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Dear Student,

Welcome to the English Language Centre at UC College. I hope that your time with us will not only help you to make progress in your English, but that you also enjoy your stay here in Canberra and get to travel around this beautiful country of ours.

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 join the many activities taking place during the University semesters. There are sports clubs, bushwalking and social activities. Join our conversation club, and practice 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 and we will do our best to ensure that this is so. However, if you have any problems, there are plenty of people here to help you. Your class teacher will give you advice, as will our Student Services team. 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 me. You can make an appointment at the Reception Desk, Building 5, Level B. Alternatively, you can see an International Student Adviser at Student Central, or visit a Counsellor at the University’s Medical and Counselling Service.

Finally, please remember that learning a new language is not easy or automatic. It will take time and effort. People learn at different paces and in different ways so be patient and make the best of all the opportunities you have to learn and to practice.

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

Heather Parris-Kidd
Director of Studies
UC College English Language Centre
STUDYING AT UC COLLEGE

To complete your English language course successfully, you must 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 you are expected to participate actively in the class. It is extremely difficult for you to complete courses successfully with only 80% attendance.

Attendance will be monitored regularly. If you have low attendance, you will receive warning letters advising your attendance is unsatisfactory. If your attendance rate falls below the required level during their course, you will be counselled by the Director of Studies. Note reporting to the Australian Government of unsatisfactory attendance is a requirement for UC College (see Student Visa Conditions).

WHAT TO DO IF YOU ARE UNABLE TO ATTEND CLASS

Absent students must provide reasonable evidence to justify their absence from classes. This is the student’s responsibility. Please note that medical certificates explain an absence but do not count as attendance in class. If you arrive at classes late or leave earlier, you should be aware that the time absent will be recorded.

If you are absent for several days due to ill health, you must inform us by sending an email to uccelc@canberra.edu.au or by calling us on 6201 2961 to advise of your absence. You must get a medical certificate, if you are unwell for the time period of the illness. Absences for other reasons must be explained to the Director of Studies prior to the absence with evidence to support the reasons. You are responsible for catching up work missed.

All medical appointments must be scheduled outside of class hours except for urgent matters. There is a Medical and Counselling Centre on campus, which you will be introduced to during your orientation session.

LAST POSSIBLE ARRIVAL DATE

Each session consists of five weeks and has the last possible arrival date - Monday Week 2 or Tuesday Week 2 if it falls on a public holiday in Canberra. Any student who does not arrive by this date will not be permitted to start or continue their studies.

As a new student you will must inform the admissions office and defer your commencement if you are unable to arrive by the last possible arrival date. If you are a continuing student, you will have your enrolment cancelled. If you hold a student visa, this will also lead to cancellation of your Confirmation of Enrolment (CoE) and this will be reported to the Department of Home Affairs.

CLASS WORK AND ASSIGNMENTS

UNIT OUTLINE

A unit outline is an important document that outlines necessary information about a unit, including: the nature of the unit, the learning outcomes of the unit, how the unit is delivered and assessed, specific
requirements you must meet in order to complete the unit successfully; and information specific to the unit. You must carefully read the unit outline.

**EXAMS AND ASSESSMENTS**

Assessments and exams are used to measure your study progress and overall academic performance. There are different types of assessment and exams, such as in-class assessments, online quizzes, essays and assignments, mid-term examinations, and final examinations, etc. You can find assessment item details in the unit outline.

**PLAGIARISM**

Plagiarism is taking another person’s words, ideas or work and using them without full and correct acknowledgement. It can take a number of forms, including:

- Directly copying from another person’s work without acknowledgement
- Copying another person’s work and paraphrasing it, by changing a few words or the order of the sentence
- Cutting and pasting from the internet (including using an online translator to go from one language into another)
- Inaccurate referencing of another person’s work
- Paying for someone to do your work, or asking someone else to do your work for free
- Unauthorised collaboration with other students.

Please be aware that UC College and UC use an automatic tool that will check your written work against sources from the internet, published books and articles and other students previously submitted work. For more information on avoiding plagiarism you can access UC Study Skills.

**ACADEMIC APPEAL**

If you disagree with your mark, you are encouraged, in the first instance, to attempt to discuss it with your teacher. This may mean writing to them or speaking to them face to face. If the matter is not resolved, you may refer the matter in writing to the Director of Studies.

