QUT

Handbook
AusAID Sponsored Students
2011

International Student Services (ISS)

Welcome to Queensland University of Technology

On behalf of the Queensland University of Technology (QUT), I am pleased to welcome you to QUT and Brisbane. QUT is proud to be a part of the Australian Government Scholarship Program and we highly value the work that our scholars are doing in their home countries. We hope that your studies at QUT will further equip you to deal with the developmental needs of your respective communities.

We would like to especially welcome families who may have accompanied you to Brisbane. We do look forward to meeting with them during their time in Australia and I encourage any spouses to join in the activities organized through International Student Services.

This handbook is a guide to life at QUT and to the Brisbane community. It has been prepared by the AusAID Student Advisers within International Student Services to provide AusAID students with information about the high quality services that will help you to adjust to life in Australia and achieve your academic goals at QUT.

Providing students with information at the appropriate time is one of our objectives. As the AusAID policies change rapidly and continually, please make sure that you double check the official QUT websites and the ISS AusAID webpages (www.issupport.qut.edu.au/ausaid/index.jsp) and always feel free to contact your AusAID Student Officer if you are unsure about anything.

Once again a warm welcome is extended to you and your families.

Sincerely,

Graeme Baguley
Head
International Student Services

Contents

Primary Contacts for QUT AusAID Students

AusAID Student Contact Officer

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AusAID Student Welfare Officer

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Supplementary Academic Support (SAS) Tutorial Assistance Coordinator/ Administration Officer

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AusAID Liaison Officers

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Level 6, F Block, Kelvin Grove Campus
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Email: qut.intadmission-e@qut.edu.au
Website: studentservices.qut.com

International Student Services (ISS)

The AusAID Student Contact Officer (SCO) who is based at ISS, Gardens Point campus, is usually the first point of contact regarding welfare related matters for AusAID students. The SCO has knowledge and experience of issues specific to AusAID students. There are also International Student Advisers available to all students to provide confidential advice and counselling. You are encouraged to seek their advice if you are in need of assistance. International Student Advisers can be contacted at:

Gardens Point Campus
International Student Services
X Block, Level 3
Room X305
Office hours: 9am – 5pm (Monday – Friday)
Ph: +61 7 3138 2019
Fax: +61 7 3138 1522

Kelvin Grove Campus
International Student Services
C Block, Level 4
Office C420
Office hours: 9am – 5pm (Monday – Friday)
Ph: +61 7 3138 3846
Fax: +61 7 3138 3655

Emergency Contacts

ISS Emergency Contact   3138 2019
QUT Security   3138 5585

Note: Throughout this booklet you will find references to websites such as ISS website (www.issupport.qut.edu.au), where most information relevant for international students is available. At QUT you will be expected to be familiar with finding information from QUT's websites.

Please visit International Student Services (ISS) website and the AusAID webpages (www.issupport.qut.edu.au/ausaid/index.jsp) for information about our services for all international students and specifically for AusAID students.

Personal and Academic Support

International Student Services (ISS) is responsible for the general welfare of all international students studying at QUT. We provide support for international as well as local students from culturally and linguistically diverse backgrounds.

ISS Services for AusAID Students:

- Pre-arrival information and briefing
- Airport reception
- Temporary accommodation
- Introductory Academic Program (IAP)
- Permanent Accommodation (including homestay)
- Supplementary Academic Support (SAS)
- Support for course related problems and academic learning skills
- Language & learning support
- Welfare and other personal support (personal advice, counselling and support)
- ISS trips
- East West program including social and recreational activities
- Life skills and returning home workshops

Furthermore, ISS provides information on orientation, language and learning support, student life and resources on its website www.issupport.qut.edu.au including information sheets and forms useful to International and AusAID students.

ISS also provides advice and referrals to its AusAID students through email (ausaid@qut.edu.au). All personal communication with an ISS adviser is kept strictly confidential. A 24 hour emergency telephone number (**3138 2019**) is also available for all AusAID students.

ISS Contacts

AusAID Enquiries:	ausaid@qut.edu.au
SAS (Tutorial Assistance) Enquiries:	sas.ausaid@qut.edu.au
Homestay Enquiries:	isshomestay@qut.edu.au
Airport Reception Enquiries:	arrivals@qut.edu.au
Language & Learning Support:	uniwrite@qut.edu.au
Accommodation Enquiries:	accommodation@qut.edu.au

Arrival in Brisbane

Your first day

Students who are met at the airport through the ISS Airport Reception service are given a **Welcome Letter**. The letter contains the essential information of what to do next, emergency numbers, and other reminders. Read it carefully and carry it with you for the first few days. On arrival, one of the first things to do is to **visit ISS** to find out what to do next and what services are available.

