



INTERNATIONAL STUDENT ORIENTATION SESSION

University of Canberra, Bruce ACT 2617 Australia
ABN 81 633 873 422 | CRICOS 00212K | TEQSA Provider ID: PRV12003 (Australian University)



WELCOME



📍 NGUNNAWAL COUNTRY



Acknowledgement of Country

I acknowledge the Ngunnawal people who are the traditional custodians of this land on which we are meeting and pay respect to the Elders of the Ngunnawal Nation both past and present. I extend this respect to all Aboriginal and Torres Strait Islander peoples in attendance today.

As we share our own knowledge, teaching, learning, and research practices within this University, may we also pay respect the knowledge and traditions of the Ngunnawal peoples.





Your wellbeing, success
and safety are our priority.

We are here to support you.
Connect with us.



Student Wellbeing & Support

We are your point of contact for:

- Wellbeing support
- Orientation and transition support
- Activities and events for international students
- Customised, holistic support for international students
- Or any other concerns or challenges that you may face throughout your entire degree at UC
- Support for Australia Awards scholarship holders
- Support for Under-18 international students

We provide individualised support and information to help you navigate your journey at UC in the best way possible.

wellbeing@canberra.edu.au



Student Centre

Your point of contact for:

- Advice about your unit enrolment
- Managing your studies
- Fees
- Navigating changes to your study plan
- Applying for
 - an extension of your COE
 - a study load variation
 - intermission
 - release request
 - discontinuation

The Student Centre team are available for students to access support via drop-in, phone call or email Monday-Friday 10am-4pm.

student.centre@canberra.edu.au

SAFETY IN AUSTRALIA



call 000

- Police
- Fire
- Ambulance

UC Campus Security
Emergency contact on campus from
any University phone.
Ph: 6201 2222 Ext. 2222

There are a lot of support services
available all day and night to
support students:

- Lifeline 13 11 44
- Poisons Info Line - 131 126
- Health direct - 1800 022 222

KEY SUPPORT CONTACTS

Seeking help will not impact your academic record or your student visa status.



- STUDENT WELLBEING & SUPPORT

- wellbeing@canberra.edu.au
- 02 6206 8841



- MEDICAL & COUNSELLING

- 02 6201 2351
- Download the hotdoc app

- STUDENT CENTRE

- Building 1, Level B
- internationalstudent@canberra.edu.au
- student.centre@canberra.edu.au
- 1300 301 727

- UC CAMPUS SECURITY (24/7)

- 02 6201 2222

Save this number in your phone!

- EMERGENCY SERVICES (24/7)

