complete the application form online available here at <https://www.ubss.edu.au/application-form/>

Upon acceptance into the program you will receive an offer letter outlining your enrolment details, tuition fees and conditions of enrolment.

## Credit Exemptions/RPL

Students who have successfully complete Diploma and Advanced Diploma courses with entry into related Bachelor Degrees with advanced standing can be offered credit exemptions subject to approval. This is outlined in the UBSS Credit and Recognition of Prior learning Policy that is available on the UBSS website: <https://www.ubss.edu.au/policies-and-procedures/>

It must meet the below criteria:

- Same/Similar content
- Same/Similar Duration
- Same/Similar level of institution i.e. higher education/university or vocational education at appropriate level of study
- Application must be made by end of Week 2 of the beginning of the first trimester of study
- Granting of exemptions for course that are unrelated to the course for which you are enrolled will not
- receive the same amount of exemptions as a related course

Credits are granted for students from external organisations on an individual basis; based on the Credit Transfer Policy: <https://www.ubss.edu.au/policies-and-procedures/>

### Paying your Tuition fees:

You can pay through bank transfer or BPAY. BPAY is the preferred payment option for UBSS. No merchant fees apply.

- If you do not pay your fees –
- You will not have access to your myGCA account
- You will not have access to our online course material on Moodle
- You cannot take exams
- The system will not record your attendance
- You will be non-compliant with the condition of your Student Visa
- Your CoE will be cancelled and the DHA will be informed
- You may be reported to debt collectors

How to make a payment -

- Log into myGCA student account
- On your student Home page, click on Student Services Online
- Click on Financial status
- On your Account Summary click on Make Payment or Payment and Receipt details and follow instructions

## ACADEMIC INFORMATION, SUPPORT & EXPECTATIONS

### Key Personnel

Student Services Manager: Sumera Qasim Phone: 61 2 8332 2525

Email: [Sumera.Qasim@gca.edu.au](mailto:Sumera.Qasim@gca.edu.au)

Phone: 1300 422 422

Email: [studentservices@gca.edu.au](mailto:studentservices@gca.edu.au)

### CQ Queue Management System

Allows students to:

- Take virtual tickets
- Receive notifications for their tickets
- Book appointments to see UBSS staff

### UBSS App

Download the UBSS App free from the Google Play or Apple App store.

Via the UBSS App student are able to:

- Check their timetables
- Book appointments with UBSS staff
- Live chat
- Follow up on UBSS events
- Check available courses
- Access to the “Student Central”
- View Frequently Asked Questions
- View Policies and Procedures
- And much more



## Booking Appointments

Book an appointment with the Learning Support Coordinator via the UBSS Mobile app.

<https://play.google.com/store/apps/details?id=au.edu.gca.ubssmobile>

Appointments will be held on Microsoft Teams or face to face as advised by the Learning Support Coordinator.

When you visit Student Services on level 10 get your ticket first from the **Queue Management CQ Queue**: <https://www.campusq.com.au/our-technologies/queue-management/>

## Student ID Card

Students are required to have a digital version of their Student ID card (digital photo ID) once enrolled.

## Subject Selection

Visit My GCA/Support Services/Student Services Online/Subject Selection to select your subjects. Subject selection is available to students from Orientation week until the Census date.

Check out the UBSS website for more information on Subject Selection and Courses Subject selection: <https://www.ubss.edu.au/subject-selection/> Courses: <https://www.ubss.edu.au/courses>

## Student Input and Feedback

Student input and feedback is gathered formally and informally and is used to evaluate staff, UBSS facilities and program effectiveness. UBSS management devise evaluation surveys for students and analyse the information collected to make decisions about academic issues, staff employment and training and UBSS facilities. These surveys are confidential and are distributed and collected by UBSS to allow students free and fair comment.

## Attendance

You are strongly encouraged to attend classes as one strategy to facilitate sound academic progress. For online classes: Lecturers keep record of your attendance through a report generated through the online platform (Blackboard collaborate) each time a student logs into participate in the lecture during the lecture time.

## Enrolment Responsibilities

At UBSS it is the responsibility of each student to manage their own enrolment – this involves;

- understanding the requirements for the completion of your degree
- planning the appropriate subjects to enrol in each trimester
- enrolling online at the specified time
- checking that your chosen subjects do not clash

Not managing your enrolment correctly may result in you not being able to complete your degree in a timely manner.

## Academic Progress

UBSS requires that you maintain academic progress to remain enrolled at UBSS and in your course. Rules can be different for each course but generally students who fail one or more subjects in their first year are counselled and offered support. Students who continue to fail the majority of their subjects risk being ‘excluded’ from UBSS.

Your academic progress will be monitored by UBSS and the office of the Deputy Vice Chancellor. Please refer to the UBSS website <https://www.ubss.edu.au/policies-and-procedures/for> more information.

## Credit Transfer

Please refer to the UBSS website <https://www.ubss.edu.au/policies-and-procedures/for> information about credit transfer eligibility and the number of subjects which may be awarded.

## Refund & Cancellation Policy

The refund and cancellation Policy is outlined in your Offer Letter and also on the UBSS website under the UBSS Refund Policy section: <https://www.ubss.edu.au/policies-and-procedures/>

## Statement of Tuition Assurance

### Tuition Protection Scheme – International Students

Under the requirements of the Education Services for Overseas Students (ESOS) Act 2000 as amended, *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

UBSS is required to protect international students in the event UBSS ceases to provide a course of study in which a student is enrolled. UBSS has met the tuition protection requirements through current membership of the Tuition Protection Service (TPS), an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS ensures that international students are able to either:

1. complete their studies in another course or with another education provider or
2. receive a refund of their unspent tuition fees.

In the unlikely event UBSS is unable to deliver a course a student has paid for and does not meet its obligations to either offer the student an alternative course accepting or pay the student a refund of the unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information, see the Tuition Protection Scheme Overview for International Students <https://tps.gov.au/StaticContent/Get/StudentInformation> and also <https://www.ubss.edu.au/tuition-protection-service/>

## Absence due to illness – Provision of Medical Certificates

Medical leave can only be granted if a medical certificate is produced, and this can be uploaded by yourself. To upload a medical certificate into your student account, follow these steps:

- Scan a copy of the original medical certificate
- Visit My GCA /Student Services Online/Support Services/ Approved Leave
- Go to 'Administration Request' on the left of your student homepage
- Click on 'Apply Now'
- Upload your medical Certificate and other documents where applicable
- Doctors are registered with the Australian government and will have a Medicare Provider Number. Enter all the details on the medical certificate including the doctor's name, provider number, and telephone number. Also, do not forget to include the dates and times. Generally speaking, if you were absent for a whole day, the start time should read '09:00' and the finish time should read '15:00'
- Upload the scanned copy of the medical certificate and click on 'submit'
- You must keep the original of all medical documents.

