



# UQ College<sup>+</sup>

Student Handbook  
English Language Programs



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

# Emergency Contacts

## In an emergency contact:

Police, Fire or Ambulance	000
	+61 7 3365 3333
UQ Security (24 hours)	or 1800 800 123 (Toll free)
OSHC 24-hour emergency helpline for students with AllianzCare OHSC	1800 814 781
UQ Counselling and Crisis line	1300 851 998

We recommend you save the emergency contacts on your mobile phones

## Useful contacts

### Department of Home Affairs Brisbane Visa and Citizenship Office

Ground Floor  
299 Adelaide Street  
Brisbane QLD 4000  
Telephone (English): 13 18 81  
Web: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

### Allianz Care OSHC (for students with Allianz Care OSHC only)

**Telephone Member Services and General Enquiries:** 13 OSHC (13 67 42)  
**Claims:** 1800 651 349

**24 Hour Emergency Helpline:** 1800 814 781  
The Allianz OSHC 24 Hour Emergency Helpline can assist you with urgent medical or legal advice. Interpreters are available.

**Web:** <https://oshcallianzcare.com.au>

## Useful websites



Visit Brisbane  
(events and things to do)  
<https://visitbrisbane.com.au>



UQ College  
<https://uqcollege.uq.edu.au>



The University of Queensland  
<https://uq.edu.au>



Public Transport  
<https://translink.com.au>



Google Maps  
<https://google.com/maps>



UQ Union  
<https://uqu.com.au>

# Contents

## Contents

Emergency Contacts	2
Contents	3
Welcome from the CEO	4
Orientation	5
UQ College Student Portal	6
Getting Started	7
Computer & Internet Access	8
Helpful Apps	9
TESOL SESSION DATES 2022-2023	10
Learning Support	12
Learning Advisers	13
Safety and Security	14
Wellbeing	16
Health and Medical Services	17
OSHC (Health Insurance)	18
Information for under 18s	19
UQC Attendance Policy and Student Visa Requirements	20
International Students Rights and Responsibilities	21
Student Conduct	22
Complaints and Appeals	23
Student Complaints and Appeals Process	24
Legal Assistance	25
Working in Australia	25
Public Transport	26
Mobile Phones	28
Cost of Living in Brisbane	29
UQ College Staff Contact Details	30

# Welcome from the CEO

## Welcome to UQ College.

The friendly UQ College staff are eager to make your student experience a positive and beneficial one and we trust you will enjoy learning with us, developing new skills and knowledge.

This Student Handbook is designed to introduce you to UQ College and give you information on your enrolment with us. As students you have a responsibility to ensure all policies and procedures are clearly understood and I encourage you to seek clarification of anything that is not clear.

Policies, procedures and guidelines can be found at <http://uqcollege.uq.edu.au/about/policies-procedures> and for any updates on what is happening at UQ College go to UQ College Facebook site. [www.facebook.com/uqcollege](http://www.facebook.com/uqcollege).

You can also contact the relevant UQC staff below for:

- **Academic Issues -**  
Iain Mathieson, UQ College Senior Academic Manager  
Email: [i.matheison@uqcollege.uq.edu.au](mailto:i.matheison@uqcollege.uq.edu.au) or to book an appointment please call (7) 3346 6770.
- To book an appointment with a teacher (outside of classes), please go to UQC Student Information, Level 4, Building 14 (Sir Llew Edwards Building) between 8am and 5pm, Monday to Friday.

### Administrative Issues –

Please contact UQ College Student Information.

Email: [info@uqcollege.uq.edu.au](mailto:info@uqcollege.uq.edu.au) or telephone: (07) 3346 6770

We understand that adjusting to a new culture and environment is exciting, but it can also be challenging at times. We offer a wide range of support services to help you at every step of your journey. From free English language support to weekly social activities, our services are designed to help you succeed in the classroom and beyond.

Studying at an international university is about more than the classroom experience. It is about discovering a new culture, meeting new people, establishing an international network and having fun. We look forward to assisting you to reach your goals.

Julian Wilson - UQ College CEO



# Orientation

Orientation is held prior to commencing your program and it is important you attend all sessions.

During orientation you will:

- Meet UQ College staff
- Learn about your program requirements
- Find out about support and services available at UQ College and UQ
- Go on a campus tour and see the university facilities
- Discover useful information about living in Brisbane

## First Week of Classes

### Learning resources

In your first classes your teachers will advise you about:

- The Learning resources for each course
- Which textbooks are required
- How to access digital or hard copy Workbooks

### Communication

The College and your teachers will communicate with you through:

- Emails to your student account
- Blackboard
- Please check both regularly!

### Timetable Changes

Please note: Class changes may not be possible and you will require special circumstances for a change to be considered.

email: [support@uqcollege.uq.edu.au](mailto:support@uqcollege.uq.edu.au)

# 5 Top Tips for Students



1. Show respect to your classmates and teachers at all times



2. Come to class on time and make sure you maintain satisfactory attendance



3. If you miss a class for any reason, complete an Absence Form in the UQC Student Portal



4. If you have study or personal problems, ask for help at UQ College Student Information












5. Student visa holders must provide their details within 7 days of their arrival in Australia.

# UQ College Student Portal

When you accepted your offer to study at UQ College, you also received a username and password access to the UQC Student Portal. The UQC portal gives you easy access to your enrolment and study information at UQ College.

