English Language Intensive Course for Overseas Students (ELICOS)

STUDENT ORIENTATION HANDBOOK

July 2014
Dear Student,

Welcome to the English Language Intensive program at the University of Canberra. I hope that your time with us will not only help you to make progress in your English, but also offer you the benefits of a useful and happy stay in another country.

One thing that is very important while you are here is that you make the most of the opportunities available to you, both on campus and in the wider Canberra community. We strongly advise you to take part in the many activities taking place during the University semesters. There are sports clubs, bushwalking and social activities. Join our conversation club, and practise listening and speaking in English. These are excellent ways to meet and make friends with both Australian and other international students.

We hope that you are going to be happy during your time here. We will do our best to ensure that this is so. If you have any problems, there are plenty of people here to help you. Your class teacher will give you advice, as will our Administrative Officers. If you have a problem you think is too personal or too serious to discuss with your teachers, you may make an appointment to see the University’s International Student Adviser (see page 5).

And finally, remember that learning a new language is not an easy or an automatic thing. It will take time and effort. Be patient, and make the best of all the opportunities you have to learn and to practise.

We wish you success in your studies and an enjoyable stay in Australia.

Cassandra Hampton  
Director of Studies  
University of Canberra English Language Institute
Campus Tour

What can you learn about the University campus?
Put a tick (✓) in the bracket next to the name of each place when you have seen it.

( ) The University Sports Centre
( ) The Student Centre
( ) The International Student Adviser’s (ISA) Office
( ) The University Health and Counselling Centre
( ) The Refectory
( ) The Students’ Association
( ) Muslim Prayer Room
( ) The Co-Op Bookshop

The Hub

( ) Café Mizzuna
( ) Leonardo’s Hair Salon
( ) The Commonwealth Bank
( ) The Post Office
( ) The Union Shop (UCU)
( ) Sizzle Café

The University of Canberra English Language Institute

( ) The ELICOS Office (Building 5, Level B)
( ) IELTS Office (Building 5, Level B)
( ) Ms Cassandra Hampton’s office (Director of Studies – Building 5, Level B)
( ) The International Learning and Teaching Centre (ILTC – Building 5 Level A)
( ) The University Library (Building 8)
Problems and Emergencies

WHAT TO DO IF YOU HAVE A PROBLEM

Your class teacher, UCELI Management or Student Services Staff in Building 16a will always be happy to help you if you have a serious problem. Vicki Kilby, Student Services Manager or Glenda Johansen, Student Support Officer are located in Building 5. You can phone on 6201 2982, email uceli_enquiries@canberra.edu.au, or come to the Reception Desk. They can assist you if you have a problem with your fees, accommodation (including Homestay), enrolment, Visa issues, health and attendance. Don’t be afraid to immediately ask for help with a serious situation which involves yourself or family at home.

WHAT TO DO IN AN EMERGENCY

Here are some telephone numbers and guidelines for what to do in a serious emergency. On the telephone, try to speak slowly and clearly.

On campus during working hours:
For any kind of serious medical emergency, immediately contact the University Health Centre on (ph) 62012351 9.00am – 5.00pm
For other emergencies involving security or safety, immediately contact Campus Security on 62012222

On campus after working hours:
Call Campus Security on 62012222

Off-campus, after hours and on weekends:
International students who experience a serious emergency or difficulty after hours or at the weekend and need assistance from the University should call Campus Security (62012222). Your situation will then be passed to a University Staff member who can help you. This includes any serious accident or illness which might involve hospitalisation, or any matter which involves the police.

FOR LIFE-THREATENING EMERGENCIES : Call “000” and ask the operator for ambulance, fire or police emergency assistance. Please make sure you give your name and your location.
A Quick Guide to our University

You can buy **food and drink** in:
- The Refectory (Building 1)
- Café Mizzuna (the Hub) and Mini Mizzuna (Student Central)
- Sizzle Cafe (under Building 1, near the Hub)
- Retro (in Building 22)

You must **not eat or drink** in the ILTC, library, classrooms or shops.