UBSS does not accept the genuineness, validity, or otherwise of the certificates. The UBSS will acknowledge the dates the student was absent and record these as 'Medical leave.'

The original medical certificate or supporting documents must be produced within fourteen (14) days of the student returning to UBSS if the student requires the absence to be recorded. The student must keep the original certificate, and is advised to do so for their own records. UBSS does keep copies of original certificates.

## Approved Leave of Absence

Students must provide supporting evidence should they require leave due to compassionate or other grounds.

Visit myGCA /Student Services Online/Support Services/ Approved Leave

However, it is suggested that any applications for approved leave be discussed with the Program Director and or the Deputy Vice Chancellor.

## Holidays

Students can only take their holidays during the advertised holiday periods at the conclusion of each trimester (which means after all classes and the examination period end).

End of trimester holidays are listed on your Academic Calendar available on UBSS Student Central website: <https://www.ubss.edu.au/academic-calendar/>

The UBSS will not grant any holiday leave and will not issue any holiday approval letters for students during the trimester. It is up to the student to decide if they can afford to take a holiday.

Special leave for compassionate reasons will be considered. Your reasons will be recorded.

## Deferment

Information regarding a Deferment (3 month leave) is outlines in our Deferment Policy on the UBSS website: <https://www.ubss.edu.au/policies-and-procedures/>

Please refer all deferment questions to [Madilina.Tresca@ubss.edu.au](mailto:Madilina.Tresca@ubss.edu.au)

## Awards

You should allow five weeks from the date of completing of your course for confirmation of your eligibility for the Award of a Degree in Accounting or Business. This allows time for examinations to be marked, results to be calculated, reviewed and uploaded on to the student's transcript.

Students receive an award based on the successful completion of all subjects in a course. Awards will only be issued to students whose financial status with the UBSS is up-to-date.

It is the responsibility of the student to understand their obligations with regard to fees due for subjects studied.

## Teaching & Learning

You will find your lecturers very friendly and approachable, and the classroom environment (both face to face and virtual) is quite relaxed and casual at UBSS. Lecturers expect students to call them by their first name.

If you are an international student, you may develop their English skills by actively using authentic language materials from a variety of sources such as newspapers, magazines, podcasts, published books, and the internet.

## Keys to Academic Success

- Ensuring that you attend all your lectures on time
- Ensuring all homework set is completed
- Keeping track of your grades at the UBSS and asking for your lecturers assistance when required.

## Additional tips for International Students

- Getting out and about in the community in your spare time and meeting Australians and other International students (especially from countries other than your own)
- Not getting too caught up in your own language community while you are in Australia as this will mean you use your native language rather than English
- Accessing as much 'real English' as possible by watching local TV stations and listening to the radio, and reading Australian newspapers and magazines

## Academic Support

During the course of the trimester, students should discuss any concerns they have regarding their progress in coursework and assessment with the lecturer. When returning assessed work to students, lecturers provide a clear indication of the extent to which the student has or has not achieved the objectives for each assessment. UBSS has an Academic Progression and Intervention Policy for students who are identified as being at academic risk.

Students should address any concerns they have regarding the marks for each assessment item promptly, rather than wait until the final grade is awarded in the subject.

## Extension of submission date

If a student is experiencing minor difficulties meeting an assignment deadline and require a short extension of time, they should contact their lecturer for advice on correct procedures. In most cases, a brief extension of time does not require special consideration, and should be negotiated at the lecturer/student level.

Students who experience significant difficulty, or anticipate that they will experience difficulty, in meeting assessment requirements must submit their request to the Dean before the due date of the assessment item.

Significant difficulty means:

- serious illness or psychological condition – such as hospital admission, serious injury or illness, severe anxiety or depression.
- loss or bereavement – such as death of a close family member, family/relationship breakdown
- hardship/trauma – such as victim of crime, sudden loss of income or employment, severe disruption to domestic arrangements

Requests are recorded on the student's journal in the system and then sent to Lecturer.

## Special Consideration

Special consideration may include the following:

- Negotiation of due date to submit an assignment
- Additional marks for the assessment item, taking into consideration the severity and duration of any illness or misadventure, the weighting of the item, and predicted performance based on prior assessment results (if available).

Other forms of special consideration may be offered if the above provisions are not suitable in certain cases.

Students may apply for special consideration because of illness or other circumstances (not work related) beyond their control if, for example, they:

- miss an examination; or
- attend an examination but are forced to leave before the allocated time has expired; or
- finish an examination, but believe that their performance was affected

An application for special consideration can be submitted online via myGCA and must be supported by relevant documentation e.g. counsellor or other relevant professional authority. A medical certificate alone is not adequate and will not be accepted for any of the above applications. The onus is on students to provide adequate information about their circumstances. UBSS staff will not follow up for additional information and lecturers have the right to reject applications that lack sufficient information.

## Cheating and Plagiarism

Plagiarism is when you present other people's work as your own, and the UBSS considers this to be cheating. The Plagiarism policy is available in the UBSS Academic Misconduct Policy document on the UBSS website <https://www.ubss.edu.au/policies-and-procedures/>

## Student Misconduct Procedures

Refer to the Academic Misconduct Policy document on the UBSS website

<https://www.ubss.edu.au/policies-and-procedures/> for details. Academic Misconduct at UBSS is overseen by the Academic Integrity Committee. Some forms of academic misconduct are Plagiarism, Collusion, Copying, Impersonation, Contract Cheating. Data fabrication and falsification.

Penalties and sanctions will apply for misbehaviour.

## Complaints and Appeals

A complaint is an expression of dissatisfaction with UBSS procedures, employees or service provision as expressed by one person or a group of people. An appeal is a request for review within the policy term if the matter of dispute has not arrived at a satisfactory resolution.