Give yourself plenty of time to recover from your flight before venturing out. Familiarise yourself with your immediate surroundings and always carry the address of where you are staying. Students often comment on how friendly and helpful the people of Brisbane are, so don't be afraid to ask for help if you need to.

Whether it's shopping or changing money, most of the things you need will be found on the **Queen Street Mall** or the Myer Centre. For a detailed map of all Brisbane streets visit www.whereis.com.au.

If someone else picks you up

If a relative or a friend is meeting you and arranging temporary accommodation, you will not need airport reception from ISS. You need to inform ISS Accommodation via email arrivals@qut.edu.au or by phone **3138 1596** about your temporary accommodation arrangements.

Once you have settled in, be sure to visit ISS as soon as possible. ISS AusAID staff will provide initial settlement assistance, such as how to obtain your student ID card and activate your bank account. If you arrive after business hours or on the weekend, when the University is not open, please contact ISS the next working day.

Temporary Accommodation

According to AusAID guidelines, students are required to pay the expenses for temporary accommodation. In Semester 1, 2011, ISS has arranged to book temporary accommodation on behalf of its new AusAID students. This will assist   students to settle in good and competitively priced accommodation.

ISS has booked accommodation at **The Urbanest** (Located at 60 Tribune Street in South Brisbane)**.** The accommodation cost is AUD $36 per night per person. If you haven't arranged temporary accommodation and want to book the Urbanest then please contact ISS Accommodation via email accommodation@qut.edu.au or phone 3138 1596.

QUT Student Identification Card

As part of your orientation activities, you will be provided with information on how to obtain your QUT student ID card. For identification and verification purposes, you will need to bring your passport showing your Australian visa.

Opening a bank account

Staff at ISS will help you to open your bank account at MECU Bank at the QUT Kelvin Grove campus. The account has already been set up for you so that you can receive your establishment allowance straight away. Please bring your passport to help activate the account, when you visit ISS.

English Language Programs

If you are studying English at QUT before any other academic program, you will need to report to the English Language Programs Reception at P Block (QUT International College), Kelvin Grove Campus at 8.30am on the orientation day of your English program. For English Program course calendars, please visit http://www.qutic.qut.edu.au/about/entrydates/calendars.jsp

Permanent Accommodation

ISS provides personal accommodation assistance to all international students. You should attend an Accommodation Briefing session arranged during your Introductory Academic Program (IAP) to find out more about rental accommodation in Brisbane.

This session also provides information about the services available to international students, including arranging appointments and transport to inspect rental properties. With the help of ISS, most students find permanent accommodation within a week or two of arriving in Brisbane.

When you have found permanent accommodation you should give your Brisbane address
- **AusAID Student Contact Officer**
- **to the bank**
- **to your OSHC company**
- **and make sure you enter it on Q Virtual**

Please contact ISS accommodation to get more details about our services that you can utilise to find a permanent accommodation for yourself.

ISS Accommodation

Phone GP Campus: 3138 8391
Phone KG Campus: 3138 0072
Email: accommodation@qut.edu.au
Website: www.issupport.qut.edu.au/student/accommod/

Maintaining Communication

You should always be proactive in maintaining good communication with QUT and, the International Student Services (ISS), the Faculty and your academic supervisor. If you are having a problem please ensure that you discuss this with the appropriate contact sooner rather than later so that assistance or advice can be provided in a timely fashion.

Change of address or telephone number

Department of Immigration and Citizenship (DIAC) and AusAID require that you keep QUT informed of your current residential address and telephone number so that contact can be properly maintained. Please provide this information to the AusAID Student Contact Officer. You must also update your QUT Virtual with your correct address and contact information.

It is University policy to use your QUT student email address for official correspondence. Information regarding your scholarship, your study program and other associated matters will be sent to your university email address only. It is your responsibility to check this address regularly.