The main dashboard appears with the following buttons and functions:

**Note: the button sequence will change depending on the areas you visit the most.**

<p><b>View or submit applications to study at UQC</b></p>	<p><b>View documents</b></p>	<p><b>Make payments or view outstanding fees</b></p>
<p> <b>Applications</b> View and track your applications</p>	<p> <b>Documents</b> Access documents made available for download</p>	<p> <b>Finance</b> View your financials, including invoices &amp; payments</p>
<p><b>View enrolment, grades, and attendance information</b></p>	<p><b>View your timetable</b></p>	<p><b>Submit forms to UQC</b></p>
<p> <b>Courses</b> View and manage your courses, including progress and attendance</p>	<p> <b>Timetable</b> View your schedule and access all your upcoming events</p>	<p> <b>Forms</b> Access all the forms required for your study.</p>
<p><b>Links to useful websites, including UQ events and services</b></p>	<p><b>Update your contact information</b></p>	<p><b>View your attendance</b></p>
<p> <b>Useful links</b> Access to sites you may find useful</p>	<p> <b>Profile</b> Manage your profile</p>	<p> <b>Attendance</b> View your attendance</p>

You can click The University of Queensland logo to return to the main dashboard at any time.

# Getting Started



## Collect your student ID card



Complete the UQ College ID Card form. A QR code will be emailed to you with your orientation invitation. When ready, UQ Student Services will email you. Collect your ID card from Student Central Building 42. Bring your passport with you.



## Download the UQ SafeZone App



Connect directly with UQ security officers or emergency services for first aid or assistance in an emergency situation on-campus. <https://pf.uq.edu.au/unisafe/uqsafezone>



## Set up your OSHC app



Download the Allianz Care Cover, My OSHC Assistant App. <https://www.allianzcare.com.au/en/faqs/myhealth-app.html>

With this application you can access your e-membership card, update your personal details, submit a claim, locate your nearest direct-billing doctor, contact the 24-hour helpline and access a medical term translator.



## Complete the UQ Academic Integrity Tutorial Modules (AIM)



Login through the UQ Portal, access and complete the UQ Academic Tutorial Modules on the edX (Edge) platform. <https://elearning.uq.edu.au/academic-integrity-modules>



## Set-up Learn.UQ Mobile



Keep up with your study by accessing your course materials whenever and wherever you want. <https://learn.uq.edu.au>

### UQ Student ID Card

You can use your card to:

- borrow items, print and photocopy at the UQ Library
- buy student tickets for selected cinemas and activities in Brisbane such as the SouthBank Wheel of Brisbane or the Story Bridge Adventure Climb.

Please note that you cannot use your student card to pay student fares on public transport.

# Computer & Internet Access

## Username and Password

You will need your UQ student number and password to access all computer and internet facilities (including wifi) on campus.

Before you start your program UQ will send you an email with an 'activation' button to set your password.

If you did not receive the email, please visit UQC Student Information on Level 4.

You must change your password before it will work with the wifi on your device. To change your password, go to <https://uq.edu.au/password>

## Using wifi on campus

To use wifi on campus:

1. Click "UQ" on the list of available wifi networks
2. Enter your username as follows: s\_\_\_\_\_ ("s", followed by the first 7 digits of your 8 digit UQ student number)
3. Enter the password you set through the activation email.

### Always protect your personal information

- ⊗ Do not give your personal details to strangers or phone callers.
- ⊗ Do not supply personal information in emails to people you don't know.
- ⊗ Do not post personal details online unless you are sure it is a safe website.

## UQ library computers

UQ College students can use the student computers in UQ Libraries.

## UQ Internet Policy

You need to know the UQ Internet policy about acceptable use of the service.

You can find this policy at: <https://ppl.app.uq.edu.au/content/6.20.06-acceptable-use-ug-ict-resources>

## Printing and photocopying

To use the printers and photocopiers in the libraries, load print credit onto your Student Card. For more information visit: <https://web.library.uq.edu.au/library-services/it/print-scan-copy/>

### Get future ready at UQ

Digital Essentials is a series of online modules for you to quickly build your digital skills so you can succeed in study and work. If you are new to UQ, we suggest you begin with the recommended modules:

[web.library.uq.edu.au/research-tools-techniques/digital-essentials](http://web.library.uq.edu.au/research-tools-techniques/digital-essentials)





# Helpful Apps



## UQ Maps

Free campus map on your smart phone

[my.uq.edu.au/mobile-app](http://my.uq.edu.au/mobile-app)



## UQ SafeZone

Connect directly with UQ security officers or emergency services for first aid or assistance in an emergency situation on-campus.

<https://campuses.uq.edu.au/information-and-services/security/safezone>



## Learn.UQ Mobile

Keep up with your study by accessing your course materials whenever and wherever you want.

[learn.uq.edu.au](http://learn.uq.edu.au)



## MyTransLink

Access to real-time bus, train and ferry information to help plan your travel.

[translink.com.au](http://translink.com.au)



## CelloPark

A smartphone app which allows you to pay for parking at UQ quickly and easily.

[cellopark.com.au](http://cellopark.com.au)



## Free wireless internet (wifi) in Brisbane

Brisbane City Council provides free wireless internet (wifi) access in public spaces across Brisbane.