Things you need to know about complaints and appeals:

- Your identity will not be revealed without your permission

- If you need to appeal against a decision made by UBSS, you have 20 days from the date of the decision in which to make an appeal – your appeal must be in writing
- The complaint or appeal will be at minimal or no cost to you
- You can bring a friend for support when you present your case
- If the appeal is decided in your favour UBSS will immediately take whatever action is needed to put things right
- If you are in the process of an appeal you must still attend classes, pay fees and submit assignments, provided you do this your enrolment will not be suspended or cancelled
- You have the right to appeal an external third party if you are not satisfied with the outcome

For more information please see;

- Grievance and Appeals Policy (Academic)
- Grievance Policy (Non-Academic) available here at <https://www.ubss.edu.au/policies-and-procedures/?tab=Policies%20and%20Procedures>

## Copyright Act

UBSS complies with the relevant copyright legislation. Students are reminded that the use of copied printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act. The UBSS prohibits the use of any software where ownership cannot be proven and also prohibit the photocopying of any material which may infringe copyright laws. Photocopying any more than 10% of a document or book is against the law and heavy penalties may apply. Notices outlining legislation are posted near photocopying machines.

Also, check this web site: [www.copyright.org.au](http://www.copyright.org.au)

## Tests and Exams

### ***Test or Exam timetable***

All UBSS exams are run on a special timetable distributed by the Deputy Dean (Student Experience). It is important that you check this timetable for the date, time and exam venue location as soon as you receive it as your exam MAY NOT be in the same room/venue location or at the same time as your lecture.

- For subjects with large enrolments, you must attend the test or exam for the group you belong to (according to myGCA).
- You should also keep checking your myGCA account and email for possible changes to the exam timetable.



- Running late for an exam because you didn't know that it was at a different time to your normal lecture IS NOT a valid excuse.
- It is your responsibility to turn up 10 minutes before the start of the exam.

### ***Student responsibilities in tests and exams***

- Arrive 10 minutes before the start of your exam. When you arrive, check that you are in the right exam venue, your mobile phone/s have been switched off, checked by the exam invigilator and then placed in your bag or handed to the exam invigilator and your bag is required to be left at the front or back of the exam venue. Students are encouraged to use the toilet prior to the test or exam, if necessary, as students are not permitted to leave the exam venue within the first ten minutes or last ten minutes of a test; or the first thirty minutes and last thirty minutes of an exam. Only one student is allowed to be absent from the exam venue at any time, for toilet breaks. Students are not permitted to take any items with them to the bathroom.
- Ensure that you get everything you require for the test or exam before the assessment starts as you will not be permitted to access your bag or its contents once the test or exam starts.
- You will not be permitted into an exam venue if you are suspected of being under the influence of alcohol or illegal drugs; not enrolled in the subject; don't have photo ID with you; have outstanding fees (non-financial); are rude, disruptive or abusive towards exam invigilators or other students; arrive more than 10 minutes late to an exam or more than 5 minutes late for a test.
- Ensure that you have your own stationery (e.g. pens, pencils, rulers and textbooks if allowed) and if calculators are permitted, ensure that it works and it's non-programmable. Borrowing of any stationery (including non-programmable calculators) is not permitted.
- Only bottled water is permitted into the exam venue (No other food or drinks are allowed into an exam unless arranged in advance with the Deputy Dean (Student Experience)).
- Observe and follow the UBSS's exam protocols. UBSS has zero tolerance towards students who refuse to abide by the UBSS Code of Conduct. This includes students who are physically or verbally abusive or uncooperative to staff (this includes exam invigilators) or other students. Students who deliberately and provocatively refuse to follow the exam invigilator's instructions will be asked to leave the exam room and be reported to the Academic Integrity Committee, who will decide on the penalty. Penalties include a zero score for the exam. Cheating in tests or exams is a serious violation and students caught cheating will be formally reported to the Academic Integrity Committee who will decide on the penalty for this action. This could range from a reduction in marks to expulsion. Any offending material will be immediately confiscated and will not be returned.
- If students require any assistance during the test or exam (need to use the toilet or ask a question), you are required to raise your hand and wait for an exam invigilator. An exam invigilator can only assist with questions regarding the test or exam structure (how many questions students are required to answer) - exam invigilators cannot assist with the meaning

of a word or question, answering questions or confirm whether students have the correct or incorrect answers.

- Listen and follow the exam invigilator's instructions politely and courteously.
- Do not disturb, distract or disrupt other students.
- Students are not permitted to communicate with other students once inside the exam venue.
- Do not use your mobile phone or any other smart electronic devices.
- If a student becomes sick during a test or exam and is unable to continue, the student must hand in their exam paper/s regardless of how many questions they have attempted. If a resit test or exam is required, the student must provide a medical certificate within five days of the test or exam date and apply online on myGCA. The lecturer will grant a resit for tests and the Deputy Dean (Student Experience) will determine if the student is eligible to resit the exam at a later date.
- After the test or exam, students are required to remain and wait until the exam invigilator instructs students to leave.

**Permissible materials in an exam venue:**

- Student ID card or identification with photo ID such as a passport or driver's license
- Stationery (black pens, rulers)
- Bottled water
- Non programmable calculators without storage capability for tests or exams that require calculators

**Prohibited items in an exam venue:**

- Mobile phones or any electronic devices such as Ipods, mp3 players, apple or other electronic watches
- Notes unless the test or exam is an open book or restricted open book exam
- Hats or head coverings that are not worn for religious purposes
- Drinks other than bottled water
- Food or snacks

***Online Exam requirement***

In the event of online examination, students are to follow the below requirement.

- Student must have access to a laptop or PC as you will not be able to access online exams on your
- mobile device

- It's the student's responsibility to ensure their WiFi/network connection is reliable and stable
- Microsoft word software needs to be available on the student's laptop or PC
- Students are required to check their Moodle access prior to the start of their exam
- An email address has been set up for students who have questions and/or need to report exam related issues. This email address is only active during the exam weeks (exams@ubss.edu.au). Students are to report technical issues immediately when they occur attaching screenshots where necessary.
- It is the students' responsibility to log into Moodle 10 minutes before the start of the exam.
- Exam files are to be submitted on the UBSS Moodle portal on time
- Exam file are submitted through the turnitin plugin and students are required to accept the terms and agreements.
- Uploading a blank, wrong or corrupt file will result is the file not being marked

### ***Supplementary exams***

You are eligible for a Supplementary exam if:

- You have missed the final exam due to medical reasons, have uploaded a valid medical certificate on myGCA, applied for leave within 5 working days of missing the exam and have had your leave approved by Student services;
- Achieved between 40-49% in the final exam
- Special circumstances (managed by the Exams team and the relevant Program Director)
- Supplementary exams cost \$250 per subject/exam. If you are late for an exam, you will have to write a Supplementary exam (and pay the \$250 Supplementary exam fee).
- For more information, please read the Supplementary Examination policy on the UBSS website <https://www.ubss.edu.au/policies-and-procedures/> under the Examination Policy & Guidelines section.