- 000

This is the number for police, ambulance and fire department

- UC CRISIS LINE

- Call: 1300 271 790
- text: 0488 884 227

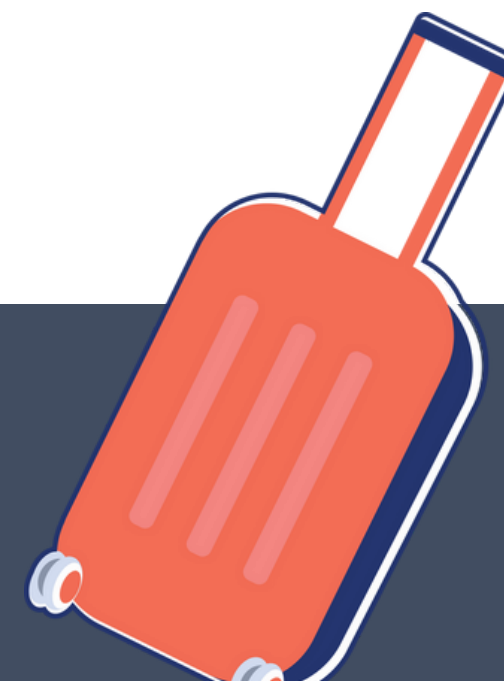
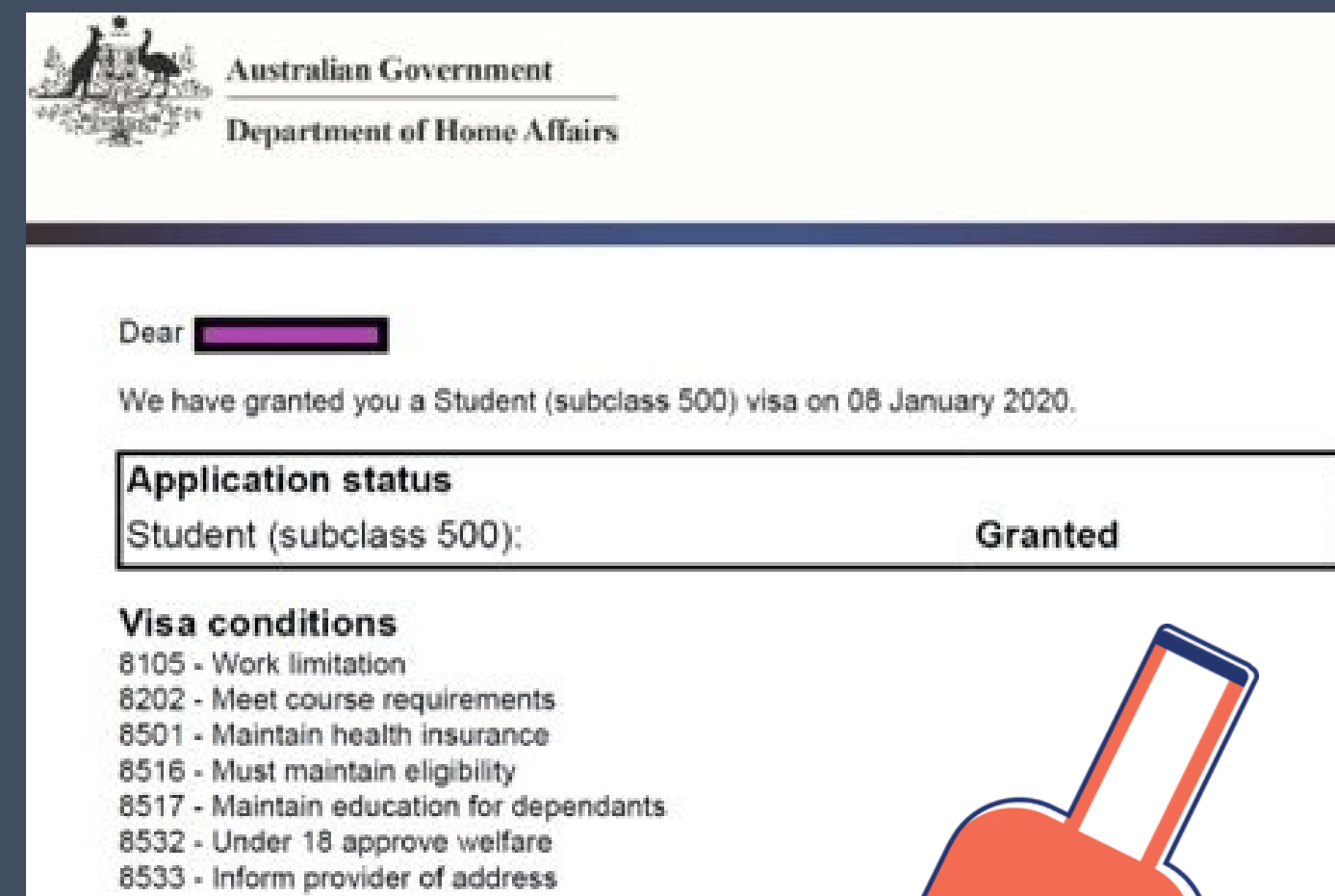
Support after-hours and weekends



CUSTOMISED GUIDANCE WITH MANAGING YOUR STUDIES

Across Student Wellbeing and Support and the Student Centre teams, UC provides a wide range of support, advice and connection for all students.

- We can assist you to understand your student visa and expectations of studying in Australia.
- The Student Centre team assesses requests for reduced study load, intermission, CoE extensions. To talk these options through, or if you need more support in this process, our Student Wellbeing and Support team is here for you.
- We provide advice and support to you on university processes and how it may impact your student visa
- You can drop-in to the Student Centre Mon-Fri to connect with either team and access personalised advice and support





WELLBEING ACTIVITIES

Throughout the coming weeks, our team run a wide range of activities for students to support you to connect with your peers, with the UC community and with Canberra and the region.