Scholarship Entitlements

AusAID Scholarship entitlements and conditions differ depending on what scholarship you have been awarded (e.g., ADS, ALA). The ADS Handbook (http://www.ausaid.gov.au/publications/pdf/adsmanual.pdf - updated September 2010) and ALA Scholarship Handbook (http://www.ausaid.gov.au/scholar/pdf/ala_handbook.pdf - updated August 2010) serve as a guide on student management and scholarship processes. Read the handbooks and become familiar with your responsibilities and entitlements. Always refer to the handbooks first if you have any questions about your scholarship program. You are eligible for

- Establishment allowance ($ 5000)
- Contribution to living expenses (CLE)
- Introductory Academic Program (IAP)
- Overseas Student Health Cover (OSHC) for the duration of the award (for award holder only)

Depending on your AusAID contract, you may be eligible for
- Pre-course English Fees
- Supplementary Academic Support (SAS) and Thesis Editing
- Reunion Airfare (ADS students, but conditions apply)
- Fieldwork (for research student only)
- Study Enrichment Allowance(ALA students)

For the most accurate and up-to-date information please refer to the conditions of your scholarship offer. If you have any questions about the conditions of your scholarship please contact the AusAID Student Contact Officer. QUT will work closely with AusAID to ensure that your educational experience in Australia is successful and rewarding.

Establishment allowance

Establishment allowance through AusAID scholarship is a once only payment of $5000 which is paid into your bank account at the commencement of the scholarship. This allowance is to cover costs associated with establishing your residency in Australia, such as the costs of temporary accommodation, public transport, furnishing, text books, etc. Once you have activated your MECU Bank account, you will have access to this amount straight away.

Stipend (Contribution to Living Expenses – CLE)

The AusAID Contribution to Living Expenses (CLE) is paid fortnightly into your bank account starting from the day you land in Australia. The CLE is paid to assist in meeting your everyday living costs such as rent, transport, food, stationery etc.

- **Your CLE will cease five days after you complete your course i.e. five days after exam results are released (coursework students) or submission of your thesis (research students).**

- **If you travel back home before your final stipend (CLE) pay end date, your stipend will be stopped on the day of travel.**

Health & Medical

AusAID students are entitled to basic Overseas Student Health Cover (OSHC) through Medibank Private. QUT has already paid your OSHC (single person cover) before your arrival. If needed you must pay for family cover yourself. QUT will only schedule an upgrade to family cover if you are offshore. If you are onshore, it is your responsibility to upgrade to family cover. If you want to apply for family cover from offshore, please send your family member's details to QUT Team E (qut.intadmission-e@qut.edu.au;), so that you can be provided information on what steps to take. If you are onshore, information on the current cost of family policies can be found at http://www.medibank.com.au.

When you arrive you will be given a letter from Medibank Private which includes your membership number. This letter will allow you to access medical services. The AusAID Student Contact Officer will assist you to get an OSHC card. When you find your permanent address in Brisbane you need to inform Medibank Private.

The health care system in Australia initially may appear quite complex. Rest assured that there are excellent medical facilities in all areas of Brisbane and health services available on all QUT Campuses.

QUT Health Service Hours and locations:

*QUT Health Services operate Monday to Friday except for Public Holidays

Gardens Point campus

Monday to Friday 8:30am – 5:00pm

Level 4, X Block (sliding glass doors next to Gardens Theatre)

Phone: 07 3138 2321

Kelvin Grove campus

Tuesday, Wednesday and Friday 8:30am – 5:00pm

Monday and Thursday 08:30 to 6:00pm

Level 2 44 Musk Avenue (Opposite Kelvin Grove Pharmacy and Woolworths)

Phone: 07 3138 3161

For more details read ISS Info Sheet 5 **Health & Medical.**

Single medical insurance covers basic medical and hospital care, most drugs that the doctor prescribes for you, and emergency ambulance transport. OSHC **does not cover all costs.**

It does **not cover**:
- Pre-existing medical conditions
- Dental
- Physiotherapy
- Optical
- Any family members

Representatives from Medibank Private can be found on-campus at the following times & places:

GP – Student Centre, A block, level 1
KG – Student Centre, F block, level 6

	Monday	Tuesday	Wednesday	Friday
Medibank Private	9-12pm **GP**	9-12pm **KG**	9-12pm **GP**	9-12pm **KG**

Bringing Your Family to Australia

The AusAID Student Contact Officer at International Student Services (ISS) can provide assistance to students with families by;

- Helping you prepare to bring your spouse and children to Australia
- Liaising with schools and government Departments
- Assisting you to find suitable childcare
- Putting you in touch with other parents through the International Women's Group and organising family activities and outings

There are many issues to consider when deciding whether to bring your family to Brisbane or not. We encourage you to make an appointment with the AusAID Student Contact Officer to further discuss the process of bringing your family to Australia. On average the whole process can take 2-4 months.

Please visit the **'Family Assistance'** webpage on the ISS website (www.issupport.qut.edu.au/ausaid/index.jsp) and fill in the form to provide ISS with details about each member of your family that you want to bring to Australia.

Issues to consider before making a decision to bring family

- **Financial**

    Most students find that living with their family in Brisbane can be very expensive. Expect to use your savings unless you are fortunate enough to have your employer still paying your salary throughout your studies. Expenses to consider include: airfares, childcare fees, higher rent, educational costs (i.e. lunches, books, excursions, and uniforms), transport, medical insurance, clothing and other necessities.

    There is no AusAID accompanied stipend (i.e. family stipend). AusAID students must pay for all family members' expenses. AusAID does not pay for the cost of airfares for your family to and from Australia.

- **Social**

    Your spouse and children will have to adjust to life in Australia, just like you did. There may be difficult times in the first few months as they adjust to different roles. For example, if your spouse is leaving a job to come to be with you, he/she will need to be mentally prepared for the temporary loss of their job and their new role of caring for the children.

    Without the usual support from relatives and friends, family members may feel very isolated and lonely, more so if they are not confident with their English.

Children may also find it hard adjusting to a new school and making new friends. While studying full-time you may not always be able to help or spend time with them.

Some couples encounter problems in their relationship because of the new stresses placed on them. In some cases these stresses may seem overwhelming and lead to conflict. If you feel the situation at home is increasingly stressful and beyond your control, it is important to find help immediately from ISS. One useful contact is Relationships Australia - Ph: **(07) 3831 2005** at Spring Hill.

Parenting styles in Australia may be very different from the accepted way in your country. Children of a young age cannot be left at home without adult supervision. The government can step in if children are found to be unattended or in need of care and protection. Please visit ISS website (www.issupport.qut.edu.au) to find more information about the services available for you regarding childcare.

- **<u>Schooling</u>**

    AusAID scholars with dependent school age children will need to enrol them in a state school in Brisbane. Full details of the process for doing so, as well as the appropriate forms, can be found on the ISS website (www.issupport.qut.edu.au/student/family/schooling.jsp). If you are unsure of what to do at any stage, please consult with the AusAID Student Contact Officer.

    All schools accepting international students must be government-registered and have to meet special requirements under Australian Government legislation. Another requirement is to provide, or have access to, specialist English language support. State schools offer students a wide range of programs to develop their talents and interests. Schooling for certain levels is compulsory according to Queensland Government Regulations.

    Education Queensland International (EQI) is the branch within the Queensland Department of Education responsible for allowing dependent children of overseas students to study in Queensland schools. If you are planning on sending your children to school in Queensland it is important that you visit the EQI website (www.education.qld.gov.au) to find out all the information regarding the application process, course fees, the school system and calendar. Students on Australian Government Scholarships or Scholarships recognised by the Queensland Board of Education are exempt from paying fees.

- **Childcare**

  If you are in need of childcare, you should apply for this as soon as possible after arriving in Australia. There is usually high demand for childcare places, and most formal childcare services have waiting lists.

  When choosing a childcare service, you need to consider the service location, hours of operation, availability of places, and the cost. Equally important is the quality of care provided, that is, the relationship between staff and children, the program, the physical environment and equipment. AusAID sponsored students are usually eligible for Childcare Benefit through the Government department Centrelink (if the child is enrolled with an approved childcare provider, and if you pass Centrelink income assessment). Pease visit www.familyassist.gov.au to find out more about childcare and Childcare Benefit.

<u>Work</u>

Under student visa regulations, international students can work for up to 20 hours per week in part-time or casual employment and full-time during scheduled vacation periods.

A part-time job must not interfere with your course, as study is your number one priority. **You or your spouse (husband/wife) is not allowed to work until you have commenced your course.** If you are an undergraduate student, your spouse (husband/wife) is only allowed to work a maximum of 20 hours per week. Spouses of masters or doctorate course students (student visa 574) are permitted to work unlimited hours. Please visit the ISS website (www.issupport.qut.edu.au) to find more information about career support provided to international students by QUT.

Looking for a casual or part-time job is usually quite time consuming but can start on campus. QUT Careers & Employment Services (www.careers.qut.edu.au) offers a comprehensive employment website that is updated on a daily basis. Casual and part-time jobs are posted on this site at Career Hub. The Student Guild also has an employment service. These jobs are usually non-course related.

Should you (or your dependent) wish to seek work, you need to get a tax file number (TFN)

Tax File Number (TFN)

All International Students including AusAID students are required to obtain a tax file number. A tax file number (TFN) is a unique number issued to individuals and organisations to help the Tax Office administer tax and other Australian Government systems. It's one of your most important forms of identification in Australia. It's yours for life and keeping it secure is a good defence against identity theft.

While it is not compulsory to quote a TFN without one you may:
- Pay more tax than necessary, or
- Not be able to get government benefits you are entitled to receive.

A TFN will also help you:
- Lodge a tax return
- Ask the Tax Office about your tax affairs
- Start or change jobs
- Limit the amount of tax you pay on interest or dividends earned if you have savings accounts or investments that earn income.

Applying for a Tax file Number

There are two ways to apply for a TFN:

1) Online or,

2) Paper application form

Whichever way you use to apply, your TFN will be mailed back to your residential address, so wait until you have **permanent accommodation** before applying for your TFN. Keep your TFN confidential. It is then your responsibility to lodge your TFN with your bank or financial institution or with your employer.

To apply, please visit the ATO website (www.ato.gov.au) and complete the online individual tax file number (TFN) registration. When applying online, you do not have to physically provide proof of your identity.

If you cannot lodge an application online, then you can download a paper form from the ATO website and drop the completed form into the Brisbane ATO office.

If you need more information about TFNs, you can:

- Visit the Tax Office website at www.ato.gov.au or
- Phone **13 28 61** between 8.00am and 6.00pm, Monday to Friday.

⚠ Applying for a TFN using false or other peoples' identity details, or misusing your TFN, can mean heavy fines or jail.

AusAID Student Conditions

Below are some of the AusAID rules that apply to you. Please read them carefully:

- AusAID students are recommended NOT to work during the semester
- Within 7 days of a change of address, record the new address on QUT Virtual.
- Study full-time in the course for which you accepted your scholarship (you must remain enrolled in the full semester load).
- Participate in the IAP as it is a compulsory requirement of AusAID
- Participate in all activities associated with your study, including all lectures and tutorials
- Submit all work required for the course (assignments, essays)
- Sit for examinations
- You must personally arrange OSHC for any family members here
- You pay for any medical costs not covered by OSHC
- Obtain a tax file number
- Return to your home country upon successful completion of your studies within 30 days for a minimum period of 2 years. Failure to do so will incur a debt to the Commonwealth.
- You cannot transfer to another visa type (e.g. tourist, permanent residency).

Travel

You must pay for:

- Insurance costs (if you have any of these - travel, baggage, home contents)
- Excess baggage costs
- Travel costs for any of your dependents either to and from Australia or within Australia
- You must arrange and pay for visas for any family members accompanying you

As part of your scholarship, you are entitled to a return home airfare. You may also be eligible for a reunion airfare to visit your family in your home country if you are living alone in Australia. If fieldwork is part of your course then you may be eligible for a fieldwork travel allowance as well. Please visit the '**Travel'** page on ISS website (http://www.issupport.qut.edu.au/ausaid/currentstudent/travel.jsp) to find out more information about your travel entitlements.

AusAID Introductory Academic Program (IAP)

All AusAID sponsored students are required to attend an Introductory Academic Program (IAP) before starting your first semester.

IAP is a compulsory five week intensive program developed and coordinated by International Student Services. It prepares new AusAID scholarship holders for entry into undergraduate and postgraduate degrees at QUT.

The IAP for Semester 2 2011 is organised in **Room 303 X Block and Room 208 A Block– Gardens Point from 20 June 2011 – 22 July 2011.**

Aims

The IAP has four specific aims related to settlement and cultural familiarisation, administrative matters, academic expectations and language and learning support.

1. Provide a **welcoming and supportive environment** for the students with practical information and advice as they settle into life in Brisbane.
2. Introduce the students to the **academic culture of QUT**. This involves a close examination of the administrative systems, procedures, rules and values of QUT as well as common approaches to teaching and learning.
3. Give students the opportunity to familiarise themselves with key aspects of their **intended course**.
4. Academic Skills: Examine and practice the key **study skills and language and literacy skills** for academic success.
5. Assist students to **identify their academic strengths and skills required for further development**.

Outline of the program

This program aims to strike a balance between acculturation activities and information sessions, practical technical skills (library, computing) and language and academic skills.

Acculturation

Information sessions during the IAP are coordinated by ISS with assistance from other sections of QUT. You will learn about:

- Settling into life in Brisbane
- AusAID rules and regulations
- Getting to know the QUT environment and the key people responsible for your welfare and administration
- Finding accommodation
- Organising and implementing an effective budget
- Student and religious support groups
- Health and safety issues
- Community links

Students will also learn about generic support services at QUT and the obligations of QUT to international students.

Familiarisation bus trips around the city will show students a number of important locations - shopping and business centres, hospital and pharmacy locations, state library, religious centres, halal and Asian food outlets and the general layout of the city centre. You will also see some appropriate Brisbane landmarks, such as Lone Pine Koala Sanctuary.

Technical Skills

Computing and library skills are an essential component of the program. The IAP develops students' technical skills in areas such as:

- Formal computer training (MS Word, e-mail, internet, a full day PowerPoint workshop (12 hours)
- Supervised practice (5 hours) with access to help and advice as required.

The **Advanced Information Retrieval Skills (AIRS) program** (12 contact hours) teaches students to use information systems effectively and to be more productive in their research. This library based course guides researchers in

- The effective and efficient use of information resources,
- Processes and systems to meet their current and future research needs with an emphasis throughout on the changing information environment.

Students will frequently access the library for their own research throughout the IAP.

Academic Skills

Much of the program is devoted to activities designed to develop the students' academic skills in preparation for their first semester of formal study at QUT. These activities combine

- General study skills (e.g. time management, library skills)
- Core academic skills (listening and note taking, reading and research, oral presentations, and academic writing).

Students are given opportunities to practise these skills in set tasks and workshops. The main academic focus of the program is a project that involves one written assignment (1500 words) and one oral presentation (10 minutes + 5 minutes for questions). Each student will be given a topic based on his/her intended course of study. Through this project students will

- Develop confidence and competence in using the available technology at QUT (computing, library, audio-visual devices)
- Identify and explore key aspects of their intended course of study (unit structures, content areas, concepts, terminology)
- Learn and practice key academic study skills

- Experience 'normal' problems and frustrations of academic study and devise appropriate strategies
- Develop an understanding of the academic culture at QUT (academic requirements, expectations and values).

Student Assessment

By completing the project and through feedback from facilitators and presenters, QUT will closely assess the students' capabilities in these areas of academic competence. Should a student require extra support as they begin their course, this will be fed back to the AusAID Student Adviser for follow-up.

Evaluation of Program

An evaluation of the IAP will be conducted in accordance with the requirements set down for the AusAID program. This information which will include participant feedback will be used to improve aspects of the program for the next intake.

QUT Policy Information & Rules

QUT student rules and important information can be found at:
http://www.studentservices.qut.edu.au/

At that site you can find information about:

- Enrolment, summer school, exams, academic dates, essential facts and many more topics.
- Once you are enrolled you can also connect to your timetables and to individual unit outlines from this website.

Apart from referring to these student rules, this website can provide you with information:
- Your faculty administration staff
- Your course coordinator and lecturers
- International Student Advisers in ISS.
- Staff at the Student Centres on all campuses

> Your AusAID scholarship has restrictions placed on it by both your home government and the Australian government.
>
> Your home government has asked for students to study in specific degrees and discipline areas because your country needs skills in those areas.
>
> Therefore it will usually not be possible to make major changes to your program unless special circumstances exist.

Enrolment

Your enrolment takes place as soon as possible after your arrival or during the AusAID Introductory Academic Program (IAP). You need to contact your AusAID Student Contact Officer (SCO) if you want to make any changes to:

- **Your enrolment program**

- **Change of institution**

- **Change of course**

You may not be allowed to make any changes to your program without the permission from AusAID. QUT has due dates for making changes so you need to see an ISS Adviser quickly to discuss any proposed alterations. Please visit the following website for more information: http://www.studentservices.qut.edu.au/enrol/change/withdraw.jsp

Important:

Changing a unit is a serious step which will affect your other semesters. You must get AusAID approval and have good reasons for wanting to do this.