### **Timetable**

UBSS operates on a 5 day, Monday to Friday teaching timetable.

In order to begin lectures students will need to get the timetable for each of their subjects. Student can select subjects and access their timetable via their myGCA account.

Students are expected to attend lectures, and to take notes. Some Lecturers provide supporting material on subject web pages; others might prepare handouts to be given out in lectures; some will do neither. It can be tempting to miss lectures, or ask a friend for notes, but this means that students miss

information that is crucial to the successful completion of the course, including material that may appear in exams.

## Results / Grades

Students are able to access their academic transcripts through their myGCA account. The Transcripts will include subjects studied in their course, date completed and grade.

## Recording Results

Grades indicate the level of student performance in a subject against specified criteria and standards. Grades are awarded so that UBSS can provide a statement for the students and UBSS community that indicates the student's achievement of the learning objectives in a subject. Generally at UBSS the subjects are graded with the grades of High Distinction, Distinction, Credit, Pass and Fail.

## Grade Mark Range Descriptor

### **High Distinction 85–100**

Work of outstanding quality on all objectives of the subject, which may be demonstrated by means of criticism, logical argument, interpretation of materials or use of methodology. This grade may also be given to recognise particular originality or creativity.

### **Distinction 75–84**

Work of superior quality on all objectives, demonstrating a sound grasp of content, together with efficient organisation and selectivity.

### **Credit 65–74**

Work of good quality showing more than satisfactory achievement on all objectives, or work of superior quality on most of the objectives.

### **Pass 50–64**

Work showing a satisfactory achievement on the overall objectives of the subject.

### **Pass Not Graded**

Work showing a satisfactory achievement on the overall objectives of the subject.

### **Fail 0–49**

Unsatisfactory performance in one or more objectives of the subject as contained within the assessment items.

### **NA Not attempted W Result withheld**

The Program Directors may determine that supplementary assessments are required, or that alternative examiners and/or special assessments are required because of misadventure.

Students who receive a 'W' result must immediately contact their Program Director to ensure that they understand what is required to complete subject requirements otherwise the result will be changed to Fail after the prescribed period. W results must be cleared within the prescribed period: no later than two weeks after the beginning of the following trimester.

### **Withdrawn**

Approval may be granted for withdrawal from a subject without a Fail grade after the Census date. Although the student will not have a Fail grade, they will incur a financial liability for the subject.

### **AF Absent Fail**

Withdrawn after the due date and approval for withdrawal without academic Fail has not been granted. The student will incur a financial liability for that subject and the status on the academic record for that subject will be 'Withdrawn/Fail'.

## Concerns with Results

### **Remarking and Resubmission**

The Subject Assessor is responsible for remarking an assessment item where a second marker is required and the original marker was the Program Director/Lecturer. Program Directors/ Lecturers may request that Subject Assessors help them in any review of assessments. Details are available in the Examinations Policy & Procedures outlined in the UBSS Academic Policies & Procedures document.

### **Subject Re-Attempt**

Should students fail any subject, they will need to re-enrol and pay for the subject again. Any repeat subject will be charged at the standard fee.

## Student Grievance Procedures

We hope that your time at UBSS will be fun and trouble-free, but we recognise that this may not always be the case. There are steps you can take if you feel that you are being treated unfairly, or being discriminated against, or if you believe you are being sexually harassed. UBSS has a grievance procedure that all students and staff can use at such times. If you have a problem with an individual, or

the policy of the UBSS, you are entitled to make a formal complaint. If matters cannot be resolved at the UBSS, academic or staff level, then students are able to lodge a formal complaint following the grievance procedures as outlined in the UBSS Academic Policies. You can also make an appointment with student services who will advise you and help you through the process.

For more information on how to lodge a grievance go to: <https://www.ubss.edu.au/policies-and-procedures/>

## Counselling Services

If a student is feeling distressed or upset, a lecturer or staff member can be approached by the student. If the student does not wish to do this, they can talk to the Dean who will then organise other forms of support or external counselling.

GCA has a Grievance Policy on the UBSS website <https://www.ubss.edu.au/policies-and-procedures/> that provides assistance with external professional /community bodies who have the expertise to intervene on a range of non-academic problems. Appointments can be made by the Student Services team. This service is free of charge and confidential.

### ***Mental Health Information Services***

Students can access mental wellness support from the Government through NSW mental health services.

### **Mental Health Hotline (24/7)**

Call: 1800 011 511 [www.study.sydney/student-welfare/mental-health-and-wellbeing](http://www.study.sydney/student-welfare/mental-health-and-wellbeing)

There are also many resources to which you can refer for information about mental illness. Helplines, websites and government mental health information services provide a range of services.

### **Australian Government: AIHW MHSA**

Australian Government website provides information on mental health services in Australia.  
<http://mhsa.aihw.gov.au/home/>

### **Beyondblue Support Service - Support. Advice.**

Action Information and referral to relevant services for depression and anxiety related matters  
Call: 1300 22 46 36 <http://www.beyondblue.org.au/get-support/get-immediate-support>

**Lifeline** 24 hour telephone counselling service

Call: 13 11 14

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

### ***External Counselling services – Sydney***

The Sydney University Psychology Clinic

Door 3 – Mackie Building, 2 Arundel Street, Forest Lodge, University of Sydney NSW 2006

Phone: (02) 9114 4343,

Website: <https://www.sydney.edu.au/students/counselling-and-mental-health-support.html>

### ***External Counselling services – Adelaide***

Student Life Counselling Support

Ground Floor, Horace Lamb Building, North Terrace Campus,

THE UNIVERSITY OF ADELAIDE SA 5005 AUSTRALIA

T: +61 8 8313 5663

[www.counselling.centre@adelaide.edu.au](mailto:www.counselling.centre@adelaide.edu.au)

### ***Internal Counselling is available at the Melbourne Campus***

## Wellness

UBSS prides itself on creating a safe environment for both students and staff.