Join us!

- Support Pop Ups and Events
- Targeted Orientation Activities
- General information, advice and guidance to ensure a successful transition to UC
- Thrive Together: Wellbeing Weekly activities
- Free International Student Monthly Lunches
- Wellbeing excursions!
- Swimming lessons



UC STUDENT MENTOR PROGRAM

The UC Student Mentor Program involves current university students providing support and connection for fellow students for the duration of a semester.

Student Mentors facilitate structured weekly Mentoring sessions and are available to answer questions, provide guidance as required and connect with relevant support services at UC.

"As a new student on campus, this program helped me feel like I had someone that could help me out when I needed it. I felt really supported and had a really great time meeting up with my mentor."



UC STUDENT MENTOR PROGRAM

SIGN UP FOR A MENTOR:



FOR MORE INFORMATION, CONTACT UCTHRIVE@CANBERRA.EDU.AU

STUDY SKILLS

Supporting your study help needs on-campus and online

Planning your time

Using online sites e.g. MyUC, UCLearn

Assessment writing

Researching & note-taking

Language skills development

Academic Integrity

Referencing and more

Timetables and access information on the
Study Help site: www.canberra.edu.au/studyhelp

E: studyskills@canberra.edu.au

Ph: 6201 2205

Study Skills Services

ASK Advisors – general study and
Library help

Study Skills Drop-In – specialist study,
referencing and English language help

PALS (Peer Assisted Learning Sessions)
– group study sessions for many core
units in SciTech, BGL and Health

MASH – specialist Maths, Statistics and
IT Help

Studiosity

Online 24/7 study help:

Writing Feedback

Connect Live

Available via the left menu of
your unit teaching sites or the
Study Help site



Study Skills Courses

Self paced:

Academic Integrity Module (AIM)

Study Skills for Success

Workshops:

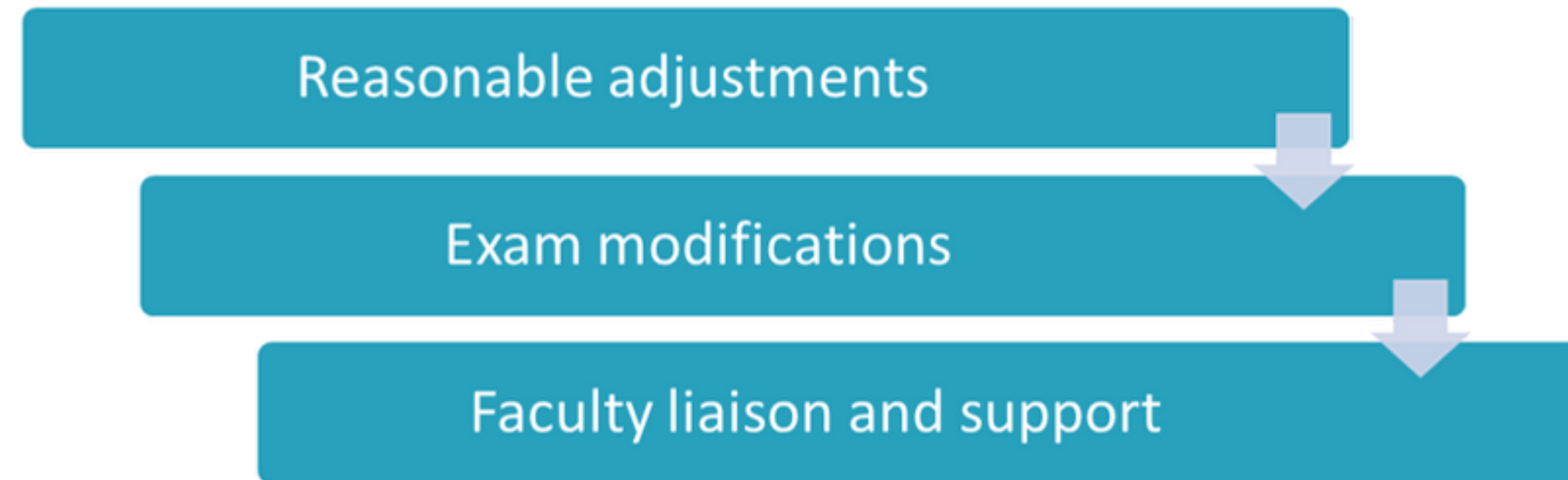
English for Uni

Study Skills for Success

The Study Help site has over 200 self-paced online resources. It is available 24/7 via the Student Support Hub.