If you wish to change some units for other units you must discuss this with your faculty and the AusAID Student Contact Officer.

Many units can't be changed, and some units must be studied first before you can enrol in another (i.e. 'pre-requisite' units).

A 'unit' means a 'subject'

A 'course' is your degree (e.g. Masters of Information Technology)

<u>Supplementary Academic Support (SAS) – Tutorial Assistance</u>

Supplementary Academic Support (SAS) is available to all AusAID students as a benefit of the AusAID scholarship program. A student 'at risk' of not successfully completing units in any semester is eligible to apply for a maximum non-transferable amount of $500 per semester of SAS.

SAS is based on a peer mentoring system where students are able to request up to six hours of one-on-one academic assistance in a particular assessment or unit per semester if they believe they are at a risk of failing the assessment/unit. It is not expected that students would require SAS in more than two units in a semester. Higher Degree Research students (PhD & Masters degree by research) are eligible to apply for SAS for thesis editing.

This additional support in a particular unit can be approved on a needs basis after consultation with the <u>SAS Coordinator</u>. Where possible, students who require academic assistance in the same unit are encouraged to form a tutorial group to benefit more from SAS. Details of SAS are on the website at
http://www.issupport.qut.edu.au/ausaid/Supplyacademic/.

Language and Learning Support

If you need help with an assignment or you are having any other academic problems with your studies, you can make an appointment with a Language and Learning Adviser at ISS. The advisers can help you identify problems in your work and offer practical suggestions for improving your language and learning skills. They also run seminars and workshops during the semesters.

When you making an appointment, please keep the following points in mind:

- Plan ahead for appointments.
- Demand for appointments is high during the semester. Make an appointment at the earliest possible time you feel you may need assistance.
- You can only make one appointment per week
- Assignments must be typed, double spaced and in 12 point font.
- Bring all relevant material with you to the appointment: course outline, topic, assessment criteria, etc.
- While we offer advice on ways to improve your writing we are not proof readers or "grammar checkers". Please proofread your work as carefully as possible before your appointment.

For further enquires or information please phone ISS Language and Learning Unit: Anne McIntyre (07) 3138 6717.

Students can also use the language and learning email service to ask specific questions to improve their academic writing. A language and learning adviser will respond to your message promptly:

uniwrite@qut.edu.au

Thesis Editing for Higher Degree Research Students (HDR)

Higher Degree Research Students may be able to apply to AusAID for funds to edit your thesis (Conditions do apply). If you are an **ALA** research student, please contact Student Contact Officer (SCO). In consultation with QUT Institutional Contact Officer, your Student Contact Officer will assist you to access this service. If you are an **ADS** research student, please contact the SAS coordinator (sas.ausaid@qut.edu.au).

Additional Thesis Editing funds may be available to International HDR students (administered through Faculties). Please visit http://www.rsc.qut.edu.au/studentsstaff/international/indes.jsp or contact the HDR officer at QUT Research Students Centre for further information (07) 3138 4475 or (07) 3138 5306.

AusAID Student Academic Workshops

Academic support workshops will be offered to AusAID students to help develop language skills in an ongoing manner. QUT Language and Learning Unit will organise three workshops during each semester. These are;

- Week 3 – Unpacking your first assignment
- Week 8 – Editing your own writing
- Week 11- Exam Preparation

These workshops will be

- One hour each
- Offered to Science, IT, Engineering students one day ; Ed, Health, Business, CI the other day

✛ More information on these workshops will be provided to AusAID students at the beginning of each semester.

Academic Progress

During your course of study your academic progress will be monitored and reported to AusAID. As soon as you realise you are having difficulty you need to see your AusAID Student Contact Officer so that support can be set up for you as early as possible.

If you fail any units in a semester, contact the AusAID Student Contact Officer and discuss your options for picking up that unit and how it will affect your completion date. You must then get permission from AusAID to make any necessary changes to your program.

If you are having difficulties with any unit, **DO NOT** withdraw from that unit. Instead, seek assistance and advice from ISS on what to do, as quickly as possible

It is highly unlikely that AusAID will approve any extensions of time to your scholarship. In your first year you must pass at least 80% of your units or your scholarship is at risk.