### **Bullying, Discrimination and Harassment**

- Bullying, discrimination and harassment are not tolerated at UBSS. Bullying includes such behaviours that could be expected to intimidate, offend, degrade, humiliate, undermine, or threaten. This can be done physically or psychologically.
- Discrimination happens when there is an adverse action, such as demoting someone, because of a person's characteristics such as their race, religion or sex, whereas bullying is not based on the person or group's characteristics.
- Harassment includes any act of physical or verbal abuse, bullying, improper influence and/or intimidation committed by a student upon others.
- Students and staff can report all incidents to Student Services and all student's concerns will be kept private and confidential.
- For more information refer to the following policies;
  - Wellbeing and Safety Policy
  - Mental Health Policy
  - Critical Incident Policy

Workplace Discrimination and Harassment Policy these are available here at <https://www.ubss.edu.au/policies-and-procedures/?tab=Policies%20and%20Procedures>

### Sexual Assault and Sexual Harassment

- Sexual assault and harassment will not be tolerated at UBSS under any circumstances.
- Sexual Assault is a general term used to describe a broad range of sexual crimes committed against a person.
- These crimes include sexual intercourse without consent, aggravated sexual assault, indecent assault and acts of indecency.
- Sexual harassment is any unwelcomed behaviour of a sexual nature, including, but not limited to, unwelcomed sexual advances, persistent questions relating to a person's sexual orientation or sex life, or unwelcome requests for sex or sexual favours.
- When a student/staff member reports behaviour that UBSS suspects may constitute criminal behaviour, UBSS will advise the student/staff member who experienced the sexual assault or sexual harassment of the option of reporting to the police.
- The provider should support the student or staff member if they choose to report such matters to the police, but should not require them to do so.
- UBSS has a dedicated Wellness Committee see here <https://www.ubss.edu.au/media/4274/wellness-committee-membership-january-2023.pdf>
- For more information refer to
  - Sexual Misconduct Prevention and Response Policy
  - Workplace Discrimination and Harassment Policy available here at <https://www.ubss.edu.au/policies-and-procedures/?tab=Policies%20and%20Procedures>

If an incident occurs during class hours inform your lecturer/direct line manager/or Program Director and/or contact the following Staff —

- Madilina Tresca, Learning Support Coordinator - Sydney [Madilina.Tresca@ubss.edu.au](mailto:Madilina.Tresca@ubss.edu.au)
- Gabrielle Whateley, Learning Support Coordinator – Melbourne [gabrielle.whateley@ubss.edu.au](mailto:gabrielle.whateley@ubss.edu.au)
- Emma Tran, Learning Support Coordinator – Adelaide [emma.tran@ubss.edu.au](mailto:emma.tran@ubss.edu.au)
- Sumera Qasim, Student Services Manager – [sumera.qasim@gca.edu.au](mailto:sumera.qasim@gca.edu.au)

**AFTER HOURS** call 1300 GCA GCA



## Legal Assistance

### NSW

- Legal Assistance in NSW and My Legal Mate LawAccess NSW is the best place to start to resolve a legal problem in NSW, as they are able to provide legal information and a referral to the most appropriate service. In some cases, they may provide legal advice over the telephone. Phone: 1300 888 529 Website: [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)
- The Redfern Legal Centre provides free, confidential advice to international students in NSW about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. Offers services in Arabic, Farsi, Chinese, Filipino, Hindi, Indonesian, Korean, Malay, Russian and Thai. Address: 73 Pitt Street Redfern, NSW 2016 Phone: (02) 9698 7277 Website: <http://rlc.org.au/our-services/international-students>
- My Legal Mate App is available for free for the safety and wellbeing of international students. My Legal Mate: [www.study.sydney/student-welfare/my-legal-mate](http://www.study.sydney/student-welfare/my-legal-mate) International Student Welfare Services Hub International Student Welfare Services Hub is developed to connect that international students with support services available locally and nationally in Australia during the COVID 19 pandemic. For more information, see the website [www.study.sydney/news-and-stories/news/covid-19-international-student-welfare-support](http://www.study.sydney/news-and-stories/news/covid-19-international-student-welfare-support)
- Fair Work Ombudsman: Students can access for information on their employment rights and conditions, and ways to resolve workplace issues through the Fair Work Ombudsman. <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplaceentitlements/introduction-to-the-national-employment-standards> Work Infoline for work place relations queries on 13 13 94.

## Student Webmail Access

To access your personal Office 365 based student webmail, follow these steps:

- Click on the "Access Student Webmail" link at the bottom of the page myGCA website <https://www.gca.edu.au/Content.aspx?pid=220>. This will take you to the Office 365 Online portal
- You will be prompted for login user name and password
- Use your GCA Student email address as the username. Remember that all GCA Student email addresses are in the format "student id number@studentmail.gca.edu.au"
- For example, if your student ID number was 999999, your login user name (and your email address) would be "999999@studentmail.gca.edu.au"
- Use your myGCA password as the login password
- Press the "Sign In" button

- Once you are signed in, click on the "Outlook" link to view your mail

## Skill Development

**Centre for Entrepreneurship (CFE)** - Students have an immediate exposure to highly acclaimed entrepreneurs and organisations, directly involved in business in Australia.

<https://www.ubss.edu.au/centre-for-entrepreneurship/>

**The Business Strategy Game** - The Business Strategy Game is an online simulation game where students can compete with other students from world-renowned universities and business schools around the world. UBSS students have an outstanding performance and recently one group reached #1 in the world!!

**Capstone Project** - It is a multi-faceted project that serves as a culminating academic and intellectual experience for students. <https://www.bsg-online.com/tour/students.html>

## Graduation

All UBSS graduations are held at the Sydney Opera House – One of Australia’s best known landmarks.

UBSS graduation ceremonies are available for viewing on the UBSS website.

<https://www.ubss.edu.au/ubss-graduations/>

## SAFETY INFORMATION

### Workplace Health and Safety (WH&S)

All staff and students are bound by the Work Health and Safety Act 2011 as per the GCA Group of Companies Work, Health and Safety (WHS) Policies and Procedures.

Ultimately, Health and Safety is everyone's responsibility, therefore all persons in UBSS have a duty of care to ensure the safety of themselves and others. As a student if you are unsure regarding safety or need to report something you feel is 'unsafe' please speak with your Lecturer or contact student services for advice.

### Evacuation Procedure

Evacuation Plans are posted on every floor near the lifts and in every room – make yourself familiar with them.