INCLUSION UC

InclusionUC provides a range of free and confidential services to improve the participation, retention and success of students with ongoing health conditions and/or disabilities.



Scan the QR Code (or follow this link: [InclusionUC](#)) for information on us, how to apply, support we offer and to book an appointment.

Email: inclusion@canberra.edu.au, phone: 6201 5233.



CAREERS UC

Whether you need careers advice or help securing a casual job, internship or placement, or a graduate job, our dedicated careers team – Careers UC – will work with you to plan your career.

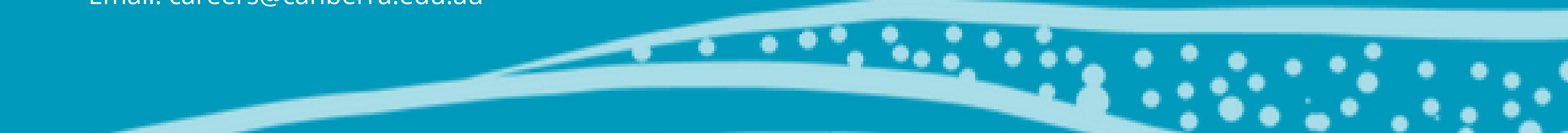
You can access a wide variety of support services through Careers UC. From workshops about resume development and interview techniques, you'll have all the support you need with our experienced careers team.

Careers UC offers drop-in sessions for students, two hours every day. We do not take bookings so you can drop in whenever during these times at our office on 1C42 above UC refectory:

- Monday 12pm - 2pm
- Tuesday 11am - 1pm
- Wednesday 11am - 1pm
- Thursday 2pm - 4pm
- Friday 10am - 12pm

Phone: +61 2 6201 2660

Email: careers@canberra.edu.au



STUDENT CENTRE

BUILDING 1, LEVEL B
MONDAY - FRIDAY 10AM - 4PM

The UC Student Centre can assist you with all of your general university administrative needs including:

- Applying for Admission
- MyUC Student Portal
- Graduation and Transcripts
- Scholarships
- Fees

Telephone: 1300 301 727

Email: student.centre@canberra.edu.au





UC STUDENT SYSTEMS AND YOUR ENROLMENT

MYUC – ADMINISTRATION SYSTEM

- Enrol in units and majors
- Arrange your timetable
- View results
- Download statement of account (to pay fees)
- View library loan record
- View internet access account
- Update contact details (very important)
- Request your Student ID Card
- Find all student forms
- Faculty contact information
- Internship/placement help

UCLEARN (CANVAS) – ACADEMIC LEARNING SYSTEM

- View unit outline
- View learning materials
- Submit assignments
- Contact unit convenor
- Access to Student Support Hub
- Access to our International Student Support Canvas Page





FACILITIES & RESOURCES

The University has a rich variety of facilities for students, staff and the community to engage with. We also seek to maximise and strengthen opportunities for participation in sports, cultural and social activities, creating a vibrant campus life.

Explore what's on offer and make the most of your time with us:

- **Student Spaces** - Interesting collaborative spaces for living and learning - Library, Building 1 and 2 etc.
- **Laboratories** - Our laboratories provide specialist teaching in science, health, art and design.
- **Sporting Facilities** - An international centre of excellence in sport and home to the ACT Brumbies and UC Capitals.



ENROLMENT HELP

What to enrol in? Attend Course Advice Session or contact your Faculty directly

How to self enrol? Login to myUC portal and search 'unit enrolment'

Other enquiries: Drop-in to Student Centre



FACULTY CONTACTS

Your Faculty (or UC College/Graduate Research) will help you with issuing Study Plan, enrolment options and academic enquiries specific to your course and units