For details visit: [brisbane.qld.gov.au/things-to-see-and-do/experiences-and-culture/free-wi-fi-in-brisbane](http://brisbane.qld.gov.au/things-to-see-and-do/experiences-and-culture/free-wi-fi-in-brisbane)



# Learning Support

UQ College is committed to assisting students to achieve their learning potential. During your program, you will receive feedback on your classroom participation and tasks.

Students also have a responsibility to incorporate feedback into their learning. If there is an area where you are not making satisfactory progress, your teachers and UQ College Learning Advisers can give you extra learning support to further develop your skills.

Where a student is identified as needing assistance to make satisfactory academic progress, the academic manager will meet the student in order to develop an individual study plan to assist the student to meet their learning objectives.

During Orientation you will be provided with information about the requirements for satisfactory academic progress and the intervention strategies that can be used to assist you.

## Learning Support

Our Learning Advisers are always there to support you with specific skill areas such as grammar and vocabulary. From dedicated workshops to free one-on-one tutoring sessions, they offer practical help in a safe and friendly environment. Make an appointment to see how they can help you succeed in your studies.

<https://my.uq.edu.au/contact/student-life/how-learning-adviser-can-help>

## Libraries and study spaces

There are six libraries on campus. They feature computers for students, 24-hour study spaces, quiet areas, and friendly staff to help you find what you need. Workshops and online learning guides can enhance your studies, develop your assignment strategies, and help you prepare for exams.

<http://library.uq.edu.au>

## UQ Student Support

Students also have access to all UQ student academic support services. Workshops and online resources are available in:

- General study skills
- Exam tips
- Assignment writing
- Group Work

<https://my.uq.edu.au/information-and-services/student-support/study-skills>

# Learning Advisers



## Talking to an Academic Manager or Learning Adviser at UQ College



### Book an appointment with your Teacher or a Learning Adviser

- Log in to <https://studenthub.uq.edu.au> with your UQ student number and password
- Select 'Appointments'
- Choose from the list of Advisers
- Book time & date
  1. Choose an available time and day that suits you
  2. Click 'View appointment' and 'Book Now'
  3. Write what you want to talk about in the 'Add comment' box.
  4. You will receive an email confirming your appointment.



### Arrive on time

Arrive for your appointment at the right time and on the right day. Check your booking or email for details. Don't be late!



### Questions

I can't get on the Student Hub website! What should I do?

Make sure you use your student number with the 's' in front of it as your login username. It's also on your student card.

Make sure you are not using Safari in **'incognito mode'**.

If you still can't get on, see UQC Student Information on Level 4 for help.



### Learning Centre

The UQC Learning Centre is a collaborative learning space for UQC students. It's a great place to study and improve your English skills, with lots of resources and access to Learning Advisers who can provide free one-to-one tutoring or supervised self-study sessions.

📍 General Purpose North Building (#39A), Level 2, Room 235

🕒 Opening hours: Monday to Friday - 9:15am to 4:15pm

# Safety and Security

## Safety on campus

Download the free **UQ Safe Zone** app to connect directly with UQ Security for first-aid support or assistance in an emergency: [pf.uq.edu.au/unisafe/uqsafezone](https://pf.uq.edu.au/unisafe/uqsafezone)

Make sure you know how to access the emergency button.

Call 1800 800 123 to ask for a security officer to escort you if you are walking in quiet areas on campus at night.

You can also use the Unisafe bus to travel around campus late at night.

## Look after your valuable items

- Keep your wallet, phone, passport, keys and other valuable items with you at all times.
- Do not leave valuable items in UQC classrooms during class break times.
- UQC recommends that students purchase travel insurance for all valuable items.

## UQC Emergency procedures

If the emergency alarm sounds during class time:

- Follow the instructions of your teacher or UQC staff member.
- Go to the grassed area opposite the UQC building. Find your teacher and stay with your class.

If the emergency alarm sounds during break time, leave the building immediately.

## Protect yourself from identity crime

- Never give your personal details to strangers or phone callers.
- Never supply your personal details in emails to people you don't know.
- Never post personal details online unless you are sure it is a safe website.

## Beware of callers

- Pretending to be from the police, Australian Taxation Office, or the Department of Home Affairs.
- Threatening you into paying money or sharing your personal details.
- Offering a cheaper way to pay tuition fees, or asking you to transfer money for accommodation before you see the property, or for other services.

## Legal advice

If you need help with a legal matter there are free support services for students.

Contact the UQ Union Legal Service:

<https://uqu.com.au/student-support/legal>



**Remember:** Never use the elevators during an emergency evacuation.

## Safety in Brisbane

Brisbane is a safe and welcoming city. However, when you are visiting any new city, it is important to follow a few simple tips to stay safe.

- Try not to go out or travel by yourself, especially at night. Where possible, stay with your friends.
- At night, walk in busy areas with good lighting. Keep your bag close to your body at all times.
- Before you leave home, always check [Translink.com.au](http://Translink.com.au) to make sure you know how to get home and what time the last bus or train leaves at night. There are limited services during weeknights in Brisbane.
- Never accept a car ride from a stranger.
- Use marked pedestrian crossings to ensure your safety when crossing roads.
- Remember that wearing headphones or using a mobile phone reduces your personal safety.

### Emergency contact numbers

**000**

for emergency or  
life-threatening situation

UQ Security

**+61 7 3365 3333**

for on-campus emergencies

If you need police to help you with a situation that is not an emergency, phone **131 444**

## Swim Safety

Australian beaches can be a fun but always look for the safe places to swim.

**F**

Find the red and yellow flags and swim between them.



**L**

Look at, understand and obey the safety signs.



**A**

Ask a lifeguard or life-saver for advice before you enter the water.



**G**

Get a friend to swim with you.



**S**

Stick your hand up, stay calm and call for help if you get into trouble.



## Sun safety

In Australia it is very important that you protect yourself from the sun as it contains harmful UV rays. To prevent sun damage:

- Wear clothing that covers as much skin as possible, a hat that protects your face, head, neck and ears, and sunglasses.
- Use a broad-spectrum, water-resistant SPF30+ sunscreen. Put it on 20 minutes before you go outdoors and every two hours afterwards.
- Stay in the shade – especially between 11am and 3pm.
- Drink lots of water.

# Wellbeing

## Counselling

Studying in Australia brings lots of changes and these can affect the way you feel.

If you feel stressed or homesick, or if you cannot sleep and feel sad, free help is available to you.

UQ offers free private appointments, with a professional counsellor which can help improve your mental health, or personal relationships.

A counsellor will listen to your problems and work with you to identify actions that are right for you.

Anything that you say will be kept in confidence and will not affect your academic record.

***Students do not have to pay a fee for any services a UQ Counsellor provides.***

## Safe relationships


At UQ and UQC we want to ensure that the campus is a safe and respectful environment for our students.

Bullying, harassment and sexual misconduct are not tolerated.

If someone in a relationship tries to force you to do something that you don't want to do, remember that it's not okay.

If this has happened to you, support is available at UQ. The UQ Sexual misconduct Unit (SMSU) provides confidential assistance for students.

UQ Sexual Misconduct Support Unit

 +61 7 3443 1000

 [respect.uq.edu.au/support](https://respect.uq.edu.au/support)

### If you would like help



Phone +61 7 3365 1704  
or book online:  
[uq.edu.au/student-services/  
counselling-services](https://uq.edu.au/student-services/counselling-services)



Or you can visit Student  
Services in Building #21D



UQC Student Information on  
Level 4 can also assist you

### 24/7 help



#### UQ Counselling and Crisis

Line: **1300 851 998**

Lifeline also offers  
crisis support: **13 11 14**

#### **1800RESPECT**

(1800 737 732)

#### **1800QSTUDY**

(1800 778 839)

# Health and Medical Services

## If you are sick during class

If students require basic first aid during class they should go to UQC Student Information. First Aid Officers may be able to help with small treatments such as band aids or bandaging a cut. First Aid Officers cannot dispense any oral medication, including painkillers.

## If you are sick on campus

Book an appointment online at [uqhealthcare.org.au](http://uqhealthcare.org.au) or go to UQC Student Information on Level 4 for assistance with making an appointment at UQ Health Care (UQHC).

UQHC can get very busy. If it is not an emergency we recommend you visit a doctor near your home.

## The UQHC is located at:

Level 1, Gordon Greenwood Building (#32), Union Road

☎ +61 7 3365 6210

The UQHC is free for students who have Overseas Student Health Cover (OSHC). You must take your card or have the OSHC App to show you have cover. Medicine can be bought from the Campus Pharmacy in the Union Court.

## If you need to go to hospital

Visit your local doctor or medical centre for things like minor coughs, flu and stomachaches.

If you are very sick or injured, take a taxi to 'Emergency' at the nearest hospital.

Only use an ambulance to take you to hospital for a life-threatening accident or illness.

**If you need an ambulance, call 000.**

## If you are sick at home

Call a local doctor to make an appointment. If you are sick during the night phone a local doctor. An answering service will tell you how to contact a night-time medical service.

## After-hours doctors

There are a number of services for after-hours doctors:

- 13SICK: 13 74 25
- Dial A Home Doctor: 1300 980 980
- Australian After Hours Doctors: 1300 466 337
- Allianz OSHC holders can also use Doctors on Demand in the Allianz app.

## Contact details for some local doctors

### Indooroopilly Medical Centre

Suite 5, 66 Station Road, Indooroopilly  
T: +61 7 3878 3733

### Myhealth Medical Centre

Toowong Village  
9 Sherwood Road, Toowong  
T: +61 7 3217 8033

### Taringa 7-Day Medical Practice

15 Morrow Street, Taringa  
T: +61 7 3870 7239

### UQ Healthcare Annerley

4/20 Cornwall Street, Woolloongabba  
T: +61 7 3346 1122

### 7 Day CBD Medical Centre

245 Albert Street, Brisbane  
T: +61 7 3211 3611

# OSHC (Health Insurance)

If you requested OSHC with your offer, your OSHC is provided by Allianz Care.

You will receive an email from Allianz OSHC with your policy number before your program start date.

To access your account you need your policy number and the email address you provided on your application.

Use this application to access your E-membership card, update your personal details, submit a claim, locate your nearest direct-billing doctor, contact the 24-hour helpline and access a medical translator.

## Help with OSHC provided by Allianz Care

An Allianz Care representative is available on campus most weekdays: Student Central, Building 42.

### Contact Allianz Care Member Services and General Enquiries

13 67 42

### Claims

1800 651 349

### 24 Hour Emergency Helpline

1800 814 781

### Postal Address

Allianz Care OSHC Locked Bag 3001  
Toowong QLD 4066

Visit [oshcallianzcare.com.au](http://oshcallianzcare.com.au)  
For information about your cover.

Download the Allianz OSHCApp:  
[oshcallianzcare.com.au/app](http://oshcallianzcare.com.au/app)

**Sonder is a 24/7 safety  
service**  
for students with  
Allianz OSHC

To activate your account visit  
[sonderau.com/uq](http://sonderau.com/uq)



Questions? Please email Sonder at  
[customerservice@sonderaustralia.com](mailto:customerservice@sonderaustralia.com)



# Information for under 18s

## UQ Supervision Program (ISSP)

This program is for international students living in Australia who are under 18 years of age when starting at UQC, and who are not living with a parent or approved relative or legal guardian.

The Supervision Program provides a range of services aimed at helping you feel safe, settled and supported through your first weeks and beyond. You will participate in weekly sessions and workshops to support you with your studies. Including:

- Orientation
- Academic preparation
- Study and life skills
- Individual appointments with the Supervision Coordinator

Your Supervision Program Coordinator will keep in regular contact with you to offer assistance and support. Please contact the Supervision Program if:

- You have any safety, welfare or accommodation concerns.
- You experience a medical condition. Illness or injury.
- You are worried about your course content or assessments.
- You would like additional support or advice on any issues.

## Contact details

**Coordinator:** Claire Craven  
ISSP office in Building 42  
Ph. 0405 766 017  
Email [supervision@uq.edu.au](mailto:supervision@uq.edu.au)

**Emergencies and afterhours:**  
UQ Security 3365 3333 or  
1800 800 123

**UQ College afterhours contact:**  
Neil Marsh  
Ph. 0428 266 170

# UQC Attendance Policy and Student Visa Requirements

The UQC Attendance Policy requires all students to attend a minimum of 80% of classes during their English Language Program.

## What is my attendance period?

Attendance is calculated in each program for which you have a Confirmation of Enrolment (CoE). You are required to maintain a minimum of 80% attendance in your scheduled classes in your English Language Program.

## How is my attendance recorded?

Attendance is marked by your teacher at the beginning of every class. If you arrive more than 10 minutes late to class, or leave any class for more than 10 minutes you will be marked absent for that class. Any class you miss is counted as an absence, even when due to illness.

## What happens if my attendance is too low?

1. If your attendance falls below 85% our staff will need to meet you and provide you with advice.
2. If you do not achieve 80% attendance by the end of your course you may be reported to the Department of Home Affairs (DHA) for unsatisfactory attendance.

## What happens if I miss a class?

If you are going to be absent for more than two consecutive days, you must get approval from UQC. If you are absent due to illness, please email [support@uqcollege.uq.edu.au](mailto:support@uqcollege.uq.edu.au).

We understand that there are circumstances when you are physically unable to attend a class due to illness or injury. In these cases, medical certificates provide confirmation of the legitimate reason for a student's absence which may be used as evidence in further attendance and enrolment decisions.

You will also need to complete an Absence Form in the UQC student portal and attach your medical certificate.

Please note, providing evidence for ongoing absence does not change your attendance percentage.

## Who should I tell about my on-going health condition?

If you suffer from a long-term illness or injury, including mental health issues, you should notify a UQC Student Counsellor at the start of your enrolment.

Early notification allows UQC staff to keep this in consideration when making decisions.

# International Students

## Rights and Responsibilities

### **ESOS and the National Code of Practice**

The provision of education to international students is regulated by the Australian Government through the Education Services for Overseas Student Act 2000 (ESOS).

**The National Code of Practice** is established under the ESOS Act and specifies the standards for courses and services that UQ College is required to meet and students can expect to be delivered.

In addition UQ College also has responsibilities that relate to the welfare of its students and the staff of the College.

International students also have responsibilities under the National Code:

- You must hold a valid visa with study rights for the duration of your stay in Australia
- You must maintain your OSHC for the duration of your stay in Australia
- You must inform UQC within 7 days if your contact details change
- You should complete your study within the duration of your CoE
- You must maintain satisfactory academic progress
- You must maintain satisfactory attendance

- Requests to defer or suspend studies will only be approved in limited circumstances
- Requests to transfer to another provider will not be approved until you have completed six months of your principal UQ Program
- Students under 18 years of age must have approval from UQC prior to changing accommodation or welfare arrangements
- You must comply with the employment conditions on your visa

If you have to cancel, suspend or defer your program, or would like to transfer to another institution, we recommend you visit our website for our current policies and forms [uqcollege.uq.edu.au/about/policies-procedures](http://uqcollege.uq.edu.au/about/policies-procedures)

Please visit UQC Student Information on Level 4 if you require any further information. An appointment can be arranged with the Academic Manager if you wish to discuss the circumstances around your request.

If your enrolment is cancelled by UQC as a result of unsatisfactory academic progress, or unsatisfactory attendance, you are in breach of student condition 8202. This breach has serious implications for your student visa and future study options in Australia.

# Student Conduct

## Student Code of Conduct/Charter

Students are expected to conduct themselves in a manner consistent with the standards of behaviour set out in the UQC Student Charter. These standards of behaviour are intended to promote the highest standards of honesty and academic integrity and to promote the good order and management of the University and UQ College.

Students must ensure that they:

- treat other members of UQC and the University community with respect and courtesy;
- avoid behaviour which might be perceived as discrimination, harassment or bullying;
- respect University property and facilities;
- only submit work that is their own or that correctly acknowledges the ideas or words of others;
- avoid lending original work to others;
- comply with assessment policies and rules;
- understand what is appropriate academic referencing and the consequences of incorrect referencing;
- do not collude with fellow students when completing individual assessment items;
- Complete the academic integrity online tutorial within their first week of study.

## Diversity and Inclusion

UQ College is committed to providing an environment in which students and staff should not be subjected to behaviours, practices or processes that may constitute discrimination, harassment, or victimisation. If you have any enquiries regarding discrimination or harassment please contact the UQ College Discrimination and Harassment Contact Officer.

[support@uqcollege.uq.edu.au](mailto:support@uqcollege.uq.edu.au)

The full UQC Student Code of Conduct/Charter may be found here:



[UQC Student Charter](#)

# Complaints and Appeals

There may be occasions when you disagree (have a grievance) with a member of UQC staff, or one of our policies. To help you resolve the issue, if you have a complaint please see UQC Student Information on level 4.



## Step 1: Informal resolution

Where appropriate, students are encouraged to resolve the issue informally.



## Step 2: Formal resolution

If the issue cannot be resolved informally, you can submit a Complaints and Appeals form through the UQC Student Portal or access from the UQC website.

You will receive a decision in writing within 20 working days.



## Step 3: Appeals

If your complaint or appeal remains unresolved after Steps 1 and 2, you may appeal to the UQC CEO within 10 working days of notification of the decision. You must explain why you think the decision was incorrect and provide additional documentation to support your claim.



## External appeal

At no cost you may also take your complaint to an external agency for an independent review. [ombudsman.qld.gov.au](http://ombudsman.qld.gov.au)

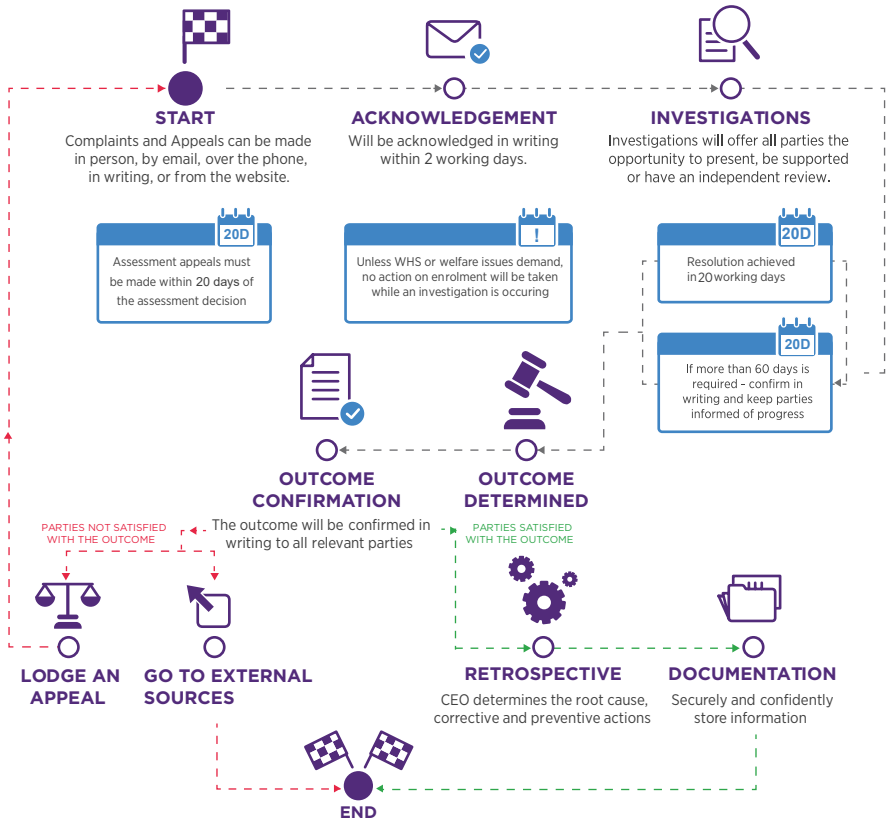
Full details:

[UQC Student Complaints and Appeals Policy](#)



# Student Complaints and Appeals Process

The flow chart describes the steps you should take to resolve a grievance, or to appeal a decision.



## Appealing to an independent external agency

If, after completing the UQC Student Complaints and Appeals process, you remain dissatisfied with the outcome, you have a further 10 working days in which you may take your complaint, at no cost to yourself, to an independent external body:

Queensland Ombudsman [ombudsman.qld.gov.au](https://ombudsman.qld.gov.au)

The Ombudsman would normally focus on issues of procedural compliance or fairness in the decision-making process rather than matters concerning academic judgement. The Ombudsman may decline to investigate complaint if you have not first attempted to resolve the problem through the UQC Student Complaints and Appeals process.