### Emergency Contacts

Knowing how to call Triple Zero (000) is the quickest way to get the right resources from Emergency services to help you and should be used to contact Police, Fire or Ambulance services in life threatening or time critical situations.

Calls to Triple Zero (000) are FREE.

### UBSS First Aid

#### **Senior First Aid officers**

- Jotsana Roopram & Sumera Qasim Sydney Campus
- Greg Whateley Melbourne Campus
- Emma Tran, Adelaide Campus

#### **First Aid Kit location**

- Level 10 - Student Services and Level 11 – Office of the Deputy Vice Chancellor, Sydney CBD Campus
- Admin Office, Student Services, SA TAFE, Regency Park Campus,

- Admin Office, Melbourne CBD Campus

## Safety in Sydney, Melbourne and Adelaide

Australia is a very safe place to live and study. The 2011 OECD Better Life Index rated Australia 9.3 out of 10 for safety, one of the highest ratings awarded to any country

<http://www.oecdbetterlifeindex.org/countries/australia/>.

But it is still important to look after yourself and be aware of the risks that exist - and ways to minimise them. This is particularly important for when you first arrive and are adjusting to your new way of life.

Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire

Please remember:

- Do not leave your personal belongings unattended anywhere
- Do not tell strangers where you live
- Beware of theft

## Hygiene on Campus

Please refer to the signs around the building regarding proper hygiene on campus.

## FOR INTERNATIONAL STUDENTS VISA CONDITIONS AND LEGAL REQUIREMENTS

### Visa Conditions

International students in Australia are required to observe certain visa conditions. It is very important that you understand what your visa entitles you to do, and what you are not permitted to do. In some circumstances, UBSS is required to report breaches of Student Visa conditions to the Department of Home Affairs. All International students should take the time to look at the website (<https://www.border.gov.au/>) which provides information on the conditions of Student Visas, as well as forms and other information. The main points students need to be aware of are summarised below:

### Your Address

You must notify UBSS of your current Australian address and contact details within 7 days of your arrival. If you have not already informed UBSS of your address in Australia, then you must do so as soon as possible. This can be done online through myGCA.

### Work Rights

There are restrictions on the hours worked during trimester. From 1 July 2023 it is 48 hours per fortnight. For more information please see here <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders#:~:text=From%201%20July%202023%2C%20work,of%2048%20hours%20per%20fortnight>

You must continue to balance your study and work commitments even though there is flexibility in the number of hours you can work.

### Correct Details

The information Department of Home Affairs has about what course you are studying must be accurate at all times. If you change your course, make sure you inform UBSS so that this information can be passed on to Department of Home Affairs.

### Overseas Student Health Cover (OSHC)

It is mandated by the Australian government all international students {with a few exceptions} **must have** an OSHC insurance for the duration of their Student Visa. OSHC Australia will assist you in finding the insurance that best suits your needs and financial situation.

If you are required to extend your student visa, it is your responsibility to arrange additional health cover and to notify the OSHC provider of any change of address. You can choose your OSHC cover while you study in Australia.

Contact OSHC: +61 73333 1521

Email: [support@oshcaustralia.com.au](mailto:support@oshcaustralia.com.au) Website: [www.oshcaustralia.com.au](http://www.oshcaustralia.com.au)

## Finances

You must satisfy the requirements of the visa you were granted, including sufficient financial capacity to support yourself and any dependents during your period of study.

## School Aged Children

If you have children of school age, they must attend school and you must pay any relevant school fees in full. Any dependents who travel with you must not remain in Australia after you leave.

You may be required to pay the full fees for your children's schooling at either a government school or non-government school. The cost per year ranges from \$6,500 to \$15,000 for a non-government school and government school.

For more information please follow the link: <https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children>

## Course Changes

You cannot change your course unless UBSS has granted approval. If you are thinking about changing your course of study, you need to ensure that you continue to meet all the conditions that apply to your student visa.

## Student Visa Conditions

For the full list of conditions that apply to student visa holders, please visit:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

## Full-Time Study Requirements

International Students are required to complete their study within the expected program duration. The expected duration is given on your CoE (Confirmation of Enrolment). To complete your program in the

expected duration, you will need to be enrolled in the eligible study load each trimester (i.e. 8 subjects per year).

## National Code Standard and the ESOS Act

The National Code is legislation regulating the provision of education to on-shore international students and is part of the ESOS Act (Education Services for Overseas Students Act). If you are studying in Australian on a Student Visa, the National Code 2007 applies to all areas of study including:

- Study requirements
- Enrolment requirements
- Younger students
- Transferring providers
- Credit transfer
- Student support services
- Complaints and appeals
- Completion within required duration
- Monitoring of course progress
- Deferring, suspending or cancelling your enrolment

**For more information on the National Code please refer to the below:**

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

**For more information on the ESOS Act please refer to the below:**

<https://www.legislation.gov.au/Details/C2022C00066>

## ACCOMMODATION

### Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

### Types of Accommodation:

#### **Rentals**

Median weekly rents in Sydney are approximately \$525 for an apartment and \$700 for a house. However, these prices can vary greatly depending on the size, quality and location of the rental property. The same applies for Melbourne and Adelaide rental market.

Generally speaking, locations close to the city or beaches can be much more expensive. Cheaper rental accommodation can usually be found at longer distances from the city centre.

Refer to the property guide website <http://www.realestate.com.au/rent> for a listing of current rental properties available in your city.

#### **Where to Look for Accommodation:**

The following is a list of places where you can go to find advertisements for accommodation:

- Real Estate Agent windows & websites –
  - <http://www.domain.com.au/>
  - <http://www.realestate.com.au>

### Things to Keep in Mind When Renting:

#### **Security Deposits/Bond**

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than \$2,100 dollars (4 weeks rent). A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.



The landlord or real estate agent must lodge your rental bond with the NSW Office of Fair Trading within 7 days of receiving it from you. When you decide to leave the premises, a 'Claim for return of bond money' form must be submitted to the NSW Office of Fair Trading and (interstate equivalents) before the bond money can be refunded.