The **Security Office** is located in Building 3, just inside the main entry. They can help you with:
- Lost property
- Escort to bus stop, car or Ressies **at night**

Contact security on **6201 2222**, or from special security phones around the campus.

**PLEASE BE SURE THAT YOU KEEP YOUR BOOKS, BAG, WALLET AND OTHER VALUABLE ITEMS WHERE YOU CAN SEE THEM!**

You can buy **Bus Tickets (My Way card) and a Bus Map** at the Union shop in the Hub or online at [http://www.transport.act.gov.au/myway/index.html](http://www.transport.act.gov.au/myway/index.html)

There are **Bus Timetables** free of charge at the UCU shop and the Student Association.

There is a **medical centre** at UC. If you are not well, ask your teacher to show you to the Health & Counselling Centre (Building 1). Unless it is an emergency, you will have to make an appointment.

Use your **campus map** (page 25) to find your way around UC. If you need help, ask your teachers.

Your **ID card** will give you concession entry onto buses, into cinemas and Canberra tourist centres. It also gives you entry to UC buildings after 6:30 pm.

Please **do not smoke** in any UC building, in any shop, restaurant or public building in Canberra, or other towns or cities, or on any public transport.

Finally, please do ask anyone if you need assistance. We want you to enjoy your time in Canberra.
Student ID Card

Your UC1 Card is your University of Canberra identification combined with a reloadable prepaid MasterCard.

1. What can the UC1 Card be used for?

- University of Canberra identification
- Photocopying and printing
- Building access
- Library borrowing
- Transport concessions & retail shopping
- Online purchasing

2. Printing & Photocopying from your UC1 Card

Printing & Photocopying funds are separate to your Prepaid MasterCard Funds. To add credit, take your student ID card to the AutoLoader on Level B of the Library and follow the instructions.

3. How do I start using the prepaid MasterCard on my UC1 Card?

- Sign the back of your UC1 Card
- To register and activate your UC1 Card, go to www.canberra.edu.au/UC1Card Click on the UC1 cardholder portal link and follow the instructions to register your card.

You do not have to activate UC1 Card and use the prepaid MasterCard function. You can use it as your student ID card only.

4. How do I reload my UC1 Card?

The UC1 Card can hold up to $1,000. You can load by:

- Visiting the University of Canberra Commonwealth Bank branch in the Hub
- Setting up an automatic reload from an Australian bank account.
- Via BPAY™ using your internet or phone banking facility

5. How do I access the money on my UC1 Card?

- Make purchases under $100 using MasterCard PayPass.
- Make purchases by using your UC1 Card like you would a credit card (except that you are using your own money). Always select Credit at the point of sale and then sign the merchant receipt to complete the transaction.
- Make purchases online and over the phone. Simply enter your card number and supply your full name when asked for the name on your card.
Student Services and Facilities

ISA - International Student Advisor
Location: Student Central, Level B, Building 1.
The International Student Advisors at UC are the first points of contact for all your queries. They can provide you with continuing support in adjusting to your new life in Australia. You can make an appointment online at http://www.canberra.edu.au/seasu/intl-student-support or you can ask at Student Central for an appointment.

Library
Location: Building 8
The Library houses a book and journal collection to support the course and research needs of both students and teachers. It also provides access to a large number of electronic databases. There are areas for individual and group study, and staff is extremely helpful.

Information Services
Locations: Buildings 1, 5, 6, 7, 8, 9 and 11
Computers are available for student use in many buildings across campus. All students have full Internet access.
The computer labs in Building 7 and 11 have 24-hour access for staff and students. The Library Commons in Building 8 will remain open until 2am. After-hours access is gained by swiping your UC student ID card at the card reader at the entrance.

A Service Counter is available in Building 10 and is open 9:00 am to 5:00 pm, Monday to Friday.