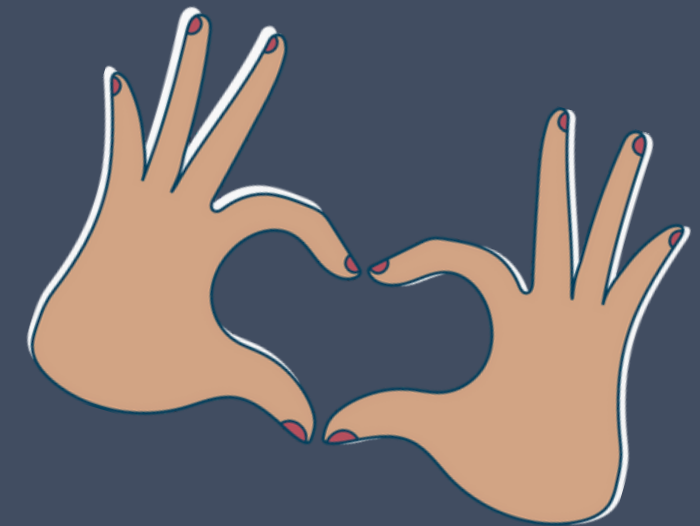
- **Business, Government & Law - BGLStudent@canberra.edu.au**
 - **Science & Technology - SciTech-StudentEnquiries@canberra.edu.au**
 - **Education - Education.Student@canberra.edu.au**
 - **Health - Health.Student@canberra.edu.au**
 - **Arts & Design - FAD.Student@canberra.edu.au**
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- **UC College - UCC.StudentServices@canberra.edu.au**
 - **Graduate Research (Higher Degree by Research (HDR) students) – GraduateResearch@canberra.edu.au**

**IT IS IMPORTANT THAT YOU ARE AWARE OF YOUR
RESPONSIBILITIES AS AN INTERNATIONAL STUDENT
VISA HOLDER.**

**IT IS ESSENTIAL THAT YOU ARE COMPLIANT WITH
YOUR VISA CONDITIONS.**

IF YOU HAVE ANY QUESTIONS - PLEASE JUST ASK US.

WE ARE HERE TO SUPPORT YOU.





STUDENT VISA CONDITION:

- Complete course within expected duration
 - Maintain satisfactory academic progress in order to complete your course by the end date reflected on your Confirmation of Enrolment (CoE). This requires you to:
 - follow the typical study pattern for your course via the Digital Handbook or your personalised study plan approved by your Faculty; and
 - maintain enrolment in 12 credit points over each a six-month period (which equates to a full-time load); and
 - satisfactorily progress in units
 - **Study Load Variation** - If you have compelling reasons that require you to under enrol, you will need to seek permission from the University via a Study Load Variation Application located online in myUC. This application is required anytime you are unable to enrol in a full-time load, with the exception of being in your last semester.
 - **Intermission (leave of absence)** - Maintain enrolment in each compulsory teaching period set out in your Study Plan. If you are unable to study in a compulsory teaching period, you must apply for Intermission, and this can only be approved where compassionate or compelling circumstances exist.



STUDENT VISA CONDITION:

- Notify change of address and contact details
 - You must notify the University of your current Australian residential and mailing addresses within seven days of arrival in Australia. If you change your address or contact details, you must update these via myUC straightaway. Please be sure to include a mobile number and personal e-mail address.
 - If you live on campus, please include your Room Number, Lodge name and street address
- UPDATE YOUR ADDRESS NOW!