**ACADEMIC PROGRESS**

UC College monitors your performance in your course and wants to help you succeed. To remain a student with UC College you must maintain satisfactory progress within your course. If you do not make satisfactory progress - in other words, failing the same English level multiple times - your enrolment may be suspended.

If you are either in danger of failing mid-way through your course or you have failed your English course and are repeating the level, you will be placed on a performance plan. Under the ELICOS Student Management Policy, a student may be permitted three attempts to pass a particular course level.

**FEE PAYMENT**

If you have paid acceptance fees, these fees have been transferred to your student account as credits. Fees will be deducted from your account at the beginning of each session. If you do not have sufficient funds in your account, you will receive a fee statement. This statement includes the nature of your fees,
the amount and method of payment, as well as the payment deadline. Please follow instructions and make a payment before the indicated due date.

Should the amount be incorrect, please contact the Student Centre prior to the payment deadline and before attempting to pay.

You are responsible to pay the full unit fee if you withdraw after the teaching period census date.

OUTSTANDING PAYMENT
You are required to pay by the end of Week 1 of the study period. If you do not, your access to UC Systems will be suspended, and if the fees are still not paid, your enrolment at UC College will be cancelled. International Student Visa holders will be reported to the Department of Home Affairs (DHA) for non-payment of fees, which may result in your student visa being cancelled.

UNIVERSITY EMAIL ADDRESS
You must check your UC student email account (u + your student ID@uni.canberra.edu.au) every day. All important communications from the UC College and university will be sent to this email address. When you contact us, you also need to use this email address, not your personal one.

CHANGES TO YOUR ADDRESS
You must keep their contact details up to date, including the address where you live while studying (residential address), emergency contacts, and your phone number. This is important as we may need to contact you urgently.

CHANGES TO YOUR STUDY PLAN
If you consider any of the following changes, you need to speak to UC College staff or the Director of Studies before taking any action. If you are currently enrolled, it is very important that you continue to attend classes until your application is granted unless there is a serious medical or personal emergency that prevents you from doing so.

INTERMISSION
While you are enrolled in a course at UC College, it is expected that you will undertake study in each study period. If you wish to stop studying for a while, you need to apply for an intermission. Click here if you are on a student visa and if you hold any other type of visa, click here to access to an online application form.

It is important to note that International students can only take an intermission if they have compassionate or compelling circumstances that makes them unable to study, and they should have documentary evidence of their situation to attach to their application.

DISCONTINUATION
If you wish to stop studying at UC College, you can apply to discontinue your program. This will cancel your current enrolment at UC College and any future enrolment in a UC course. If you are on a student visa, this will also cancel all your UC College and UC course CoEs, and so may affect your eligibility for
your visa. Click [here](#) if you are on a student visa and if you hold any other type of visa, click [here](#) to access to an online application form.

**TRANSFER TO A DIFFERENT EDUCATION PROVIDER**

International student visa holders are not permitted to transfer to another education institution until they have completed six (6) months of their principle course. Students who have a packaged offer including both UC College and UC are required to complete six (6) months of their UC course before being able to transfer provider. An exception to this may be considered if the student meets criteria documented by the Australian Government. If international students have a compassionate and compelling reason that requires they transfer education provider before finishing six (6) months of study at UC may apply for a letter of release, which will allow students to transfer. Students can [apply for a release letter](#) and upload their supporting data.

**CHANGES TO YOUR PACKAGED PROGRAM**

If you have a packaged offer and plan to change your subsequent program(s), you need to lodge an application for a new package offer. Please let [the admissions team](#) know what your new plan is. You should note that different programs have different entry requirements, and that there are some degree programs which require a higher level of English proficiency. We suggest that you check course requirements on [Course Search](#) before applying. Once you have receive a new offer, you need to notify the College of the change by emailing uccealc@canberra.edu.au or by visiting the Reception.

**STUDENT VISA CONDITIONS**

If you hold a student visa, it is your responsibility to comply with conditions of your visa. Your conditions are normally stated on your visa grant notice and details of each condition can be found on [their website](#).

**ATTENDANCE**

You must attend at least 80 per cent of the scheduled classes during your program. If your attendance rate falls below 90%, you will receive a first warning letter, and if it goes down below 85%, you will be given a final warning letter. At this point, you will need to speak to the Director of Studies to discuss your absences.