# Legal Assistance

## Need help with a legal matter?

If you are feeling stressed, nervous or anxious about a legal matter or are concerned about something and are not sure where to go, UQU Student Advocacy & Support can help. Our Solicitor can assist you with a range of legal matters.

The service provided is independent, confidential, free and accessible to all UQ students who are currently enrolled.

## Legal Appointments Available

<https://www.uqu.com.au/student-support/legal>

By accessing this [link](#), you can make an appointment for one of the following:

- General legal advice/referrals
- Criminal & civil disputes
- Consumer complaints
- Residential tenancy agreements
- Family law matters
- Intellectual property
- Motor vehicle accidents
- Your rights at work

# Working in Australia

## Can I work on my student visa?

Most international students with a student visa are allowed to work while studying in Australia.

Check your visa conditions. For a student visa (subclass 500), you can only work up to a maximum of 40 hours per fortnight during UQC terms, and full-time during holidays.

To be able to work in Australia you must have a Tax File Number (TFN). You can apply for a TFN yourself through the Australian Tax Office:

 Ph 13 28 61

 [ato.gov.au](http://ato.gov.au)

Please note: if you're under 21 years of age you are considered a 'junior employee'. The Junior Pay Rates are set at a percentage of the relevant adult pay rate, depending on your age. You can check the Junior Pay Rates on the Fair Work Ombudsman's website.

Link to: International students fact sheet [fairwork.gov.au](http://fairwork.gov.au)

# Public Transport

## General information

Brisbane's public transport system includes buses, trains, City Cats (river ferries) which you can use to travel to the UQ campus and around Brisbane.

The average weekly cost for transport is AU\$45.00 and varies according to the number of zones travelled.

It is a good idea to download the MyTrans Link app on your phone when you arrive so you can check your bus and train timetables. This app is available from the App Store and Google Play.

[🌐 translink.com.au/plan-your-journey/mytranslink](https://translink.com.au/plan-your-journey/mytranslink)

## Go card for trains, buses and ferries

- It is recommended that you purchase a **go card** when you arrive in Brisbane.
- A translink **go card** covers Brisbane, the Sunshine Coast and Gold Coast regions.
- Ensure you 'touch on' and 'touch off' with your **go card** (on the bus), trains (on the platforms), CityCat (on the CityCat) at the beginning and end of your journey.

## Where can I buy and add credit to my go card?

- Selected newsagents (for example, UQ Campus News at St Lucia campus).
- 7-Eleven stores.
- Train stations where you see the 'top-up' symbol.
- Translink fare machines at train stations and busway stations.
- Financial top-up amounts can be added to your registered **go card** online at [gocard.translink.com.au/webtix](https://gocard.translink.com.au/webtix)
- Visit the following link to find a retailer close to your accommodation that sells **go cards**: [translink.com.au/tickets-and-fares/go-card/buy-and-top-up](https://translink.com.au/tickets-and-fares/go-card/buy-and-top-up)

## How much do I pay?

Unfortunately UQC students cannot purchase student tickets for bus, train, or CityCat fares with a UQC student card. If you make eight (8) paid **go card** journeys in a week (Monday to Sunday), you will receive 50% off all other trips for the remainder of the week. This will be calculated automatically when you 'touch on' and 'touch off' the bus, train or ferry.



## More information

For transport information in selected languages visit [translink.com.au/languages](http://translink.com.au/languages) or call 13 12 30 to speak with an interpreter.

## Airtrain

The Airtrain travels from all downtown stations\* to Brisbane Airport (International and Domestic terminals). Airtrains depart every 15 minutes during peak times and every 30 minutes off-peak.

Tickets are available online at [airtrain.com.au](http://airtrain.com.au) or from train stations.

**\*Bowen Hills, Roma St, Brunswick St, Central, South Brisbane, South Bank.**

Information, ticket prices and timetables:

🌐 [airtrain.com.au](http://airtrain.com.au)

More information, timetables and journey planner

📞 13 12 30

(24 hours a day 7 days a week)

🌐 [translink.com.au](http://translink.com.au)



# Taxis and Rideshare

## Rideshare

Prices start at \$2.50 for the initial fee, and \$0.38 per minute. Please note that prices will vary according to the service chosen.

**Shebah** is Australia's first ride-sharing service created by women for women. Download the Shebah app from the Google Play Store or App store.

🌐 [shebah.com.au](http://shebah.com.au)

## Taxi options

Fares vary due to distance, traffic conditions and time, however, a fare to Brisbane's CBD from Brisbane Airport will be approximately AU\$33 plus a AU\$3 fee.

For further information on fares and bookings, you can visit the Black & White Cabs website.

🌐 [blackandwhitecabs.com.au](http://blackandwhitecabs.com.au)

# Mobile Phones

## Local SIM card

We suggest you purchase a local SIM card soon after you arrive, so that you can communicate with family and friends, and also use in an emergency. A local SIM card will also avoid international roaming charges.

Major SIM cards and pricing information for phone calls, SMS and data can be found at some newsagents or at mobile phone kiosks in most major shopping centres. The major phone companies in Australia are Telstra, Optus, and Vodafone. Some suppliers also sell SIM cards over the internet.

If you have requested an airport transfer please do not purchase your SIM card on arrival at the Brisbane airport terminal. Buying and activating a SIM card in Australia is not a quick process, and may

cause you to miss your vehicle transfer.

If you wish to use a local SIM card to call your home country, please check the international call access and international call rates for the SIM card you intend to purchase. You may find the mobile phone plan comparison website useful for this purpose: [whistleout.com.au/Mobile Phones](http://whistleout.com.au/Mobile%20Phones)

## Phone cards

A large selection of discounted domestic and international telephone cards are available from newsagents and retail outlets in Brisbane.

## Mobile Phone Use in Class



Please turn your phone to silent in class.



It is OK to use your phone as a dictionary in class. Your teacher may ask you to use your phone as a learning tool. Your teacher will direct you.



Texting, making calls, and recording lessons are not acceptable under any circumstances.

# Cost of Living in Brisbane

	STUDENT LIVING IN ON-CAMPUS COLLEGE	STUDENT LIVING OFF-CAMPUS	FAMILY (TWO ADULTS, ONE CHILD) LIVING OFF-CAMPUS
Rent	\$2050-\$3000*	\$840-\$2480	\$2640-\$3000
Food	included	\$560-\$1120	\$1300-\$1600
Utilities (gas and electricity)	included	\$170-\$215**	\$200-\$415
Mobile phone / internet	\$45-\$125	\$45-\$125	\$90-\$320
Public transport	\$90-\$120	\$90-\$120	\$270-\$360
<b>TOTAL</b>	<b>\$2185-\$3245</b>	<b>\$1705-\$4060</b>	<b>\$4500-\$5695</b>

\* Cost of fully catered accommodation including utilities vary from residential college to college.

\*\*Many student accommodation providers include electricity, gas and internet costs in rent; however, check with your provider to be sure. This table should be taken as a guide only.

For the most accurate cost of living, visit:

[future-students.uq.edu.au/university-life/living-in-brisbane/cost-living](http://future-students.uq.edu.au/university-life/living-in-brisbane/cost-living)



## RENTAL ACCOMODATION

[studystays.com.au](http://studystays.com.au)

UQC students can access the online Rentals Database. For more information visit the UQ Accommodation website at [my.uq.edu.au/studentsupport/accommodation](http://my.uq.edu.au/studentsupport/accommodation)

Before you sign a lease, take it to UQ Accommodation Services and ask them to check it for you.

# UQ College Staff Contact Details

## Chief Executive Officer

---

Mr Julian Wilson

✉ j.wilson@uqcollege.uq.edu.au

☎ +61 7 3346 6700

## Academic Staff

---

### Senior Academic Manager

Mr Iain Mathieson

✉ i.mathieson@uqcollege.uq.edu.au

☎ +61 7 3346 6770

### Academic Manager (BE)

Mr Paul Forster

✉ p.forster@uqcollege.uq.edu.au

☎ +61 7 3346 6770

### Academic Manager (IE)

Mr Kit Nuttall

✉ c.nuttall@uqcollege.uq.edu.au

☎ +61 7 3346 6770

### Academic Manager (Assessment)

Mr Stephen Walker

✉ s.walker@uqcollege.uq.edu.au

☎ +61 7 3346 6770

## Student Administration

---

UQC Student Information

✉ info@uqcollege.uq.edu.au

☎ +61 7 3346 6770

## For assistance

---

### Personal matters, safety and wellbeing

✉ support@uqcollege.uq.edu.au

### Enrolments, fee payments, cancellations and refunds

✉ admissions@uqcollege.uq.edu.au

### Attendance

✉ support@uqcollege.uq.edu.au

☎ +61 7 3346 6770

### Complaints and appeals

✉ support@uqcollege.uq.edu.au

☎ +61 7 3346 6754

## Queensland students

Queensland students can access a range of support services including free resources and information, access to student support officers, workshops and events through the Queensland Student Hub Network, and 24-hour phone support through - Queensland's international student support hotline. This is a free service run by the Queensland State Government and students can contact the hotline for assistance or general enquiries:

☎ [1800 778 839](tel:1800778839)

🌐 <https://www.studyqueensland.qld.gov.au/Live/Student-Support>

**RESPECT.  
NOW,  
ALWAYS**



**SEXUAL HARRASSMENT IS  
NOT OKAY**

**If this has happened to you, you are  
not to blame and you are not alone**

**1800RESPECT  
(1800 737 732)**

## Contact us

UQ College

Level 4, Sir Llew Edwards Building  
(#14) The University of Queensland  
Corner University Drive and Campbell Road  
St Lucia 4072 QLD

T: + 61 7 3346 6770

F: + 61 7 3346 6771

E: [info@uqcollege.uq.edu.au](mailto:info@uqcollege.uq.edu.au)

W: [uqcollege.uq.edu.au](http://uqcollege.uq.edu.au)

## Emergencies only

+61 7 3365 3333

 [UQ CollegeUQ](https://www.facebook.com/UQCollegeUQ)

 [UQCollege\\_uq](https://www.instagram.com/UQCollege_uq)

The registered provider of the ELICOS and Foundation programs is The University of Queensland (CRICOS Code 00025B). UQ College Ltd will deliver the Foundation and ELICOS programs on behalf of The University of Queensland pursuant to a third party agreement notified by the parties to TEQSA.

UQ  
College<sup>+</sup>