Health and Counselling
Location: Building 1, Level B
The Health and Counselling Service provides medical and counselling services. Before you see a doctor you will need to make an appointment at the reception counter or call the Health & Counselling Centre on (02) 6201 2351. In an emergency, please go to reception and they will assist. Students with OSHC card (and student ID) will not have to pay.
Counselling is free of charge for students. Counsellors have ‘drop in’ appointments of 30 minutes that must be booked on the day, 50-minute appointments that can be booked in advance, and emergency appointments. Appointments can be made by telephoning 6201 2351. The Health and Counselling Service is open from 9:00 am to 5:00 pm, five days a week.

Fitness and Recreation Centre
Location: Building 4
The Centre offers top quality weight training equipment, a variety of fitness classes, modern Universal circuit equipment, and experienced and qualified staff to assist you. There are four squash courts, two tennis courts, and an indoor hall for basketball, badminton etc, available for hire.
Pastoral care and Spiritual Support at UC

If you need a place to go where you can sit and be heard or simply need a quiet and peaceful place to meditate, reflect or feel safe, please come to the Multi-Faith Centre. The Multi-faith Centre is located in Building One. The Multi-Faith Centre respects all beliefs and offers emotional and spiritual support.

Students of any faith are welcome. Volunteer chaplains from several religions such as Christian and Buddhist regularly visit. They can also help you to contact someone from your own faith. No appointment is required to come and visit, but it is a good idea to call or email if you need to talk to someone in particular.

You can contact a chaplain by phoning 6201 2052 or emailing chaplaincy@canberra.edu.au

The University of Canberra offers a Prayer Room for Islamic worship and an office for counselling and related interviews in Building 2. The room has facilities for ablution and has separate prayer areas for men and women. Access is by swipe card only, so you must go to security on the concourse in Building 3 to arrange to have your student card enabled.

<table>
<thead>
<tr>
<th>Contemplation Space</th>
<th>1C100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chaplain’s Office</td>
<td>1C104</td>
</tr>
<tr>
<td>Muslim Prayer Room</td>
<td>2A2</td>
</tr>
</tbody>
</table>

International Learning & Teaching Centre

Building 5, Level A

Do you want to keep practising English after classes?

So how can you do it?

- By using the Internet?
- By emailing?
- By typing stories or essays on the computer?
- By watching TV, DVDs and videos?
- By talking to other people?
- By listening to tapes or to the radio?
- By reading the newspaper/magazines?
- By borrowing language materials?

Can you come to the ILTC to do these things?

Yes, of course!

We are open Monday to Friday

See door for current opening times
The University of Canberra is the first university in Australia to ban the sale of bottled water. This policy was initiated by students who were concerned about the environmental consequences of bottled water.

New water bubblers and bottle refill stations have been installed on campus. Students and staff are also offered a chilled water alternative to bottled water through WaterVend machines, which dispense filtered, ‘flash-chilled’ still, sparkling or flavoured tap water into the customer’s own refillable container.

The map below indicates the locations of refill stations and refill stations with water bubblers (water fountains). Just bring your own reusable bottle and fill it up!

**Refill Stations on Campus**
As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. Your initial medical insurance cover is paid at the same time as your tuition fees. **If it expires it is your responsibility to renew that insurance.** Information about OSHC by Allianz Global Assistance, which most UCELI students have paid for, is available at [https://www.oshcallianzassistance.com.au/](https://www.oshcallianzassistance.com.au/)

**What do I do if I feel sick?**

If you are sick, but it is not an emergency, you should make an appointment at your local medical practice, or at the health centre on campus. You can attend any medical practice in Australia, and in most cases you will have to pay the bill and claim some money back from OSHC.

Some medical providers have an arrangement with OSHC Allianz Global Assistance and you will not have to pay. You just show your OSHC card and photo ID. The University of Canberra Health Centre is one of these providers.

**Students must order their OSHC Allianz Global Assistance card online:**

**How to order your membership card**

**Step 1** Log on to [https://www.oshcallianzassistance.com.au/](https://www.oshcallianzassistance.com.au/) and select “Students” from the menu bar:
**Step 2** Log in:

To ensure your privacy, you must log into the system by entering your policy number, family name and date of birth. Once these details are confirmed, you will get access to member services including updating your details, renewing your policy, ordering a membership card and filing a claim.