Once your attendance drops below 80%, you will be issued with a Notification of Intention to Report which states that your Confirmation of Enrolment (CoE) may be cancelled and you may be reported to the Department of Home Affairs (DHA). Cancellation of your CoE may affect your visa. You will then have 20 working days to make an appeal in writing.

**SATISFACTORY ACADEMIC PROGRESS**

Students identified as not making satisfactory progress may be issued with a letter telling you that we intend to report you to the Department of Home Affairs (DHA) for unsatisfactory course progress. You must continue to attend classes. You will have 20 working days to appeal in writing, explaining why you have failed to make sufficient academic progress. If your appeal is unsuccessful, your enrolment and CoE will be cancelled.
OVERSEAS STUDENT HEALTH COVER (OSHC)

As a student visa holder, you are required to maintain your Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. Your initial medical insurance fee is paid at the same time as your tuition fees. **If it expires, it is your responsibility to renew that insurance.**

Each provider has a network of medical providers and if you visit a doctor that is partnered with your OSHC provider, all you need to do is to show your valid OSHC membership card and the doctor will bill your OSHC provider directly. If you see a doctor that does not have an agreement with your OSHC provider, however, you will have to pay the bill and claim some money back later from your OSHC provider.

Information about OSHC by Allianz Global Assistance, which most ELICOS students have paid for, is available on [Allianz’s website](#). You can check your OSHC coverage, find a doctor nearby and learn how to make a claim. **The University of Canberra Health Centre is Allianz’ partner provider.**

Also, Allianz’ representative is available on campus at the Student Centre in Building 1, from 10am to 4pm, Tuesday to Thursday if you need any assistance with your OSHC (this is subject to change, so you should check at the Student Centre for the schedule).

CHANGES TO YOUR ADDRESS

You must notify us of any changes to your contact details. You are required to update your address within seven (7) days of moving. You can do so on MyUC and Axis portals.

WORK CONDITIONS

Student visa holders are permitted to work a maximum of 40 hours per fortnight while your course is in session, and unlimited hours when your course is not in session.

International students have the same rights as all other workers in Australia, and there is a legal minimum wage depending on which industry you work in. Visit [the Australian government’s website](#) for more information.

YOUNG STUDENTS (UNDER 18)

The International Student Support Services (ISSS) will make an appointment for you to visit them and discuss your enrolment and provide you with contact details if you need to seek any assistance of any kind including for emergency situations.

They monitor any third parties engaged to organise and assess welfare and accommodation arrangements. We take our obligations to ensure your welfare seriously.

It is important you are safe at all times. In the case of any actual or alleged abuse please let us know as well as contacting emergency services if needed. We can help in contacting relevant authorities and will assist in supporting you where needed.

COE AND STUDENT VISA EXTENSION

International student visa holders must have Confirmation of Enrolment (CoE) certificates for each of the courses in your package. You need to ensure that your current CoE accurately reflects what you are currently studying, and what you will be studying in the future. If you changed your studies by failing a
module or taking an intermission, you will need to extend your CoE and student visa to reflect the new duration.

If you fail and need to extend your English program, the College will contact the International Student Support Services team on behalf of you at the end of your study period and request a new CoE for you. Should you not receive a new CoE, please email uccelc@canberra.edu.au. However, it is your responsibility to extend your study visa.

SAFE COMMUNITY AT UC

SEXUAL ASSAULT AND HARRASSMENT

At the University of Canberra, we all have the right to a respectful and supportive environment where we can study, work and live safely. Our community has zero tolerance to unacceptable behaviours such as bullying, violence, harassment or sexual assault. It’s up to all of us to make sure we work together to keep our University safe.

If you have experienced sexual harassment or assault, the University strongly encourages you to report the incident to the police. Contact details:

- In an emergency, where someone is in immediate danger dial '000'
- You can also call the Security team on campus on 6201 2222
- For around-the-clock counselling and support for students who have experienced sexual assault call the national support line: 1800 572 224 (available 24/7)
- For situations that do not require an immediate response contact ACT Policing on 131 444
- For emergency translations call 1300 655 010.

If you are approached by a student who has been sexually harassed or assaulted, recently or in the past, be calm, supportive and encourage them to seek assistance from either Student Welfare (6206 8841) or Medical and Counselling Centre (6201 2351). To learn more about what you can do if you or someone you know has been sexually harassed or assaulted follow this link.