It is important that you know the date when exam results are released for each semester, and then to check your results on QUT Virtual.

Assessment & Examinations

To find out about how you will be assessed in each of your units go to the on-line OLT or go to QUT Blackboard from the QUT homepage. (http://blackboard.qut.edu.au/webapps/portal/frameset.jsp)

Types of assessment include **exams, assignments, group work, oral presentations & class participation.**

Read the unit outline carefully so you know about due dates, weighting (how much the assessment is worth) and criteria (what your tutor/lecturer is looking for).

If you find yourself struggling to meet assessment requirements, you should talk to your lecturer or tutor as soon as possible. They may be able to help you. However, if this help is not sufficient then please contact your SAS Coordinator to arrange for SAS.

Extra time allocation during examinations
Students from non-English Speaking Backgrounds may be given extra time in examinations if English is not their first language and you may be able to have a bi-lingual dictionary with you during the exam. However you MUST apply to the faculty for this as some faculties have different policies.

Grades

At the end of each semester you will receive a grade point average (GPA), which is the average of your unit results. This GPA includes all the units you have done since beginning your course (even those you have failed). You should always keep your GPA above "3". The minimum requirement is 4. Please be aware that a "3" result for a unit is not considered enough for a pass.

All courses have a maximum number of "3" results you can receive. Check with your faculty for details. If you have too many "3" results you will not be able to graduate.

Grading Scale

7	High Distinction	85% +
6	Distinction	75% - 84%
5	Credit	65% - 74%
4	Pass	50% - 64%
3	Marginal Fail	40% - 49%
2	Fail	25% - 39%
1	Low Fail	Less than 25%
S	Satisfactory	
U	Unsatisfactory	
E	Exempt	
A	Result Not Finalised	

Probation

Probation implies that you are not doing well and are in danger of failing your course. You can be placed "on probation" if:

- You achieve a grade point average (GPA) of less than 3.0
- You are awarded a failing grade in a unit which you have previously failed
- You fail a designated unit

If you receive a letter from QUT stating that you are "on probation", then you should immediately see the AusAID Contact Officer and your Course Coordinator (who will advise you on your enrolment for the next semester). Your probation is reviewed at the end of the year. If you have not improved you may be excluded from your course.

Exclusion

You can be excluded from your course

- If you achieve a GPA of less than 3.0 in two consecutive semesters of study (other than in the first two semesters of an undergraduate course)
- If you fail a unit three times
- If you fail a designated unit twice
- If you exceed the maximum time limit for the award course

Exclusion applies to your current course only, not to all the courses at QUT. If you are excluded you can appeal against this decision (see an International Student Adviser to help you).

⭐ **Important AusAID Activities**

Follow-up Orientation Program

Within the first three months of your arrival you will be expected to attend a "Follow-up Orientation Program" for new AusAID students. You will be informed by e-mail of the exact details of the program (so please make sure you check your QUT e-mail regularly - at least every 2 days).

AusAID Student Monthly Informal lunches

ISS organises informal lunches for AusAID students once a month during the semester. Students bring their own lunches and meet at QUT to socialise and chat about how their studies are going in an informal setting. The information on the specific dates will be sent out via emails.

Family Picnics/Barbeques

ISS also organises get-togethers and/or picnics for both single students and those students who have their families here (both AusAID and non-AusAID). This is not only to have some fun but also to give the families an opportunity to get out and meet others. So keep checking your e-mails for information about these (they will be advertised in the e-mail "ISS News").

AusAID Graduating Students Workshop

In your final semester, ISS will invite you to attend a workshop where you will be given advice on matters to attend to before departing Australia and for your return home. This workshop is for all graduating international students and includes information on:

- Checklist of things to do pre-departure
- The importance of keeping in touch through the alumni association
- The kinds of adjustments to expect when you return home again
- Visa concerns and AusAID obligations

AusAID Completion Ceremony

In your final semester, you will be invited to an **"AusAID Completion Ceremony"**. This is to acknowledge the hard work you have done and to congratulate you on completing your studies at QUT. Family and friends of AusAID students are also invited to the ceremony. If you a re leaving before the official QUT graduation ceremony date, you can also hire a gown for the day to take photos. This ceremony will be followed by a halal lunch provided by ISS.