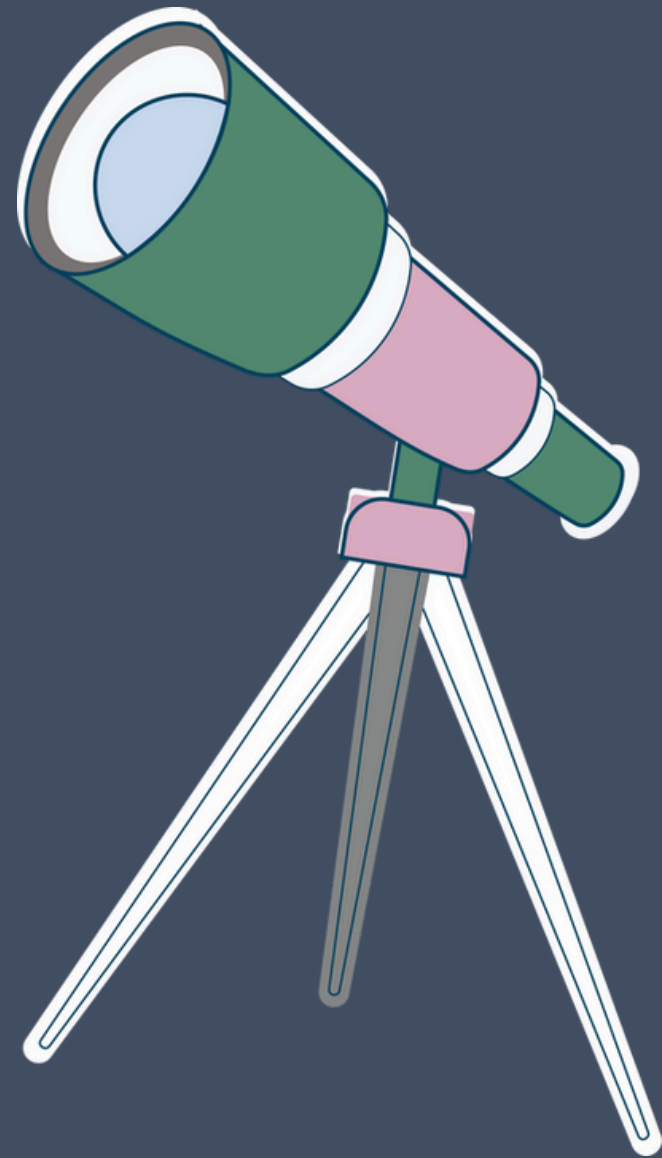
STUDENT VISA CONDITION:

- Work while studying
 - Your visa allows you to work 48 hours per fortnight (a fortnight means the period of 14 days starting on a Monday) during teaching periods, and an unlimited number of hours during university breaks.
 - If you are not studying during Winter Term or Summer Semester and you would like to work additional hours during this time, you can apply to do so by providing your employer with an 'additional working hours' letter. This letter is auto generated for you in MyUC.



STUDENT VISA CONDITION:

- Online unit quota
 - You must not exceed one third of your attempted enrolment via online or distance learning and must be enrolled in at least one on-campus unit each compulsory teaching period.
 - Over the course of your degree, you are not permitted to studying more than 33.3% of your course online.
- Overseas Student Health Cover (OSHC)
 - All international student visa holders are required to have Overseas Health Cover (OSHC).
 - This includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines).
 - If you have a different visa - i.e. temporary visa or bridging visa, we recommend finding out what Health Cover you can access to ensure that you can access these services



TRANSFERRING/CHANGING YOUR COURSE

If you plan to change your course, or transfer degree, come and talk to our team early.

We have so much support here for you, we want to ensure that you are provided all of your options, and understand how it impacts your visa.

Drop in:

Student Centre, Monday to Friday
10am-4pm

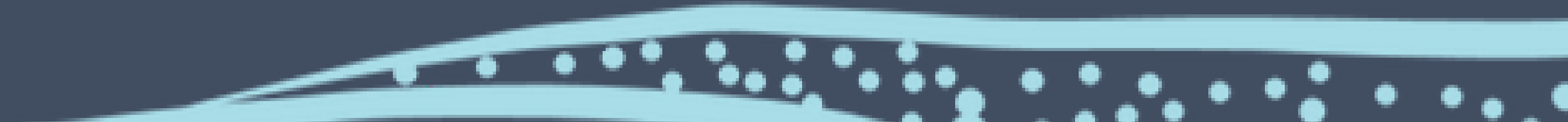
Email:

internationalstudent@canberra.edu.au

FOR VISA OR MIGRATION ADVICE

It is only the Department of Home Affairs (Immigration and citizenship), a Registered Migration Agent or a Migration Lawyer that are permitted provide advice about migration or visas.

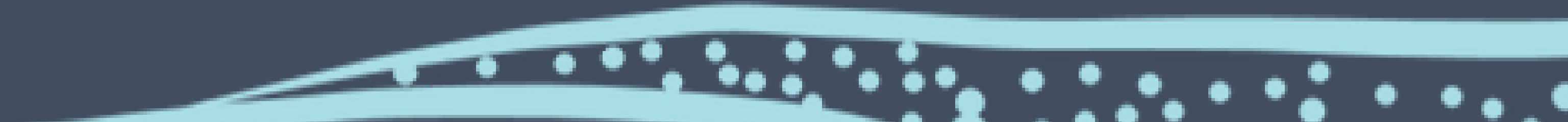
You can search for a Registered Migration Agent on the MARA website. Immigration and citizenship can be contacted by phone on 131 881 (in Australia) and +61 2 6196 0196 (Outside Australia) or via their website <https://immi.homeaffairs.gov.au/help-support/contact-us>.