ALLY NETWORK AND RAINBOW UC

For students identifying as LGBTIQ+ please visit the Rainbow UC Facebook page for information about events or the UC Ally Network page for support and information.
COMPLIANCE AT UC COLLEGE

STUDENT CONDUCT

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 ELC staff about behaviour and rules in Australia that are unclear or new to you. Speak to your teachers or seek advice from the UC College staff.

BREACH OF CONDUCT

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.

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

(1) Academic 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, including overuse of translation tools.

(2) Non-academic misconduct
• 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

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 College Director and Principal.

The UC College Director and Principal, 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.

ASSISTANCE AND SUPPORT SERVICES

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 at the Reception Desk, Building 5, Level B
• 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 Medical and Counselling Service, Student Central, Southern End Building 1, Tel. 6201 2351

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

If a student is involved in a breach of conduct incident, it is important to seek help and to read and understand the document relating to the UC Student Conduct Rules 2018 (full version). https://www.canberra.edu.au/__data/assets/pdf_file/0008/1379069/University-of-Canberra-Student-Conduct-Rules-2018.pdf

APPEAL

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 SecretarySac@canberra.edu.au. Please contact the International Student Adviser in Student Central, Building 1, for advice and assistance.

GRIEVANCE PROCEDURES

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 at the UC College English Language Centre, we would like to know about the problem so that we can help solve it.

The steps involved in grievance resolution are summarised below:

1) Informal Resolution
   - Student meets with DoS
   - DoS investigates, considers and makes a decision
   - The student receives the decision

2) Formal Resolution
   - Student meets with CDP
   - CDP investigates, considers and makes a decision
   - The student receives the decision

3) Appeal
   - Student is provided with timeframe to lodge the appeal
   - SAC investigates, considers or delegates the matter
   - Student and relevant staff are notified of the decision

1) Informal resolution: Students are encouraged, in the first instance, to attempt to resolve matters informally with the Director of Studies (DoS). Visit the UC College Reception to make an appointment to speak to DoS. DoS will then investigate into your case and make a decision.

2) Formal resolution: If the matter remains unresolved, you may refer the matter, in writing, to the College Director and Principle (CDP) of the University of Canberra College. You should submit a letter via the email address ucelc@canberra.edu.au or deliver it in person to the Reception desk.

3) Appeal: If the matter still remains unresolved, 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.

4) **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 [here](#). A student may approach the ACT Human Rights Commission for further assistance with complaints resolution.

**Note:**
- Your enrolment will be continued and **you must attend classes while an appeal procedure is taking place.**
- You may ask a friend or family member to accompany you to help explain your problem.
- The appeals procedures outlined in this document and carried out within the University of Canberra will be provided without cost to you.
- For further details on the University’s Student Grievance Policy, please visit the website.
- 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
- [Student Grievances webpage](#)

Please contact staff at the Reception Desk, Building 5, for assistance in contacting these services.
STUDYING ON UC CAMPUS

CAMPUS MAP
LOCATIONS

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<thead>
<tr>
<th>Building</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>5</td>
<td>UC College English Language Centre (Reception)</td>
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<tr>
<td>Behind Building 5</td>
<td>KK's (café)</td>
</tr>
<tr>
<td></td>
<td>Oscars Cafe</td>
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<tr>
<td></td>
<td>The Well (bar)</td>
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<td></td>
<td>Coffee Grounds (café)</td>
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<tr>
<td></td>
<td>Supermarket</td>
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<tr>
<td>8</td>
<td>Library</td>
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<tr>
<td></td>
<td>Security office</td>
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<tr>
<td>1</td>
<td>Student Central (International Student Support Services)</td>
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<tr>
<td></td>
<td>Health and Counselling Centre</td>
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<td></td>
<td>Allianz (OSHC) office</td>
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<td></td>
<td>ITM Service Desk</td>
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<td>Inclusion and Engagement</td>
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<td>Mini Mizuna (café)</td>
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<td></td>
<td>The Refectory</td>
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<tr>
<td></td>
<td>UCU shop and Post office</td>
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<td></td>
<td>Multi-faith Centre</td>
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<tr>
<td>Hub</td>
<td>Café Mizuna</td>
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<td></td>
<td>Sizzle Restaurant</td>
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<td></td>
<td>Commonwealth bank</td>
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<tr>
<td>2</td>
<td>Muslim Prayer Room</td>
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<tr>
<td>4</td>
<td>Sports and Fitness Centre</td>
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<tr>
<td>22</td>
<td>Retro Café</td>
</tr>
<tr>
<td>29</td>
<td>UC Sports Commons</td>
</tr>
</tbody>
</table>

TOBACCO FREE CAMPUS

Smoking is NOT permitted on campus and there is no designated smoking area. This policy applies to cigarettes, cigars, pipes, water pipes, electronic nicotine devices (e-cigarettes and vaporisers) and the use of any other implements that emit harmful or toxic smoke for the purpose of inhaling.

ROOM NUMBERING

All buildings on campus have a number, often you will find it is written on the sides of buildings. At UC building floors are identified as Level A, Level B, Level C, etc., rather than 1, 2, 3. For example, ‘5B60’ breaks down as follows: Building 5, Level B, Room 60. Look at a map for Building 5 – go to Level B and look at the numbers on or near the doors to find Room 60.

EMERGENCIES

For any serious medical emergencies, immediately contact the University Medical & Counselling Centre on 6201 2351 (9am – 5pm, Mon – Fri). For other emergencies involving security or safety, immediately contact Campus Security Office on 6201 2222.

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.
SUPPORT SERVICES

ACADEMIC SUPPORT SERVICES

The UC Library houses a book and journal collection to support the course and research needs of both students and teachers. There are areas for individual and group study and the staff is extremely helpful. A wide range of services for students and staff are available including Study Skills Ask Advisors, Assignment and Referencing Help, Chat with a Librarian, research assistance and document services. Check opening hours on the website.

STUDENT SUPPORT SERVICES

The UC College Staff - Please feel free to visit the UC College Reception and speak with any of our Student and Academic Support Staff with questions or concerns you may have. We are happy to help! Our hours: Monday, Tuesday, Thursday, Friday 9am–4pm, and Wednesday 10.30am–4pm. Phone: (02) 6201 2961 Email: college.info@canberra.edu.au.

The International Student Support Service (ISSS) is the first point of contact for international students at UC. They can provide you with support for Visa and CoE enquiries, guidance with UC policies and processes, settling in Australia, where to get help, and managing your studies. You can see a staff member at Student Central or email them at internationalstudent@canberra.edu.au.

The Security Office is located next to Building 8, facing the Concourse. It is open from 9am to 4pm. They can help you with lost property, escort to bus stop, car at night, and on-campus parking. Call security on 6201 222 if there is an emergency or you would like to report suspicious behaviour, theft or threats on campus.

The ITM Service Desk is the single point of contact for all computer and telecommunication issues and requests. They are located in Building 1 and their opening hours can be found here. Alternatively, you can them on 6201 5500 or send an email to servicedesk@canberra.edu.au.

HEALTH AND WELFARE

The Medical and Counselling Centre provides medical and counselling services. Before you see a doctor, you will need to make an appointment. Appointments can be made by telephoning 6201 2351 or can be booked online. They are open from 9am to 5pm, Monday to Friday.

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.

Alternatively, please contact CALMS (Canberra After Hours Medical & Counselling Centre) on 1300 422 567. If you need urgent counselling support, or feel the need to speak to a counsellor, call Lifeline on 131 114 or the Mental Health Crisis and Assessment Team on 1800 629 354.

The Inclusion & Engagement team coordinates and implements services and support to assist students with disability/ongoing health conditions. This is achieved through the provision of reasonable adjustments to allow equal access and participation in university life. Support is available whether the
condition is permanent, fluctuating or temporary. All contact with I&E is confidential and free to all students. Location: Building 1 Level B Room 156 – Phone: (02) 6201 5233 Email: inclusion@canberra.edu.au.

**SPIRITUAL SERVICES AND RELIGIOUS GROUPS**

A **Muslim Prayer Room** is located in Building 2 and available to students. The room has facilities for ablution and has separate prayer areas for men and women. You can gain access to this room using your student card for swipe access. To arrange access please attend the Security Office. Email: ucmstudents@gmail.com.

The **Multi-faith Centre** offers pastoral and religious care services for all UC students and staff no matter what your religion or beliefs. 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, the Multi-Faith Centre is a place for you. They can also help you 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. Phone: 6201 2052 Email: chaplaincy@canberra.edu.au.

**SPORT AND FITNESS**

**Fitness and Recreation Centre (Sports Commons)** 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 a Gym, an Aerobics Room, Cycle Studio, and Functional Fitness room, four Squash Courts, two multipurpose Indoor Sports Courts and five Sporting Ovals available for hire.

**CAMPUS LIFE**

**UC Life!** offers a variety of services and campus events such as live music and market days to the UC and wider community. They also manage over 50 faculty, social, cultural and sporting clubs who run events on and off campus throughout the year for students. Visit their website for more information.

Also, events offered at UC can be checked on the UC Events page.
# LIVING IN CANBERRA

As the capital city Canberra is the seat of the government of Australia, it is also the site of the Federal Parliament House. It is home to the High Court and numerous government departments and agencies and social and cultural institutions of national significance, such as the Australian War Memorial, Australian National University, Royal Australian Mint, Australian Institute of Sport, National Gallery, National Museum and the National Library.

Australia is now known as a liberal and democratic nation. These factors, combined with a warm climate and exotic landscapes, rank among the most popular reasons why people choose to study, work and visit here.

You will probably notice some lifestyle differences between Australia and your home country. Here are some insights into Australian culture:

- Australians are quite casual and informal. E.g. most Australian students refer to their lecturers and tutors by their first names
- Australians expect everyone to be treated equally – it is customary to thank shop assistants and other service staff when they assist you
- It is important to be on time in Australia – it is polite to call if you are going to be late for an appointment
- Smoking is not permitted in restaurants, bars, nightclubs and many other public covered areas, such as bus, tram or train stations.

For more information, please visit the Australian government’s website.

# CANBERRA LOCATION AND CLIMATE

Canberra has a population of 400,000, and is located within the Australian Capital Territory, which is Australia’s smallest territory. Canberra is located roughly 250 kilometres from Sydney, and 650 kilometres from Melbourne.

Canberra is located on the ancestral lands of the Ngunnawal people, traditional custodians of the lands. We acknowledge and respect their continuing culture and the contribution they make to the life of Canberra and the region. Take time to learn more about Australian Indigenous culture while you are here. It is the oldest culture on earth.

Canberra is well known for displaying very distinct seasons. January is the hottest month of the year with temperatures averaging from 13-38°C, however in July, temperatures average between 0 and 11°C.

Canberra is located only 2–3 hours away from the coast and from the snow fields. So, whether you are a beach or mountain lover, or both, living in Canberra definitely places you an advantage.

More about Canberra life and climate can be found on VISIT CANBERRA.
COMMUNICATIONS

TELEPHONE
Your mobile phone might work in Australia however we recommend that you contact your provider in your country before arriving in Australia.

There are a few phone providers in Australia where you can purchase a sim card that can work in your phone. Mobile phone services are offered as either ‘pre-paid’ or on a ‘plan’. Usually pre-paid mobile services are better suited to students, as you can choose in advance the amount you want to spend. Different companies have different offers, it’s best to research to see which offer best suit your needs before purchasing a sim card or signing a mobile plan.

INTERNET
As a UC College student, you have free access to the UC Wi-Fi network using your student ID and password.

There are many places in Canberra and in Australia where free internet is available. However, mobile/wireless is your best option if you would like to have access to internet at all times. This service can also be purchased via the mobile phone providers.

POSTAL SERVICES
Australia Post is Australia’s official postal system. There is a Post Office shop at our campus, and it’s located in Building 1, Level B.

If someone wants to send you a letter or a parcel while you are in Australia, they will need to know your address. In Australia our address format is as follows:

First Name, Last Name
Apartment number / building number, street name
Suburb, Postcode
State
AUSTRALIA

ACCOMODATION
Your accommodation sets the tone for your uni life. Choosing on-campus housing where you will live with lots of others or finding your own place in Canberra depends on your preference and budget.

At certain times of the year it can be extremely difficult to secure accommodation in Canberra, so it is important you start your search early.

University approved accommodation:

- **Over 2500 beds** available each year for UC students
- **Guaranteed accommodation** for all first-year domestic students and all new or continuing international students
- Live in a **multi-national academic community** with other students from diverse backgrounds
- **Residential life programs** to help you settle into university living
• Pick from a **wide range of accommodation options** from private studio apartments through to 12 individual bedrooms in a multi-share apartment.

Other off campus accommodation options can be found [here](#).

**TRANSPORT**

**PARKING**

Pay parking on campus is enforced from 8am – 6pm, Monday to Friday (public holidays excepted). For parking fee details and parking maps, see [Parking page](#).

**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. Timetables can be found on the [ACTION website](#).

When catching the bus, you must signal the driver by putting your hand out when the bus is approaching. **If you do not signal the bus, it will not stop.**

Travel on Action buses is paid for using MyWay cards. Passengers have to tap on at the start and tap off at the end of their journey. The cards can be registered so they can be cancelled if people lose them and have any balance remaining transferred to a new card. Student MyWay cards are available at the UCU shop in the Hub or [online](#).

**LIGHT RAIL**

The Canberra metro is now under construction. The first stage of light rail has connected the fast growing area of Gungahlin through Dickson to the City. There are 13 stops along the 12 km track. The City to Woden will be developed as the next stage of the network. For details and updates, please visit [Transport Canberra’s website](#).

**TAXIS**

There are a number of commercial taxi services operating throughout Canberra, such as Cabxpress (Phone 6260 6011), Canberra Cabs (Phone 13 2227) and Elite Taxi Service (Phone 6239 3666). Uber is also available in major cities including Canberra. Once you register with them, you can request a ride from a browser or the Uber app. For details about their services, visit [their website](#).

Be aware that taxis in Australia may be more expensive then you are used to. Average cost from Canberra Airport to the University of Canberra Bruce campus is around $40–$60. You **MUST** wear your seatbelt at all times in a vehicle – failure to do so can result in a fine to you and your driver.

**BICYCLES**

Cycling is a quick, easy, healthy and parking hassle-free way to travel to and from campus. Bicycle hoops are installed across campus near most University buildings.

**AIR TRAVEL**
The Canberra International Airport is the only airport servicing the Canberra region. Domestic air services are provided by Qantas, Virgin and some regional carriers and international services by Singapore and Qatar Airlines. Visit their websites for big discounts by booking early.

INTERSTATE ROAD COACH SERVICES

Cheap and comfortable coach services between Canberra and other Australian cities and towns are provided by Murrays and Greyhound Australia.

TRAINS

CountryLink operates regular trains between (1) Canberra and Sydney, (2) Canberra and Wollongong via a road coach link to/from Moss Vale, and (3) Queanbeyan, Canberra and Melbourne via a road coach link to/from Cootamundra. CountryLink provides a safe, comfortable and relaxing way to travel and offer discounts of up to 50% for full-time students.

DRIVING A CAR

You must have a valid driver’s licence to drive in Australia and carry it with you at all times while driving. International student visa holders are able to drive in Australia using your licence from your home country as long as it is current and valid. If your licence is not written in English, you must also carry a certified translation in English or apply for an International Driving Permit from your home country. If you don’t have an overseas licence and want to apply for a licence in Australia, you will need to apply through your state or territory motor registry and undergo a series of tests. If you gain Permanent Residency in Australia, you will need to apply for an Australian licence within three months.

If you are intending to drive a car or ride a motorbike, you need to know the Australian road rules. We advise that all international visitors take at least one driving lesson before getting behind the wheel.

DRINKING, DRUGS AND DRIVING

Australia has strict laws about drinking/taking drugs and driving. If you hold an unconditional license, you may not drive if your blood alcohol level is above 0.05%, however it is recommended that you do not drive at all if you have been drinking alcohol or taking drugs.

SHOPPING

Our Campus is nearby popular entertainment and shopping venues including:

- Westfield Shopping Town in nearby Belconnen (5 minutes by bus or a brisk 20-minute walk)
- the Canberra Centre in Civic, the City Centre (20 minutes by bus)

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 and Aldi are large supermarkets in Belconnen Mall, within walking distance of the University of Canberra.
- An 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 Wat: 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

- Kmart, Target and Big W chain stores which stock clothes, household items and stationery etc.
  - K Mart in the Belconnen Mall and Tuggeranong
  - Target in the Belconnen Mall, Civic and Tuggeranong.
  - Big W 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.

SAFETY

AUSTRALIAN LAWS

Please be aware that Australian law applies to everyone in Australia, regardless of your citizenship status. Breaking Australian laws could result in a fine, the cancellation of your visa, or imprisonment.