Some handy links are below:

- <https://www.fairtrading.nsw.gov.au/housing-and-property/renting>
- <https://www.sa.gov.au/topics/housing/renting-and-letting/residential-bonds>
- <https://www.consumer.vic.gov.au/housing/renting>

### ***Signing a Lease***

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

### ***Inspection of Property***

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed - and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

### ***Utilities***

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Contact 'Fast Connect', a free service funded by providers that can connect your gas, water, and telephone, broadband and pay TV:

<http://www.fastconnect.net.au>

***Restrictions***

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

***Inspecting a Potential Property***

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

## LIVING IN SYDNEY, MELBOURNE AND ADELAIDE

International and domestic students can take advantage of the Australian experience. Visit the following websites for more information on living in Sydney, Melbourne and Adelaide, Places to explore and cost of living at Sydney Melbourne and Adelaide.

- Australia:** <https://www.ubss.edu.au/living-in-australia/>  
<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>
- Tourism NSW:** <https://www.destinationnsw.com.au/>
- What's On in Sydney:** <https://whatson.cityofsydney.nsw.gov.au/>
- Sydney:** <http://www.cityofsydney.nsw.gov.au/>  
<https://www.ubss.edu.au/living-in-sydney/>
- Melbourne :** <https://liveinmelbourne.vic.gov.au/discover>  
<https://liveinmelbourne.vic.gov.au/discover/things-to-do-in-melbourne>
- Adelaide :** <https://www.migration.sa.gov.au/why-south-australia/live/lifestyle>  
<https://www.cityofadelaide.com.au/>

Sydney, Melbourne and Adelaide are among the largest cities in Australia, the hub of social events, close to many tourist attractions and an ideal place to experience the Australian culture and lifestyle. It is also a perfect base for seeing the rest of Australia with many forms of transport to take you anywhere you would like to go

### Places of Worship in Sydney

#### CHURCHES ANGLICAN

- St Andrew's Anglican Cathedral – corner Bathurst & George Streets, next to Town Hall St James Church – 173 King Street, Sydney
- Christ Church St Laurence Anglican Church – 812 George Street, Railway Square Holy Trinity Anglican Church – 50 Lower Fort Street, Miller's Point
- St Philip's – 3 York Street, Sydney

#### BAPTIST

- Central Baptist Church – 619 George Street, Sydney

**CATHOLIC**

- St Mary's Catholic Cathedral – UBSS Street, Sydney
- St Benedict's Catholic Church – cnr Chippendale & Parramatta Roads, Broadway
- St Peter Julian's Catholic Church – 641 George Street, Haymarket

**LUTHERAN**

- Martin Luther German Lutheran Church -90 Goulburn Street, Sydney

**PRESBYTERIAN**

- Scots Presbyterian Church – 44 Margaret Street, Sydney
- St George's Presbyterian Church of Eastern Australia – 201a Castlereagh Street, Sydney

**SALVATION ARMY**

- Congress Hall – 140 Elizabeth Street, Sydney

**SCIENTOLOGY**

- Church of Scientology – 201 Castlereagh Street, Sydney

**UNITING**

- St Stephen's Uniting Church – 197 Macquarie Street, Sydney The Uniting Church – 8/222 Pitt Street, Sydney

**MOSQUES (and prayer rooms)**

- Vodafone shop Musallah prayer room (upstairs), 36 York Street, Sydney, 2001 (02 9299 2798)
- Sydney City – York Street Convenience store prayer room 32 York Street, Sydney, 2000
- Town Hall Mussalah, 167B Castlereagh Street, Town Hall, Sydney, NSW, 2000
- University of Central Queensland Musalla, Room 609, 333 Kent Street, Sydney, 2000
- Blight Street 1-7 Bligh street (See Vodafone shop for keys (opposite Grace Hotel) 02 9299 2798
- Surry Hills Mosque 75-177 Commonwealth St, Surry Hills NSW 2010
- Wynyard Mussalah, 60 Clarence Street, Sydney, NSW 2000
- Sydney City Musalla Level 2, 19- 21 Hunter Street, Sydney, 2000
- Ultimo TAFE prayer room on Mary Ann street 19 Mary Ann street, Ultimo, NSW, 2007
- Mascot Musallah, Upstairs 1215 Botany Road, Mascot, NSW 2020, 02 96624410 Surrey Street
- Darlinghurst Musalla, 62 Surrey Street, Darlinghurst, 2010

- Darling Harbour Musalla, Level 1, 56-60 Erskine Street, Sydney, 2000
- Millers Point Musalla Abraham Mott Hall, 15A Argyle Place, Millers Point, Sydney, 2000

## TEMPLES

### **Buddhist temples**

- Sze Yup Temple 2 Edward St, Glebe NSW 2037 (Chinese Buddhist)
- Wat Buddharangsee temple 49 Trafalgar St, Sydney (Chinese Buddhist)
- Nan Tien Temple, (Buddhist temple) 180 Berkeley Road, Berkeley NSW 2506

### **Hindu temples**

- Hare Krishna temple, 180 Falcon Street, North Sydney, 2060

There are no prayer rooms on campus.

## Places of Worship in Melbourne

### **CHURCHES ANGLICAN**

- St Paul's Cathedral, Cnr Swanston & Flinders St., Melbourne
- St Peter's Eastern Hill, 15 Gisborne St., Melbourne
- St Luke's, 210 Dorcas St., South Melbourne, 3205

### **BAPTIST**

- Emmanuel Baptist Church – 524 Elizabeth St., Melbourne

### **CATHOLIC**

- St Patrick's Cathedral – 1 Cathedral Place, East Melbourne, 3002
- St Francis' Church – 326 Lonsdale St., Melbourne 3000
- St Augustine's Church – 631 Bourke St., Melbourne 3000

### **LUTHERAN**

- German Lutheran Church -22 Parliament Place, East Melbourne 3002

### **PRESBYTERIAN**

- Scots Presbyterian Church – 44 Margaret Street, Sydney

- St George's Presbyterian Church of Eastern Australia – 201a Castlereagh Street, Sydney

**SALVATION ARMY**

- Congress Hall – 69 Bourke Street, Melbourne, 3000

**SCIENTOLOGY**

- Church of Scientology Melbourne - 231-251 Mt Alexander, Ascot Vale, 3032.

**UNITING CHURCH**

- St Stephen's Uniting Church – 197 Macquarie Street, Sydney
- The Uniting Church – 8/222 Pitt Street, Sydney

**MOSQUES (and prayer rooms)**

- Queen St Musallah, 2/131 Queen St., Melbourne, 3000
- Muslim.in Mosque, 17 Victoria St., Melbourne, 3000
- ICV, 66-68 Jeffcott St., Melbourne, 3001

**TEMPLES****Buddhist temples**

- Melbourne Buddhist Centre 23 David Street, Brunswick, 3056
- WFO Guang Shan Melbourne 89 Somerville Road Yarraville, 3013
- See Yup Temple, 76/80 Raglan St., South Melbourne, 3006

**Hindu temples**

- Hare Krishna Temple (ISKCON), 197 Danks St., Albert Park, 3206

There are no prayer rooms on campus.

**Places of Worship in Adelaide**

- <https://www.experienceadelaide.com.au/blog/a-guide-to-adelaides-churches/>
- [https://sacommunity.org/search?s=mosque&location=0&op=Search&form\\_build\\_id=form-eedd488ad96bc0cadf892071cec3821b&form\\_id=\\_cu\\_display\\_search\\_block\\_form](https://sacommunity.org/search?s=mosque&location=0&op=Search&form_build_id=form-eedd488ad96bc0cadf892071cec3821b&form_id=_cu_display_search_block_form)

## LIVING IN AUSTRALIA FOR INTERNATIONAL STUDENTS

### Plan your Departure

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

For more information on Living in Australia visit: <https://www.ubss.edu.au/living-in-australia/>

### Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from GCA
- Confirmation of Enrolment (CoE) issued by GCA
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age
- If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you
- What to Bring: Students are often surprised by how strict Department of Home Affairs can be

If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Department of Home Affairs homepage <https://www.homeaffairs.gov.au/> and read "What can't I take into Australia?"

Also let your family and friends know "What can't be mailed to Australia?"

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

## Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

## Clothing

On most campuses, students usually dress informally. Jeans or trousers with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring your traditional dress and accessories.

The standard voltage for electrical items in Australia is between 200-240V.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document and you must read the instructions carefully. Don't be afraid to ask airline staff if you have any questions.

For more information, please visit <https://www.studyinaustralia.gov.au/english/live-in-australia/plan-your-departure>



## ARRIVING IN AUSTRALIA

### Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

### Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

### Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <https://www.homeaffairs.gov.au/>

### Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

For more information, please visit <https://www.studyinaustralia.gov.au/english/live-in-australia/arrival>

## SUPPORT SERVICES FOR STUDENTS

### Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services.

For more information see <https://www.accc.gov.au/consumers/buying-products-and-services/consumer-rights-and-guarantees>

### Commonwealth Ombudsman for international students

The Commonwealth Ombudsman investigates complaints about problems that international or overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

### Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees)
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities)

### Finding Work

There are many different ways to find a job in Australia, although online is now the most common. Try these online companies:

[www.seek.com.au](http://www.seek.com.au) [www.careerone.com.au](http://www.careerone.com.au) [www.mycareer.com.au](http://www.mycareer.com.au) [www.jobsearch.com.au](http://www.jobsearch.com.au)

## TRAVEL AND TRANSPORT SYDNEY, MELBOURNE AND ADELAIDE

### Getting From the Airport

International Airport is situated quite close to the Central Business District (CBD) and is accessible to public transport.

#### ***Train***

There are rail stations located at both the International and Domestic Terminals.

The International rail station is located at the northern end of the terminal and is accessible from the arrivals level.

#### ***Travel to the City***

Airport Link is a fast and convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey into the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle which means most city destinations are within a short walk of stations.

- In Melbourne, Sky bus Services run between Airport to CBD at a reasonable cost.
- In Adelaide, bus services run between Airport to CBD at a reasonable cost.

#### ***Travel to the Suburbs***

Tickets can be purchased to all Sydney stations from the International and Domestic rail stations. Simply catch the train from the International or Domestic stations to Central station and change for all suburban services.

For more information on fares, maps and travel planners visit the Airport Link website or phone +61 2 8337 8417.

### Public Buses

There are many bus services that operate to and from Sydney Airport - most of which require pre-booking. See the options below to determine which service best suits your needs.

## Sydney Buses

Sydney Buses has a timetabled service between Bondi Junction and Burwood with stops at both T1 International and T3 Domestic Terminals. Clearly marked bus stops are located on the arrivals level outside each of these terminals.

General Information about fares, timetables and connections

- For Sydney see <https://transportnsw.info/travel-info/ways-to-get-around/bus#/>
- For Melbourne <https://www.ptv.vic.gov.au/>
- For Adelaide <https://www.adelaidemetro.com.au/>

## HEALTH

### ***Emergencies***

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

### ***Emergency Translation***

For translation service in an emergency situation dial 1300 655 010. medical insurance in this case.

### **Need a Doctor**

For health-related matter visit Sydney CBD Medical Centre.

It is located across the street from our building. Remember to take with you proof of your current student registration status at UBSS.

Contact details: +61 2 9268 0133

Address: 242 Castlereagh Street, Sydney NSW 2000

For health-related matter visit Adelaide CBD Medical Centre <https://generationsfmpj.com.au/>

Address: Shop 19, 113-131 Days Road, Croydon Park SA, 5008.

### ***Medical Facilities in Melbourne***

*Royal Melbourne Hospital*

*300 Grattan St., Parkville, 3052, VIC*

*Royal Women's Hospital*

*20 Flemington Rd, Parkville, 3052 VIC*

*Royal Children's Hospital*

*50 Flemington Rd., Parkville, 3052 VIC.*

### ***Medical Facilities in Sydney***

#### **Hospitals**

*Royal Prince Alfred Hospital*

Missenden Road Camperdown NSW 2050

Phone: +61 2 9515 6111

*Prince of Wales Hospital*

Barker Street. Randwick. NSW. 2031 Ph: 9382 2222

*Sydney Hospital and Sydney Eye Hospital 8 Macquarie Street, Sydney NSW 2000*

Ph: 9382 7111

For more information about the locations of hospitals around Sydney, visit:

<https://www.health.nsw.gov.au/Hospitals/Pages/default.aspx>

### **Medical Facilities in Adelaide**

#### **Hospitals**

Royal Adelaide Hospital

Port Road, Adelaide SA 5000

<https://www.rah.sa.gov.au/>

## CONSULATES & EMBASSIES

If you require assistance from your countries consulate, need to contact your embassy, or would like information on your national day, please visit the Australian Government Department of Foreign Affairs and Trade website.

### Department of Foreign Affairs and Trade (DFAT)

As well as links from the Department of Home Affairs website the Department of Foreign Affairs and Trade website <https://www.dfat.gov.au/> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.