YOUR RIGHTS WORKING IN AUSTRALIA

It is very important to know your rights at work and ensure that you are fairly treated by your employers.

What to be aware of:

- Unpaid trials are against the law. You should be paid for all hours you work, including trial shifts, meetings or training. Your employer should pay you at least the legal minimum rate shown in your award or agreement.
 - To work in Australia, you will require a Tax file number (TFN). You can apply for a Tax file number online – please visit the Australian Taxation Office (ATO) website.
 - You should always receive a pay slip for every pay period if you work for a registered business. If you are not getting a pay slip ask your employer.
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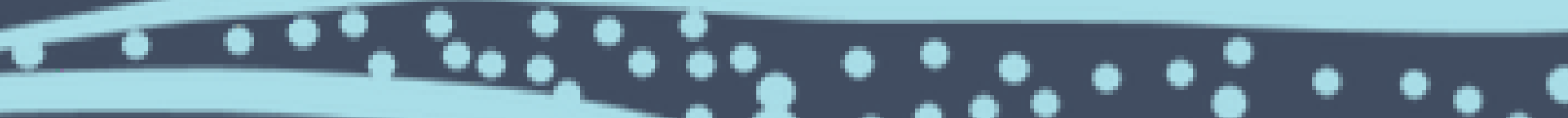
YOUR RIGHTS WORKING IN AUSTRALIA

It is very important to know your rights at work and ensure that you are fairly treated by your employers.

What to be aware of:

- You might be entitled to penalty rates (more money) for overtime, nights, weekends or public holidays work. Ask your employer or check your agreement.
- Being paid 'cash in hand' is against the law.
- You cannot be dismissed if you were sick or injured or on the basis of your gender, race, colour, marital status, pregnancy or religion.

The Fair Work Ombudsman is your first point of contact on how to resolve any work related matters please visit **www.fairwork.gov.au** and please reach out to **Careers UC**.



YOUR RIGHTS WORKING IN AUSTRALIA - FACTSHEET FOR INTERNATIONAL STUDENTS

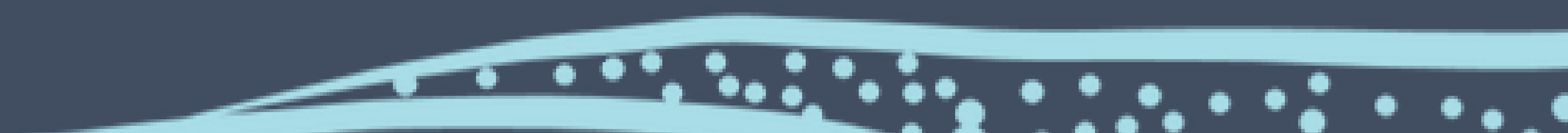


HELP WITH LEGAL MATTERS

Legal Aid ACT provides free legal information for students with criminal, family and civil matters. They also provide support with any tenancy concerns or issues with your rental contracts.

- On-campus face-to-face legal information and referrals at 1C70 every Tuesday and Wednesday from 9:30am to 4pm.
- Email: legalaidACT@org.au
- The service also offers a free over-the-phone advice on the Legal Aid ACT Helpline:
 - 1300 654 314
 - 02 6243 3431.

If you would like support connecting with Legal Aid, please reach out to wellbeing@canberra.edu.au or drop in and see us in Student Central 10am-4pm, Mon-Fri.