- **Policy Number:**
  - 
- **Family Name:**
  - 
- **Date of Birth:**
  - DD
  - MMM
  - YYYY

*Your policy number is your student ID followed by uc

Example student ID 3050000
Policy number 3050000uc

**Step 3** Enter your current Australian address, phone number and email address:

**Step 4** Click on “Order a membership card”

**Step 5** Confirm your details and click on

Your membership Card and Policy Document will be mailed to the address given within 5 working days.
Easy Claiming with OSHC Allianz Global Assistance

There are three easy ways to claim:

For paid and unpaid claims

- **Submit a claim form**
  - Download a claim form or collect one from the Allianz Global Assistance Client Service Representative on campus (*)
  - Complete the form. Remember to include your membership number
  - Attach all original invoices and post with your claim

- **Online claim form**
  - Log into the student section of the website
  - Select ‘File a claim’ and follow the steps to complete the form
  - On completion of the claim, you will receive a claim number. Write this number on the back of all your original invoices
  - Post all of your original invoices

For paid claims

- **Cash claims**
  - Bring your original invoices to the OSHC Allianz Global Assistance Client Service Representative (*) who will process the claim
  - You will receive an Australia Post voucher which you can take to any post office and redeem it for cash
  - There is a limit of $75.00 per invoice and your medical bill MUST be paid before you can claim this way

* OSHC Allianz Global Assistance Service Representative is available on campus at the Student Centre in Building 1, two days per week. The schedule of attendance can change so you should check at the Student Centre for the schedule.

24 Hour Emergency Helpline 1800 814781
*medical, legal and interpreting services*
While you are enrolled at the University of Canberra, you are entitled to a computer account, which will allow you access to all UC student facilities including the Internet. Details of the services provided are at http://www.canberra.edu.au/itm/service-desk

Logging into the UC Network

You will be given your password during orientation. Your computer login is the letter “u” followed by your student ID number.

**Example:**

<table>
<thead>
<tr>
<th>Student ID:</th>
<th>3050000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login:</td>
<td>u3050000</td>
</tr>
<tr>
<td>Password:</td>
<td>xxx!77xx</td>
</tr>
</tbody>
</table>

Do not give your password to any other person. If you forget your password, or find that it no longer works, you should visit the UCELI Administration Staff (16a), present your Student ID and request a new password.

You may change your password on-line by logging on to MyUC 24 or more hours after you first log in, but note carefully the on-line instructions about password requirements:

- Your new password MUST be exactly 8 characters long and MUST contain a special character.
- The new password is to be chosen as a combination of alphabets, numbers and at least one of these special characters ! $ _ = /
- Alphabetic characters are case sensitive ie “a” is not the same as “A”.
TO CHANGE YOUR PASSWORD TO ONE THAT IS EASY TO REMEMBER

STEP 1
Log in to **MY UC** from http://www.canberra.edu.au at **portal/sign in**

![Image 1](image1.png)

STEP 2
Choose My Access

![Image 2](image2.png)

STEP 3
Choose **Change Password**
Follow instructions to change password

![Image 3](image3.png)

Wait 10 minutes before trying new password!
Living in Canberra

Accommodation

There are various styles of accommodation available:

- Homestay (see http://www.canberra.edu.au/residences/off-campus/homestay)
- University Residences (see http://www.canberra.edu.au/residences/on-campus-accommodation)
- Independent off-campus (see http://www.canberra.edu.au/residences/off-campus)
Shopping

- Most shops are open for business between 9 am and 5.30 pm Monday to Friday, from 9 am to 4 pm on Saturdays and from 10 am to 4 pm on Sundays.

- Shops, including fruit and vegetable, meat and seafood, plus boutiques, shoe stores and music shops, are usually housed under one roof in a big mall or shopping centre. Shops are self-service, that is, customers select what they want and take the items to the cashier. **Remember to pay for the goods selected in one shop before walking into another.** Unpaid goods should not be placed in your own bag until you have paid for them at the cashier’s counter.

**Supermarkets**
- Coles, Woolworths & Aldi are large supermarkets in Belconnen Mall, within walking distance of the University of Canberra.
- ALDI supermarket can also be found in Jamison Centre, Macquarie, not very far from UC.

**Asian Foods**
- Capital Asian Groceries: 8 Purdue Street, Belconnen
- Oriental Asian Store: Weedon Cl, Belconnen
- Angkor Watt: in Belconnen Mall
- Dickson Asian Grocery Store: Woolley St, Dickson.

**Fruit & Vegetable Markets**
- Belconnen Fresh Food Market: Lathlain St, Belconnen
  Open Wednesday to Sunday 9 am to 6 pm. Fish, meat and Halal chicken are also available.

**Discount Stores**
- K Mart, Target and Big W are chain stores which stock clothes, household items and stationery etc.
  - K Mart is located in the Belconnen Mall and Tuggeranong
  - Target is located in the Belconnen Mall, Civic and Tuggeranong.
  - Big W is located in Gungahlin, Civic and Woden.

**Second Hand Shops**
- Salvos – Josephson St, Belconnen
- Cash Converters - Weedon Cl, Belconnen
- St Vincent de Paul – Rae St, Belconnen
  All sell second hand cheap clothing and furniture.

**Trash and Treasure**
- Jamison Car Park on Sundays between 6 am to 12 pm. Second hand items.

- **A Halal Shopping Guide is available at the front counter in Building 16a.**
**Transport**

**LOCAL**

**Action Buses**
- ACTION is the local bus transport system. There are 4 major bus interchanges or stations: Belconnen, Civic, Woden & Tuggeranong. The Belconnen Community Bus Station is between Chandler Street and Benjamin Way and there is also a bus station behind Belconnen Westfield.
- Buses operate on a very reliable schedule. Services are limited in the evenings and on weekends, and some route numbers change on the weekend.
- When catching the bus you must signal the driver by sticking your hand out when the bus is approaching. **If you do not signal the bus, it will not stop.**

**Paying the Bus Fare**

Travel on Action buses is paid for using My Way cards:

- Passengers have to **tag on at the start** and **tag off at the end** of their journey.
- The reusable MyWay cards can be recharged via autoload (direct debit) or by using BPAY, both of which will enable passengers to receive a 5% discount on bus fares.
- The cards can be registered so they can be cancelled if people lose them and have any balance remaining transferred to a new card.
- Students are charged half adult fare per trip. If you take more than 36 trips in a calendar month the rest will be free if you tag on and off the bus.

**INTERSTATE TRAVEL**

- **Trains** The train station is in Kingston and services Sydney only. There are no discounts for international students. To get to the train station you need to catch the ACTION bus route 80 from Civic (route 980 on weekends) or get a taxi.
Living Expenses

Apart from your tuition fees and medical insurance, you need to set aside about $300 for books per semester.

Below is a rough monthly estimate on living expenses given by other overseas students who have been living in Canberra.

<table>
<thead>
<tr>
<th>Category</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>$400.00</td>
</tr>
<tr>
<td>Bus Fares</td>
<td>$60.00</td>
</tr>
<tr>
<td>Rent</td>
<td>$800.00</td>
</tr>
<tr>
<td>Electricity &amp; Heating</td>
<td>$120.00</td>
</tr>
<tr>
<td>Medication, phone bills, entertainment, internet etc</td>
<td>$120.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,500.00</strong></td>
</tr>
</tbody>
</table>

Telephone/Email/Fax

**Card / Coin Phones:** Card and coin telephones, found in public areas such as shopping centres, can be used for local and international calls. Phone cards can be bought from newsagents. On campus telephones are available in the Hub and outside the library.

**To Dial direct to your country:**
- Dial the International Access Code 0011
- Then dial the Country Code
- Then enter the area code if required
- Then the overseas telephone number

<table>
<thead>
<tr>
<th>International Access Code</th>
<th>Country Code</th>
<th>Area Code</th>
<th>Overseas Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0011</td>
<td>44</td>
<td>1</td>
<td>2468091</td>
</tr>
</tbody>
</table>

ISD Country and Area codes can be found in the telephone book (white pages). You can also make reverse charges or collect calls by dialing 0102 and quoting the cabinet number in the phone booth. Dial 0101 to reverse charges if you are using a private phone.

**E-Mail:** You are eligible for email access once you are a fully enrolled student at the University of Canberra. To access your email you must first change the password issued to you at orientation. Please ask your computer teacher if you have a problem.

**Fax machines:** Fax machines are available at the Student Association for student use.
UNIVERSITY OF CANBERRA SMOKING POLICY

Smoking is only permitted in designated outdoor areas which are clearly identified. These areas must have clear signage stating:

- the area is a designated smoking area
- smoking is not permitted in other areas on campus and
- penalties apply for smoking in non-designated areas.

The only areas where anyone is permitted to smoke are shown in the map below:

Designated smoking areas on campus are a short term measure only and will be phased out by December 2015. From January 2016 all areas of the University will be tobacco-free.
UNIVERSITY OF CANBERRA STUDENT CONDUCT RULES 2012

Summary document for students of the UC English Language Institute (UCELI)

1. Introduction

It is important for students to follow the rules of the University and to behave in a manner which provides a safe and supportive environment for students and staff. You should speak with UCELI staff about behaviour and rules in Australia that are unclear or new to you. Please speak to your teachers or seek advice from the staff at UCELI Reception.

Breaches of conduct (breaking the rules) can result in serious consequences for students; for example, reduction of a student’s mark for assessment, demand for a compensation payment for damages, suspension, termination or exclusion of a student.

The full policy can be accessed on-line at


Breach of conduct

Two types of prohibited conduct are outlined in the University’s policy (Part 2 – Breach of conduct), (1) academic misconduct and (2) non-academic misconduct:

(1) Academic misconduct

- Students must not act dishonestly in relation to their study and assessment. The following behaviour is regarded as misconduct:
  - cheating
  - plagiarism
  - submitting for assessment the work of other person
  - assisting another person to act dishonestly in relation to assessment
  - failing to comply with the University’s instructions to students in relation to an assessment
  - any other form of academic dishonesty.

(2) Non-academic misconduct

- Students must not behave in a manner which damages University property, misleads the University, or disrupts other students or staff members. It includes:
  - Damaging or unlawfully removing University property, or the property of another student or staff member
  - Fraud, including providing false and misleading information or documentation to the University
  - Preventing a staff member from carrying out his/her duties
  - Behaving in a manner which threatens, harms or causes distress to another student or staff member
  - Engaging in offensive behaviour, such as bullying, sexual harassment, or threatening behaviour
2. What happens if there is a breach of conduct?

Students should first try to resolve problems informally with their classmates, teachers, Director of Studies.

If a serious breach of conduct has occurred, or the problem cannot be resolved informally, the matter will be referred to the Chief Executive Officer and Academic Director of the University of Canberra College (CEO)

The CEO of UCC, who is the prescribed authority for UC College, will conduct a Summary Inquiry to investigate the breach. The student will be asked to attend the meeting and will be given notification about the outcome of the Inquiry.

3. Where can I find assistance?

If you have been accused of a breach of conduct, are concerned about possible breaches of conduct or have experienced unacceptable behaviour from another student, you can receive assistance by talking with:

- Staff in UCELI Reception, Building 5. They can help you to make appointments with relevant staff.
- Your teachers. They will help you to learn how to avoid plagiarism and follow the University’s requirements for assessment
- International Student Adviser, Student Central, Building 1, Tel. 6201 5021
- UC Health and Counselling Service, Student Central, Southern End Building 1, Tel. 6201 2351
- Student Welfare Officer, Student Central Reception, Building 1, Tel. 6206 3857

Details about the processes and support available, whether you are accused of misconduct or are a victim of misconduct, can be found at: http://www.canberra.edu.au/seasu/conduct

If a student is involved in a breach of conduct incident, it is important to seek help to read and understand the document relating to the UC Student Conduct Rules 2012. Refer to the web-page link in the Introduction to this document.

4. Appeal against outcome of Summary Inquiry

If there are sufficient grounds, a student may appeal against the outcome of a Summary Inquiry by writing to the Secretary, Student Conduct Committee, University of Canberra, ACT 2601 or via email to sccsecretary@canberra.edu.au. Please contact the International Student Adviser in Student Central, Building 1, for advice and assistance.

AD/UC Student Conduct Rules 2012
ATTENDANCE, STUDY AND VISA REQUIREMENTS FOR ENGLISH LANGUAGE CLASSES

In order to complete your English language course successfully and be admitted to further study, you need to be aware of the following requirements, which are in accordance with the Australian Federal Government's National Code of Practice Legislation.

Attendance:
A minimum of 80% of classes must be attended and students are expected to participate actively in the class. Please note that it is extremely difficult for students to complete courses successfully with only 80% attendance. When a student leaves ELICOS, they are given a letter stating their attendance for the whole period of their enrolment.

Attendance will be monitored regularly. A fortnightly attendance summary is compiled for each class and checked by the Administrative Office and the Director of Studies, ELICOS. Students who fall below the required attendance level of 80% during their course will be counselled by the Director of Studies. They may be given a verbal warning and advice as to how class attendance can be improved. If the student’s attendance continues to be unsatisfactory, they will receive a further warning in writing.

There are few exceptions to the attendance requirement. Students may not be reported for attending less than the 80% requirement if they can show documentary evidence for compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes). However, the student is still required to attend at least 70% of the class contact hours.

Continued unsatisfactory attendance must be reported to the Department of Immigration and Border Protection. You will receive a notification of Intention to Report which includes information on accessing an appeals process.

Absent students must provide reasonable evidence to justify their absence from classes. This is the student’s responsibility. Students who arrive at classes late should be aware that the time absent will be recorded.

If you are absent due to ill health, you should call the ELICOS administration staff on 6201 2982 or 6201 2643. It is advisable to get a medical certificate, especially if you are ill for more than one day. Absences for other reasons need to be approved by the director of Studies prior to the absence. Students are responsible for catching up work missed.

All but urgent appointments must be scheduled outside of class hours. There is a Health Care and Medical Centre on the university campus which you will be introduced to during your orientation tour of the University. You may also have the opportunity to meet the Student Counsellor at this time.

Class work and homework:
Students are expected to complete all class work, homework and assignments which form part of the course. Each course may have different requirements for assessment and students will receive a Unit Outline to help them understand the program and the assignments.

Tests and assessment:
Students must take the course tests and complete other assessment tasks as required.
Helping You to Solve Your Problems

If you are worried about, or not happy with, any aspects of your ELICOS course, or handling of fees, attendance or progress matters while you are in the University of Canberra English Language Institute (UCELI), we would like to know about the problem so that we can help solve it.

We suggest the following steps:

1. Speak to your **main class teacher** if the problem concerns your studies. As a first step, students are strongly encouraged to try to resolve any grievances with their class teacher.

2. Speak to the **Student Services Manager**, Vicki Kilby, if the problem is related to your accommodation (including homestay), fees, attendance, health or any other matter outside your English learning. Please contact the staff at UCELI Reception, Building 5, level B, Tel 6201 2982.

3. If you wish to take matters related to your learning, progress and attendance further, please make an appointment through the UCELI Reception staff to see the **Director of Studies**.

4. **Appeal against final results:** If you feel that you have not been assessed fairly due to a breach of UCELI policies or procedures, you may lodge an Appeal, noting the grounds upon which you are appealing. You should lodge an Appeal as soon as possible after receiving your results. Please visit the UCELI Reception Desk in Building 5 and fill in the Appeals Request Form. You should submit this via the email address <uceli@canberra.edu.au> or deliver it in person to the UCELI reception desk. Our staff will assist you to organise an appointment with the Ellie Thompson, Academic Manager at the University of Canberra College (UCC). Afterwards you will be given a written statement by email on the outcome of your appeal. The UC English Language Institute is required to maintain your enrolment in the ELICOS Program during the appeals process. **Note:** Your appeal will not be upheld if you are challenging the marks you have received for your assessment.

5. **Appeal against Intention to Report notification:** If you have been issued with a letter of “Intention to Report” because of unsatisfactory attendance or progress, you have 20 days in which to lodge an appeal. The UC English Language Institute is required to maintain your enrolment in the ELICOS Program during the appeals process. You should attend scheduled classes in the meantime.

6. You are advised to make an appointment to talk to one of the University’s **International Student Advisers (ISA)**, to discuss grievances concerning fees, attendance or progress matters. The ISAs can be contacted in the International Student Support Service, which is located in Student Central in Building 1. [http://www.canberra.edu.au/seasu/intl-student-support](http://www.canberra.edu.au/seasu/intl-student-support)

7. If you wish to take an appeal further, you should write to the **Chief Executive Officer of the University of Canberra College** (UCC). The Reception Desk for
8. If you would like further assistance with appealing on matters such as academic progress, course assessment, fees or attendance, you may seek the help of the Student Equity and Access Office in Student Central, Building 1, or contact the office on 6201 2333 or via <studentequity@canberra.edu.au>. You may also wish to contact the University of Canberra Students’ Association on 6201 2000 or via <advocacy@theucsa.org.au> as they are able to provide advice and support to students with the appeals process.

9. If your appeal to the Chief Executive Officer of the University of Canberra College is unsuccessful, you may lodge a written appeal with the Secretary, Student Appeals Committee, University of Canberra. This letter can be mailed or can be delivered by hand to Student Central, Building 1, where it will be forwarded to the Secretary. The process will commence within 25 working days of the lodgement of the appeal. Please consult the following website for assistance.
<http://www.canberra.edu.au/seasu/intl-student-support>

10. **External Review:** A student may approach the ACT Ombudsman for a review of a decision of the University Student Appeals Committee. More information about lodging a complaint is available at <http://www.ombudsman.act.gov.au>

**Note:**
1. Your enrolment will be continued and you must attend classes while an appeal procedure is taking place.

2. You may ask a friend or family member to accompany you to help explain your problem.

3. The appeals procedures outlined in this document and carried out within the University of Canberra will be provided without cost to you.


5. Use of these Student Grievance Procedures does not prevent you from exercising your rights to other legal remedies or remove the right to take further action under Australia’s consumer protection laws.

**Support Services:**
Depending on the nature of the grievance, a range of free support services are available to help or advise students during the grievance resolution process:
- University of Canberra Health and Counselling Service
- University of Canberra Students Association (UCSA)
- University of Canberra International Student Support Service
- University of Canberra Student Equity and Access Office

Please contact UCELI staff at Reception, Building 16a, for assistance in contacting these services.

**Updated:** July 2014
IMPORTANT!

FEDERAL GOVERNMENT VISA CONDITIONS

The Federal Government states that,

“You must satisfy the Minister that you attend for at least 80 per cent of the contact hours scheduled for your course based on attendance records…..”

“Contact hours means the total number of hours for which the students are scheduled to attend classes for teaching purposes, course related information sessions, supervised study sessions and examinations.”

Automatic cancellation of visa for failure to satisfy attendance / academic requirements …

“If you fail to satisfy the requirements of your course of study, your education provider will notify both you and the Department of Immigration and Border Protection (DIBP) of this in writing. You will be advised you have 28 days in which to attend a specified DIBP office to resolve the matter. If you fail to report, your visa will automatically be cancelled and you will be subject to removal from Australia unless cancellation is revoked. Any members of your family unit will also have their visas cancelled automatically by operation of law.”

Change of Address

The legislation also requires that you advise us of any change in your contact details, that is, your Australian residential address and telephone number. It is important that you provide an accurate address, and update this with us when necessary. If any correspondence regarding your visa is unable to reach you, the visa may be cancelled automatically, without your knowledge.
Locations

UC English Language Institute (UCELI) Building 5, Level B

International Learning & Teaching Centre (ILTC) Building 5A

International Student Lounge Building 5A

Clive Price Suite Building 1 Level C

Student Central Building 1 Level B (Concourse level)