Some important Australian laws to be aware of:

- You must be over 18 to purchase alcohol or cigarettes. Purchasing alcohol or cigarettes for someone under 18 is illegal
- Smoking is illegal in many public places
- It is illegal to buy, sell, possess or use illicit drugs including marijuana, amphetamines and opiates
- You cannot carry weapons, including knives or guns
- You must wear a helmet when riding a bicycle, motorbike or scooter
- Offering or accepting bribes is illegal
- Violence against other people, property or animals is a criminal offense. This includes violence against members of your own family
- Children under 12 years old must be supervised at all times.

You can find more information about Australian law and the legal system here. If you do break the law, you may need legal advice or assistance. You can get legal assistance from Legal Aid ACT.
INTERNET SAFETY

There are some simple precautions you can take to ensure internet safety:

- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly
- Delete suspicious or unknown emails immediately, do not open these emails
- Do not download files or applications from suspicious websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you
- Use long and random passwords. Untrustworthy people may contact you over the internet or by phone. If an offer seems too good to be true, it probably is. Find out more at Scam Watch.

PERSONAL SAFETY

Looking after your safety, health and wellbeing is important. While Canberra is a relatively safe community, the following general tips will help keep you safe during your time in Australia.

If you are going out at night remember:

- Think ahead and consider how you are going to get home – pre-book a taxi or arrange transport with a friend
- Never hitch-hike
- Make sure that you stay with your friends and that someone knows where you are at all times
- Make sure you have enough money to get home
- Keep away from trouble – if you see any trouble or suspect that it might be about to start, move away from the scene. Alert the police if necessary
- Be wary of casual requests from strangers, like someone asking for a cigarette or money.

More information on safety can be found here.

DRINKING ALCOHOL

STANDRAD DRINKS: Knowing standard drink measures can help you to monitor your alcohol consumption and control the amount you drink. Different types of alcoholic drinks contain different amounts of alcohol. A standard drink contains 10 grams of alcohol. Keep in mind:

- You can find the number of standard drinks on the back of pre-packaged beverages
- Some hotels don’t serve standard drinks – they might be bigger. Large wine glasses can hold two standard drinks or even more
- Drinks served at home often contain more alcohol than a standard drink
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.

DRINK SPIKING: Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person’s drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call 000 immediately to report it and get help.

SUN SAFETY

Australia has a high rate of skin cancer, which can be minimised by following these sun safety tips:

- Stay out of the direct sun from 10am to 3pm daily
• Wear clothing and sunglasses that protects you from the sun and apply SPF 30+ sunscreen before you go out.

BEACH AND WATER SAFETY

Around Canberra you may want to swim in a pool, lake, or river during the hot summer months. Be aware of your level of swimming ability, and if you are not confident never go into water that you can’t stand up in. If you are swimming in a river or lake in the bush, be aware there could be hidden dangers in the water. If you cannot swim, think about taking some lessons while here in Australia.

If you go to the beach, you need to recognise danger signs and be aware of the surf conditions. The safest beaches to swim at are those that are patrolled by Surf Life Savers. You can recognise these areas by the red and yellow flags, this area is monitored by the life savers. If you get in to trouble in the water, put your arm up to signal to the life savers that you need help.

Be aware there can be strong currents in otherwise calm water, these are known as ‘rips’. If you swim near a rip you may be swept out into deep water. If you are caught in a rip, don’t panic - Stay calm and conserve energy. Swim at a 45-degree angle across the rip in the same direction as the current.

BUSH SAFETY

Walking - if you are walking in the bush, follow these tips:

• Travel with other people, and make sure someone else knows where you are going and when you will be back
• Check the weather forecast
• Drink plenty of water, wear sunscreen and apply insect repellent
• Bring a map.

WILDLIFE

Australia is home to a variety of native animals. Even if they look friendly, don’t touch or feed them. They may not be used to human contact and may hurt you. Generally, you will be safe if you are aware and respectful of the animals and insects you encounter in Australia.

There are dangerous snakes and spiders in Australia that could make you very sick if they were to bite you. If you see a snake, do not touch it – slowly back away from it. Be careful walking in long grass or anywhere where you can’t see what you are stepping on. Spiders may be in trees, on the ground, or even crawl into your house or apartment. Always try to be aware of what you are touching, and don’t put your hands under trees, rocks, or other material left outside unless you can see what you are touching.

You should call 000 if you are bitten by a snake or spider, unless you are sure it is not a dangerous one