STUDENT GRIEVANCE RESOLUTION PROCESS

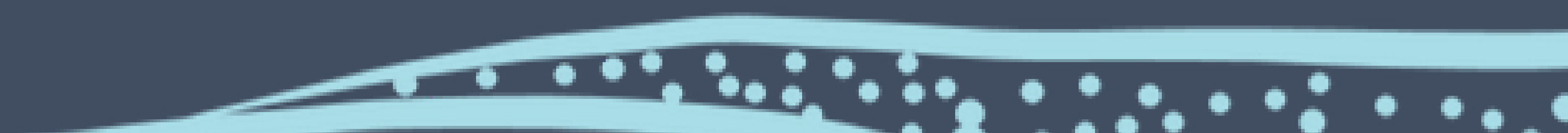
Informally Resolving Academic Grievances

If you are unhappy with a decision made by the University, you can follow the grievance resolution process to resolve your complaint.

E.g. for academic complaints, including decisions about results and assessments:

- Step 1 - Talk to your unit convener
- Step 2 - Talk to your Head of School/Program Director
- Step 3 - Submit a formal grievance

UC Student Advocacy provides free advice, support and advocacy to students navigating the grievance or conduct process. You can drop-in or book an appointment.



STUDENT GRIEVANCE RESOLUTION PROCESS

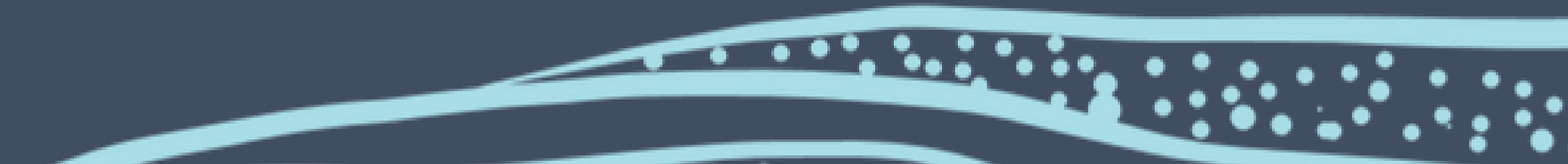
Formal Grievance Process

For administrative complaints not related to the teaching of your course and for any academic complaints you have been unable to resolve informally, use the formal grievance process.

Administrative complaints include fee and payment disputes, exam timetabling, unsuccessful requests for an intermission, deferred exams and international student enrolment matters.

- Step 1 - Submit a formal grievance
- Step 2 - Appeal the outcome of your complaint (Student Appeals Committee)

For further information on this process, please visit Student grievances in MyUC





More resources:

• MyUC

Information about UC support, forms and details about other support services in ACT



canberra.edu.au/content/myuc/home.html

• Safe Community

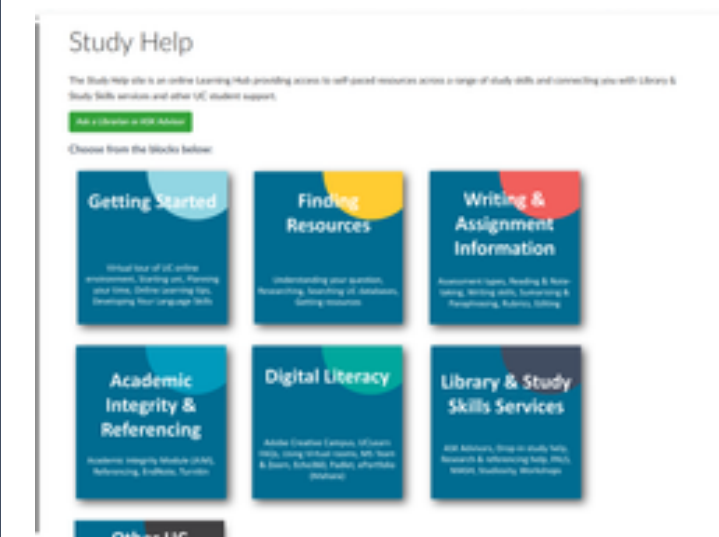
Support services, incident reporting, sexual violence resources and support



canberra.edu.au/safe-community

• Study Support Hub

Academic support, advice and guidance - tools, resources and access to 24/7 support



uclearn.canberra.edu.au/courses/501/wiki

wellbeing@canberra.edu.au

Connect with Student Wellbeing and Support

Phone - 02 6206 8841

Email - wellbeing@canberra.edu.au

Drop-in - Student Centre, Building 1 - 10:00am-4:00pm
Monday-Friday (excluding public holidays)

After-hours support - UC Crisis Line 1300 271 790 | text 0488 884 227

Find out more and book appointment:

